



Health, Safety and Security Policy

Parc Carafanau Strand Caravan Park
Ffordd Amlwch Road
Benllech
Ynys Môn | Isle of Anglesey
LL74 8SR

Health & Safety

This statement sets out the Health & Safety Policy of Parc Carafanau Strand Caravan Park, Ffordd Amlwch, Benllech, Ynys Môn, LL74 8SR and means through which that policy is to be implemented. Our objective is to provide a secure, safe and healthy place for our guests.

Our approach to Health & Safety as far as reasonably practicable will be:

- To provide a safe place for our guests and to continue to identify and control hazards.
- To act reasonably quickly on any identified hazards.
- To prevent as far as is reasonably possible, any improper conduct or behaviour by any member of staff or guests.
- To consult with staff on all Health & Safety matters.

Parc Carafanau Strand Caravan Park has identified hazards in a risk assessment that pose a risk to Health & Safety. Displaying signage where appropriate has minimised these hazards.

- A speed limit of 5mph and one-way system must be adhered to.
- The climbing of buildings on the caravan park is not tolerated; signage of this danger must be obeyed.
- Dogs must be kept on leads and under control at all times and are not permitted to foul The Park, no dogs defined within the Dangerous Dogs Act is permitted.
- Warnings, penalties and termination of agreements will be given to those continuously breaking Health & Safety rules.
- The Park Owners reserve the right to make any improvements to any caravan and/or plots as deemed necessary.

Guests' responsibility:

- Make the Park Owners aware of any Security and/or Health & Safety breaches.
- Any accident(s) and/or incident(s) that occur(s) in or outside of the caravan are the responsibility of guests and the accident(s) and/or incident(s) notified to the Park Owners.
- Comply with Health & Safety Policy and will ensure compliance of all those using their caravan and/or visiting the Park.
- It is the responsibility of the caravan owner to comprehensively insure their caravan. Proof of insurance must be presented to Park Owner upon request.
- The Caravan must be maintained and kept in good repair and mobile condition and the immediate surrounding area must be kept clean and tidy to the reasonable satisfaction of the Park Owners.
- The prior permission of the Park Owner must be obtained before any boat, trailer or other item may be placed on the Pitch and for the erection of any fencing or shed or landscaping.

First Aid:

- First aid boxes are located in the bathrooms of Parc Carafanau Strand Caravan Park owned caravans and at the Office.
- First aid boxes are restocked at the beginning of each season and regularly checked.

Fire Procedures:

- In the event of a fire and providing there is no danger to the persons concerned every effort should be made to extinguish or contain the fire pending the arrival of the Fire Service.
- Raise the alarm. If you believe there is a reasonable hope of extinguishing the blaze, attack the fire immediately.
- Leave the caravan by the nearest exit and proceed to your designated assembly point, which is located in the garden opposite the house.
- Do not collect personal belongings and do not under any circumstances expose yourself to danger.

Security

To ensure the safety of our guests and the security of Parc Carafanau Strand Caravan park, the following procedures are implemented:

- ANPR security gates
- CCTV
- Contact details of all guests

Guests are defined as caravan owners and those holidaying at Parc Carafanau Strand Caravan Park.

Strictly no visitors to the Park, you should meet friends and family offsite as regulations, facilities and security assurance limit the number of people the Park can accommodate.

Any guest who wishes to have a visitor must make a request to Parc Carafanau Strand Caravan Park via email 3 working days prior to any visit taking place.

Accidents and Incidents

This procedure explains the process for reporting and investigating accidents / incidents, near misses or dangerous occurrences within the undertaking of Parc Carafanau Strand Caravan Park.

- An accident is an unplanned event which causes injury to persons, damage to property or a combination of both.
- An Incident is an unplanned, uncontrolled event, which may result in damage rather than injuring a person.
- A near miss is an unplanned event which does not cause injury or damage, but could do so.
- An Injury is the harm a person suffers because of an accident.
- Any theft or damage to property.

In the event of an accident, incident or near miss resulting in injury or not, Parc Carafanau Strand Caravan Park will ensure appropriate accident investigation report(s) are undertaken. The following should also be implemented;

- Obtain treatment for the injury from a first aider or another appointed person, as appropriate.
- If required, make the area safe following the incident (e.g. by using barriers, warning notices), to safeguard others. Except where the accident results in a major injury, in which case the scene should be left undisturbed until advised otherwise by the enforcing authority.
- Remove residual hazards that may pose a risk for other people in the area if it is safe to do so.
- Enter details in the accident log.
- Review existing risk assessments/policy in light of the accident investigation results to prevent a reoccurrence.

A log of the accident/incident must be completed by Park Manager(s) in the 'Accident and Incident Schedule/Spreadsheet' whether anyone has been injured (or not), anything was damaged, stolen or lost whilst at Parc Carafanau Strand Caravan Park.

Park Manager(s) will assess the information provided on the form/log with regard to seriousness of cause and outcome. An assessment will be made of the investigation information and any actions taken to reduce the risk of recurrence.

Completing an Accident/Incident log:

- Where did the Accident/Incident occur? Provide as precise a location as possible.
- State the date and time of the incident or when discovered if details not known.
- A brief description of what happened is needed, giving as much detail as possible, please include what was done to assist or resolve problem.
- Details about the Injured/Involved person(s)
- About the injury if any- details of the injury and the part of the body affected. Please ensure that you answer all questions in this section.
- Witnesses to the Accident / Incident will need to be identified and their details recorded as they may be contacted at a later date.
- Details about items / property that have been damaged, lost or stolen. An estimate of the value of the item at the time it was lost or stolen, or of the repair cost is required. If the Police have been informed please state the crime reference number.

Declaration- should be completed by a Park Manager, stating Name and Contact number.

Dogs/Pets

To keep pets and guests happy, the following guidelines have been put in place:

- Toileting dogs on your pitch only, ensure you pick up any deposits
- Exercise your dogs off site, not around the site or other pitches. Walk directly from your caravan to the lane and then onto either the footpath or pavement
- Dogs must be supervised at all times and should not be left alone in a caravan
- Dogs should always be kept on a short leash (1m) on the park
- Please make every effort to keep your dogs from barking indoors
- Guide dogs are welcome
- Dogs named under the Dangerous Dogs Act are not permitted (<http://www.legislation.gov.uk/ukpga/1991/65/contents>)

Anti-Social/ Bullying and/or Violent behaviour

By the nature of our business we inevitably meet a very small number of potentially anti-social/ bullying and/or violent persons. We treat this matter seriously and seek to safeguard employees and guests against acts of anti-social/ bullying or violent behaviour which may occur at Parc Carafanau Strand Caravan Park.

Examples of such behaviour include:

- Excess noise, especially during the hours of 11pm and 9am.
- Not in control of dogs and/or other animals.
- Trespass onto adjoining fields.
- Trespass onto Parc Carafanau Strand Caravan Park
- Theft and/or damage of property.
- Cause any nuisance to customers and/or Park Manager(s)
- Shouting at and/or badgering others so the bully can have their own way.
- Consistently attacking a person's professional or personal standing in front of others, or in private.
- Setting out to make a person, whom a bully envies because of her/his professional or social ability, appear incompetent, or to make that person's life miserable, in the hope of getting her/him to do what the bully wants.
- Posting derogatory, false or offensive comments about Park Manager(s) or customers on social media sites.

- Vexatious complaint(s) against Park Manager(s) due to change in rules, policy and/or governance of Parc Carafanau Strand Caravan Park.
- Any incident in which an employee or guest suffers abuse, threats, harassment of any nature or physical assault in circumstances arising out of the course of his/her time at Parc Carafanau Strand Caravan Park.
- Violating a person's dignity or creating an intimidating, hostile, degrading, humiliating, or offensive environment for them.

Recording, Reporting and Monitoring of Incidents

All instances of theft/ anti-social/ bullying and/or violent behaviour must be reported to Park Manager(s) as soon as possible. Incidents will then be recorded in the 'Accident Band Incidents Schedule' and the procedure followed. The following information will be given: time, date, place of incident, full description of what happened, name(s), if known, of the alleged perpetrator(s) and any witness(es).

If possible, a guest who believes that they have been the subject of bullying or harassment etc. should, in the first instance, ask the person to stop the harassing or bullying behaviour and make it clear what aspect of their behaviour is offensive and the effect it is having on them. This can be done either verbally or in writing. If the bullied person feels unable to approach the person responsible directly, this initial approach can be made by the Park Manager(s).

The Park Manager(s) will record, monitor and investigate complaints regarding behaviour and will take action if required. In most instances these will be reported to North Wales Police.

Guests will receive:

- an official warning
- compliant will be logged and person(s) may be presented with a suspension or expulsion from The Park.
- Mediation will be offered if deemed appropriate by the Park Manager(s).
- Agreement will be terminated if such behaviour is repeated.
- If the incident(s) are deemed serious and if crime(s) may have been committed, North Wales Police will be informed and immediate suspension and probable expulsion from the Park will be issued.

Parc Carafanau Strand Caravan Park takes a zero-tolerance approach to vexatious complaints, anti-social behaviour, bullying and/or violent behaviour.

Risk Assessment

- Recognise our duty to provide a safe environment.
- Significant risks are recorded in the 'Accident and Incidents Record'.
- The risk assessment is comprehensive and is subject to annual review.
- Risks are categorised (**H**)high, (**M**)medium or (**L**)low, in the likelihood that somebody could be harmed.

Actions to reduce risks are categorised as follows:

Eliminate – can the risk be removed. Do we need to carry out this procedure?

Contain – is there any way the hazard can be contained. Do guards need to be introduced (physical, electronic or distance).

Remove- people from risk, is it possible to segregate people from the hazard? E.g. have the hazard in one area.

Reduce- peoples' exposure to the hazard – This can be done by changing work methods and/or patterns.

Utilise- Personal Protective Equipment (PPE) – this should always be considered as a last resort to control any residual risk that cannot be eliminated by any of the above methods. It will include the provision of facemasks, gloves, aprons, steel toe-capped shoes, hard hats etc.

Information- instruction, training and supervision should also be considered.

Significant hazards	Who might be harmed and how?	How is the risk currently controlled?	Risk level	Action required to reduce risk level?	Risk level	Actioned by who?
General works	Employees, Guests, Contractors Injury sustained due to works being carried out.	Works to be done during Winter or during quieter times of the Season or day. Warnings and information to be shared if this is not possible. Areas to be closed off is possible. Scheduled to be done during quieter days and times. Cars to be diverted to park elsewhere.	M	Ensure that Employees, Contractors, Guests follow statutory Health and Safety legislation and additional advice by Manager(s).	L	DH- Regular review
Injury	Employees, Guests, Contractors General injury sustained.	Signage, Health & Safety Policy and site rules. All records kept in the 'Accident Schedule'.	L	No further action required, other than to implement Policy and follow procedures.	L	DH- Annual review
Flammable substances/ Electrical	Employees, Guests, Contractors Gas leak and electrical faults.	Signage, Health & Safety Policy, regular safety checks.	M	Continued implementation of policies and following of professional advice	L	DH- Annual review
Noise	Employees, Guests, Contractors Excess noise.	Health & Safety Policy and General Rules.	M	Ensure compliance of noise rules.	L	DH- Regular review
Fire	Employees, Guests, Contractors Fire	Health & Safety Policy, fire procedures	H	Ensure compliance of policies and procedures. Keep entrance and exit clear and ensure people are aware of the location of the Fire Assembly Point.	M	DH- Continuous, review.
Security	Employees, Guests, Contractors Unauthorised persons.	ANPR gates , CCTV Definition of guests, visitors authorisation requests.	H	Installation of ANPR security gate. Monitoring of CCTV Visitors log	M	DH- Regular review
Traffic	Employees, Guests, Contractors Speeding and too many cars on the Park.	Health & Safety Policy and General Rules	M	Ensure compliance with the 5mph speed limit.	L	DH- Regular review

				Implementation of 1 car per plot. Installation of ANPR security gate.		
Machinery	Employees, Contractors Machinery not working, injury sustained.	Regular maintenance, Health & Safety Policy	M	Ensure that machinery is well maintained and serviced at least annually. Machines will be kept under lock and key when they are not manned. Training provided to those who use machinery.	L	DH- Regular review
Violence, verbal abuse and/or anti-social behaviour	Employees, Guests, Contractors Violence, verbal abuse and/or anti-social behaviour	General park rules and the law. Regular contact, continued partnership with and follow advice from North Wales Police	H	Zero tolerance in instances of violence, verbal abuse and/or anti-social behaviour.	L	DH- Regular review
Theft	Employees, Guests, Contractors Theft of possessions etc.	General park rules and the law. Regular contact, continued partnership with and follow advice from North Wales Police CCTV system installed.	M	Ensure valuables are kept secure. Encourage guests to follow best practice.	L	DH- Regular review
Health emergencies/ pandemics etc.	Employees, Guests, Contractors	Coronavirus/COVID-19 Policy applies in these emergencies.	M	Policy reviewed and amended.	L	DH- Annual review

Policy reviewed and amended on 2 April 2023.



Parc Carafanau Strand Caravan Park is a trading name of Cwmni Glyn Cyf
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Company Number: 14666101