



STAFF INDUCTION & TRAINING MANUAL

RIVER KING

March 2023

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Written by Thomas Moore in April 2019

Reviewed & amended in March 2023

Welcome & Introduction to River King

Congratulations on your appointment and welcome to the team at River King! We are excited that you have decided to join us and look forward to a long, happy, and successful partnership together. Our organisation is primarily about delivering exceptional customer service, whilst ensuring the safety of all persons on board. You have been employed because we believe you can help us to deliver these high levels of safety and customer satisfaction.

We want to ensure that your interactions with other River King employees and our customers will reflect the value that River King places on people, teamwork, bottom-up management, and our commitment to superior customer service.

This manual is intended as a guide to make you feel as comfortable and well informed as possible in your new position. It should clarify basic policies and procedures and act as a primary step in learning about River King.

It will also provide an ongoing source of reference throughout your career with us. We update it regularly, and we will let you know when a new version is available and what's been added. We welcome any feedback about what's in the manual and any thoughts about how you think it could be improved.

If there is something that you want to know that's not covered in here, please feel free to ask management or anyone at River King.

The success of River King relies on a combination of your efforts, your talents, your commitment, and our teamwork. Our employees are our most valuable resource, and we genuinely encourage the innovative and distinctive ideas that come with staff contribution. Please share your ideas, your thoughts, and your wisdom.

Most importantly, our success depends on our ability to do things well and to enjoy what we do. We trust that your experience with us will be fulfilling and fun.

On behalf of everyone at River King, I would like to welcome you to our team. I look forward to your contribution to our joint growth, success, and the primary focus of our organisation.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Thomas Moore', written in a cursive style.

Thomas Moore
Director

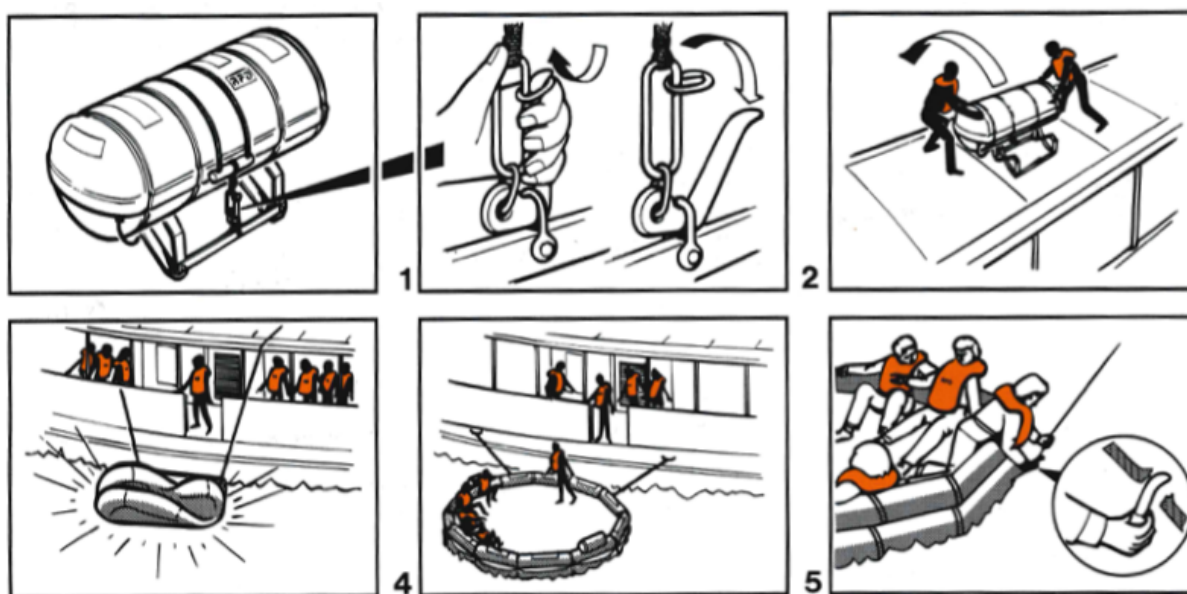
Location and use of Lifesaving Appliances

River King must carry certain emergency and life-saving equipment at all times. This equipment must meet minimum standards and is tested and serviced regularly. Licenced to carry 130 persons, River King must carry the following lifesaving appliances to operate.

1 x 65 Man Inflatable Liferaft

Located on the roof to the stern of the vessel, the 65-man life raft is inflated using carbon dioxide from the storage cylinder packed within the raft inside a container. To launch the raft manually;

- Ensure the painter is fasten it to the ship side at a strong point.
- Check overboard for any obstructions.
- Unfasten the hook from the cradle.
- Two people can lift the life raft and throw it overboard.
- After its thrown, pull the painter sharp until the life raft inflates.
- With the painter, pull it towards the ship's side.
- Lower the embarkation ladder or jump directly onto the life raft, depending on the situation and the time at hand.
- Sit wide order face to face to prevent any imbalance.
- Take a headcount.
- Cut the painter using the knife, paddle, or anchor, clear away from the ship.



4 x Life Float

Located on the roof to the stern of the vessel, River King has 2 x 20-man life floats & 2 x 10-man life flats. These are buoyant, rigid and 'non-inflatable' platforms which are launched by first checking overboard for any obstructions, two people should then lift the life float from both sides horizontally and throw into the water.

5 x Ring-Life Buoys

Four life buoys are located on the roof of the wheelhouse to the bow of the vessel & one is in the equipment cupboard behind the wheelhouse on deck level. Ring-Life Buoys are most commonly used to rescue someone that has gone overboard accidentally. Lifebuoy rings are attached to a 30meter rope, which is knotted to the side of the vessel and the other end is knotted on the ring, forming a fine grip. The person helping the casualty shouts at them, and the lifebuoy ring is thrown at a distance that it does not hit the person that needs to be saved. Once made sure that the casualty is holding the grip line of the ring, the thrower starts pulling the rope towards himself.

1 x Seago Rescue Safety Recover Sling & Davit

Both the recovery sling and davit are in the equipment cupboard behind the wheelhouse on deck level. In the event of a man overboard STOP the boat and deploy the sling by throwing it into the water upstream of the casualty, allowing the current to take the sling to the casualty. Once the casualty has got hold of the sling, allow them to get into it and start pulling the rope towards the boat. Once the casualty is next to the boat, should they be unable to use the embarkation ladder, hoist them up using the davit.

Location and use of Fire Fighting Appliances

Fire is extinguished by removal of any of the three elements of the fire triangle – heat, oxygen, or fuel:

- Oxygen is removed when a space is closed and sealed, and the oxygen is consumed by the fire. Oxygen can also be displaced by the release of inert gas such as CO₂. Foam can restrict oxygen reaching the fuel's surface.
- Heat is removed by cooling with water, which also generates steam. Steam has a smothering effect by displacing oxygen.
- Fuel, in the form of cargo, packaging and dunnage, is difficult to remove from most compartments. Good housekeeping and the removal of unnecessary combustible material is essential.

Swing Arm Fire Hose Reel

Located in the midship, on the portside of the top deck next to the stairwell to the lower saloon. Fire hose reels are used to fight type A fires (wood, paper, cloth etc.), and their function is to supply a continuous and controllable supply of water to a fire. Under no circumstances you should use a fire hose around oils, petrol, fats, or electricity as you risk spreading the fire or getting shocked.

How to use the fire hose reel


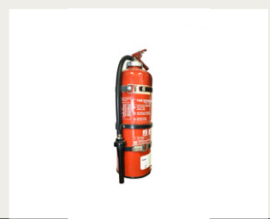


- River King is fitted with a pump with a pressure gauge, meaning there is no need to turn on the water supply at the stop valve.
- Run the hose out the required distance to the fire. It is unnecessary to run the whole hose, unlike a lay-flat hose.
- Turn the water on at the nozzle.
- Direct the stream at the base of the fire until the fire is out.
- Turn off the water at the nozzle.
- Rewind the hose in even layers. This is easier to achieve when the hose still has water inside.

Portable Firefighting Equipment

Located behind the bar in the saloon, in the engine room & in the wheelhouse during operation. Portable fire extinguishers are the first means of attacking fire and are effective with small fires that have not taken hold.

Portable fire extinguishers are filled with different extinguishing materials, they all look similar, but the colour of the label indicates the fire extinguishing method:

- Red = Water
- Blue = Dry Powder
- Cream = Foam
- Black = CO₂

| | Type | Extinguishing method | Used on | Not used on |
|---|-----------------------|----------------------|--|---|
|  | Water | Cooling | Dry material. | Oil, liquids or electrical fires. |
|  | Foam | Smothering | Oil, combustible liquids and solid materials. | Electrical fires. |
|  | Dry powder | Smothering | Dry materials, liquid fuels, flammable gases, electrical equipment (excluding high-voltage equipment). | Can be used on any fire except metal fires. |
|  | Carbon dioxide | Smothering | Ideal for electrical and liquid fuel fires. | Can be used on most fires. |

Sand Bucket

Located at the bottom of the ladder in the engine room. Sand works like other extinguishing materials by absorbing heat and suffocating the fire by cutting down the oxygen supply. Sand is used in the engine room to absorb any small fuel spills along with the standard ABC and CO₂ fire extinguishers. In an emergency, the sand bucket is used to immediately cease the fire while another fire extinguisher will take more time to operate however the sand buckets filled with sand can be immediately used.

Action in the event of an Emergency

Fire Policy

- Once discovering a fire, identify positions and immediately raise the alarm.
- Shut-off all engines and ventilation systems where necessary.
- Recover and evacuate anyone injured.
- Locate the fire and evaluate the extent of the fire.
- Cut off air supplies to fire - close items such as hatches ports doors ventilators and shut off ventilation system.
- If safe immediate use portable **FOAM** fire extinguisher at the base of frames, for flammable liquids or grease fires.
- Use the **WATER** fire extinguisher for fires in ordinary combustible material.
- Do not use water on electrical fires use only **CO2**.
- If fire is in machinery spaces, shut off fuel supply and ventilation and manoeuvre vessel to minimise effect of wind on fire.
- If unable to control fire, immediately notify the emergency services by mobile phone.
- Move passengers away from the fire and if necessary, prepare to abandon the vessel.

Abandon Ship Policy

- Order crew and passengers with crew assistance, to muster on the top deck.
- Contact designated person to inform them of the emergency.
- Prepare to launch life-rafts.
- Ensure life-raft painter is attached a vessel, launch life-raft.
- Embark all passengers onto the life-raft.
- Embark all crew onto the life-raft.
- Cut Painter
- Check for persons in the water.
- Administer first aid as required.
- Maintain a lookout for vessels coming to assistance.
- Remain in safe proximity to the ship and in contact with the emergency services.

Violent Act Policy

- Protect safety of the other passengers and crew by isolating perpetrator(s).
- Request assistance from shore by mobile phone.
- Divert to nearest point where assistance will be available.
- Attempted a defuse situation without resulting to force.

Man Overboard Policy

- Raise the alarm by shouting '**MAN OVERBOARD!**' to alert all on board.
- Disengage propellers.
- Post lookout to maintain continuous watch on man overboard.
- Release lifebuoy with light on rope as appropriate on the side the person has fallen overboard.
- Take immediate avoiding action so as not to run over the man overboard.
- Commence a recovery manoeuvre.
- Prepare recovery equipment. Ring-life buoy, recovery sling, davit, and pulley gear, stored in top deck store cupboard. Emergency ladder in downstairs cupboard.
- Lifeline is used to support person under shoulders. Davit and pulley gear is used to bring person back on board.
- Once recovered administer first-aid qualified.

Assisting other Vessels in an Emergency

- Consider the risks to your passengers as a priority.

Grounding Policy

- Stop engines, exhibit navigation lights, and make appropriate sound signals.
- Switch on deck lighting.
- Check the hull for damage.
- Sound bilges and tanks.
- Visually inspect compartments where possible.
- Sound around ship.
- Determined where deep water lies.
- Determine nature of riverbed.
- Reduce draught of ship if possible.
- Inform Owner/Operator

Collision Policy

- Manoeuvre the vessel to minimise effect of collision.
- Switch on deck lighting at night
- Check for hull damage.

Main Propulsion or Steering Failure Policy

- Prepare for anchoring if needed.
- Engage emergency steering.
- Manoeuvre vessel away from nearest danger

Medical Emergency Policy

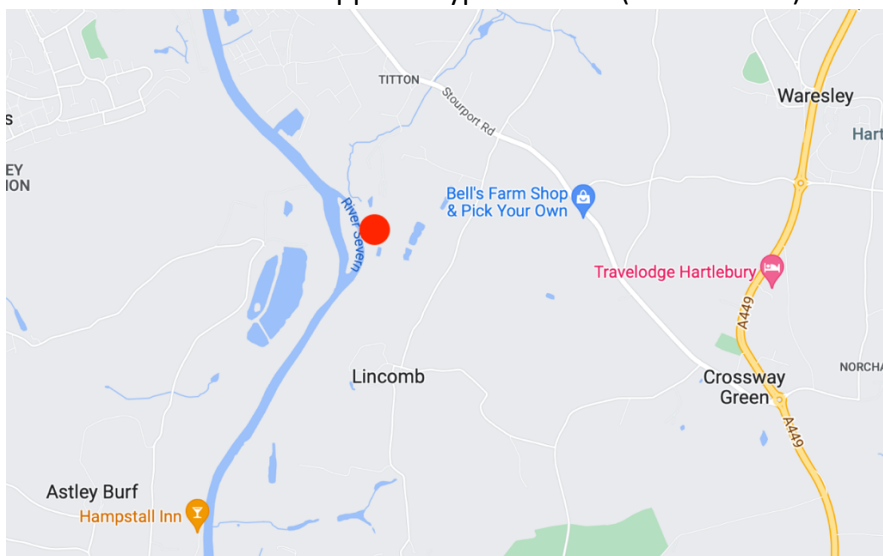
Contact 999 immediately.

Road access for emergency vehicles:

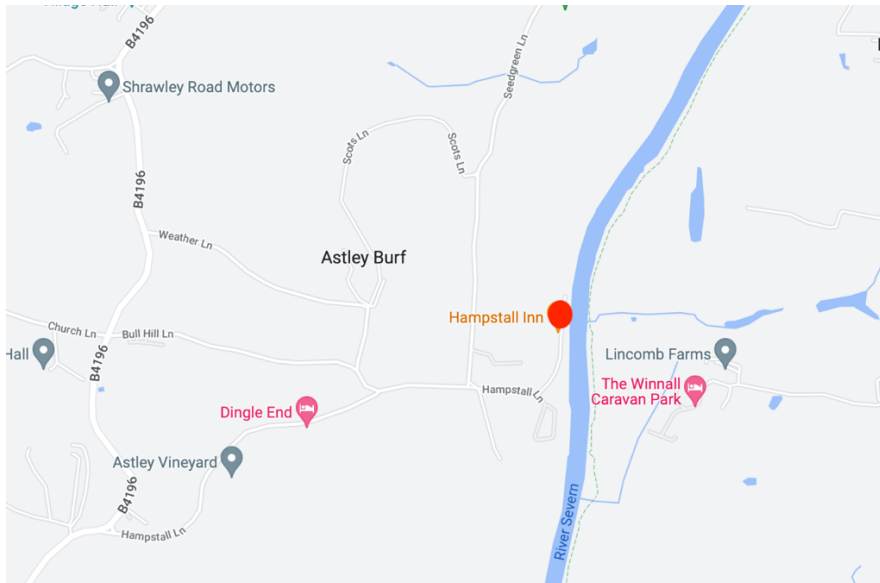
- Stourport Bridge – DY13 8XA (Postcode)
– `asset.option.regime (what3words)`



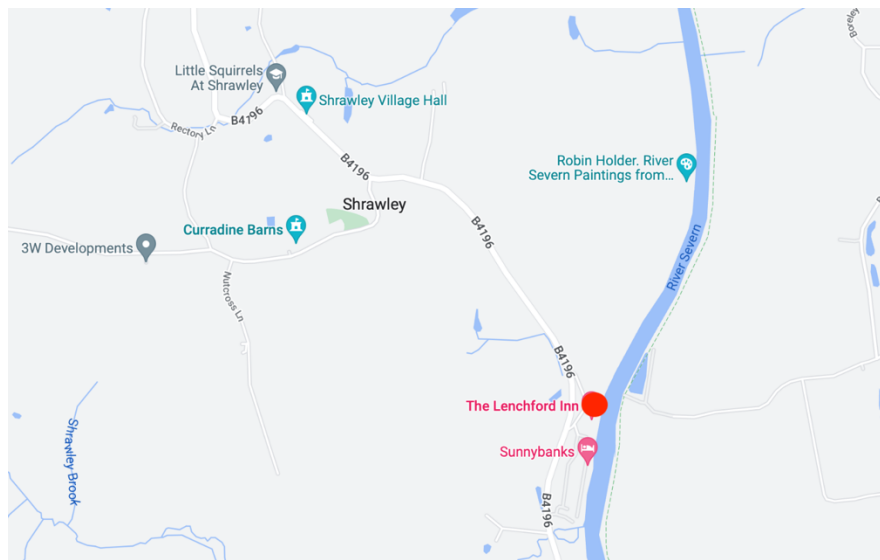
- Lincomb Lock – DY13 9QB
– `oppose.crypt.reclusive (what3words)`



- **Hampstall Inn** – DY13 0PY
– drives.originals.dizziness (what3words)



- **Lenchford Inn** – WR6 6TB
– sympathy.tram.snippet (what3words)



Reporting of Accidents

The requirements for reporting accidents should be well understood for all personnel and in doing so improve the safety culture practiced on board.

All accidents and near accidents shall be recorded and reported to the operator, who shall implement corrective action, with the aim of improving safety.

It is essential that in the event of an emergency, the master or crew members communicate with the emergency services via mobile phone. Depending on the level of emergency, contact will be made to either the operator/owner and Police, Ambulance or Fire Service.

An accident logbook is to be kept on board the vessel. Date, time, incident, person involved, action taken and witnesses to be recorded at all times in the accident logbook.

The Master shall inform the Marine Accident Investigation Branch (MAIB) of all accidents in accordance with The Merchant Shipping (Accident Reporting and Investigation) Regulations 1999. The MCA should also be informed, if the accident is such that the validity of the ship's Passenger Certificate or Domestic Safety Management Certificate may be affected.

Incident reporting processes.

All incidents / accidents should be reported immediately to the Owner/Operator for them to contact the insurance company. In all cases please obtain names and addresses of any witnesses and if at all possible, obtain a signed statement from them at the time of the incident. In the case of damage to the vessel, no repairs may commence before the vessel has been surveyed unless they are of an emergency nature or below the policy excess.

Passenger Safety & Social Responsibility

Vessel operating procedures / Onboard procedures

There are procedures in place for key shipboard operations with regards to safety. The tasks involved in these procedures are assigned to the Owner/Operator.

Code of Safe Working Practices

By law, up-to-date copies of the 'Code of safe working practices for merchant seamen' must be carried on a UK ship that's not a fishing boat or pleasure craft. An up-to-date copy can be accessed on the 'Staff Training & Information' link on the River King website or via the link below;

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1039161/Code_of_safe_working_practices_for_merchant_seafarers_amendment_6_2021.pdf

Safe boarding of passengers.

- Passengers will board the vessel from appropriate point on the riverfront.
- Passengers will board using ramps/steps on the Starboard side of the vessel and crew will assist all passengers when embarking and disembarking.
- Emergency exit, life-raft and buoys MUST be unlocked before departure.
- Test steering before departure.

Counting & Recording of Passengers

Owner / Operator is responsible for the upkeep of this information in accordance with the requirements of the regulations. Method of accounting/registering of passengers are conducted through a "Clicker system" –

- The master or a member of crew shall count each passenger boarding using a consecutively numbering (hand-held) counting device and note the number. Any persons disembarking shall be similarly counted and recorded using the clicker.
- The Master or a member of crew shall, before departure, record the information. The system shall be applied to all persons boarding and disembarking from the vessel for a voyage. The system shall account for all persons on board the vessel at all times. Each person on board the vessel must have the relevant details recorded irrespective of whether they are a fee-paying passenger or not.

- Method of deposition of information is sure is conducted by message via phone. The information is updated at each landing/stopping point where persons may embark or disembark the vessel.
- The system shall ensure that information concerning passengers who have declared a need for special assistance or care in an emergency situation is properly recorded and that the Master is informed prior to departure.
- The master shall ensure that the vessel does not depart if the number of persons on board exceeds the total number of the vessel is certified to carry.

Passenger Safety Announcement

Passengers shall be given emergency information at the commencement of each voyage. A public address system will be used to inform passengers of the action they should take in the event of an emergency which could lead to the ship being abandoned. Information provided includes:

- The methods to be used to inform passengers of an emergency has occurred, either public address system or by the person in charge.
- The action they will require to take in the event of an emergency.
- Type of life-saving appliances on board.
- How to use the life-saving appliances.
- Announcements are made in a clear and simple manner. It is brief but compatible with the need to convey sufficient information to assist all concerned in the event of an emergency landing to abandonment. The announcement is prefaced by a request for everyone's attention. No other announcement or music is allowed to be broadcast while the passenger emergency instructions announcement is made.

'Ladies and gentlemen please listen to the following safety announcement. In the unlikely event of an emergency, you will be informed by a means of an announcement or by a member of crew. Please remain calm at all times. The vessel is equipped with life boys and life-rafts which can be manually launched in the event of an emergency. If evacuation is required, you will be instructed by the master or crew member to proceed to the nearest accessible exit and to enter the water. When in the water take hold of one of the grab lines on the lifebuoy or buoyancy apparatus. Each lifebuoy we can support two persons, the inflatable life-raft can support 65 persons, the smaller buoyancy apparatus can support 10 persons and the larger ones 20 persons.'

Fuelling

- Vessel to be checked and filled, if necessary, by owner/operator before any departure.
- No fuelling will take place whilst passages are on board the vessel.
- Ensure spill kit is brought up from engine room prior to re-fuelling.
- Any material used for spillage will be disposed of at the correct location at the local tip / recycling plant.

Spillages & Oil Pollution

- Always check the bilge before pumping it out. If there's an oily sheen to it, only pump it out into a suitable container, not into the river.
- Dispose of waste oil and oil contaminated bilge water in the appropriate place. Take waste oil to the nearest dedicated local authority site – Stourport Recycling Centre (Minster Road, Worcestershire, Stourport-on-Severn, DY13 8AS).
- Transfer fuel and oil in proper containers, metal or approved plastic only.
- Always use a funnel when pouring fuel or oil and pour slowly and steadily, you'll be much less likely to spill it. Use a fuel collar when refuelling to catch drips too.
- A have a spill kit or at least a stash of oil absorbent pads to hand as accidents do happen. Nappies and cat litter are useful alternatives for soaking up spills, but these must not be disposed of in boater's domestic waste if contaminated with oil.
- If a spill happens, don't use detergent to disperse it. Many popular brands of washing up liquid are acutely toxic to aquatic life. Use the spill kit instead.

Disposal of Waste

- Litter bins are provided on the vessel, along with signage to inform passengers of correct litter disposal on board the vessel. At the end of the day's trading all daily land garbage is removed to the relevant bin ashore.
- All oil and over hazardous waste will be disposed of in the correct location at the local tip / recycling plant by the owner or a responsible member of staff.

Disabled Persons Policy

Ramped access is available for wheelchairs to the top deck. Assistance should be given to ensure safe access on and off the boat.

Persons in wheelchairs are not allowed below deck.

In the event of an evacuation disabled persons will require further assistance. The Master will need to decide whether to evacuate disabled persons first.

Mooring & Unmooring Procedures

Slowing down and stopping

Because boats don't have brakes, you need to give yourself plenty of time to stop – especially when travelling downstream on flowing waters.

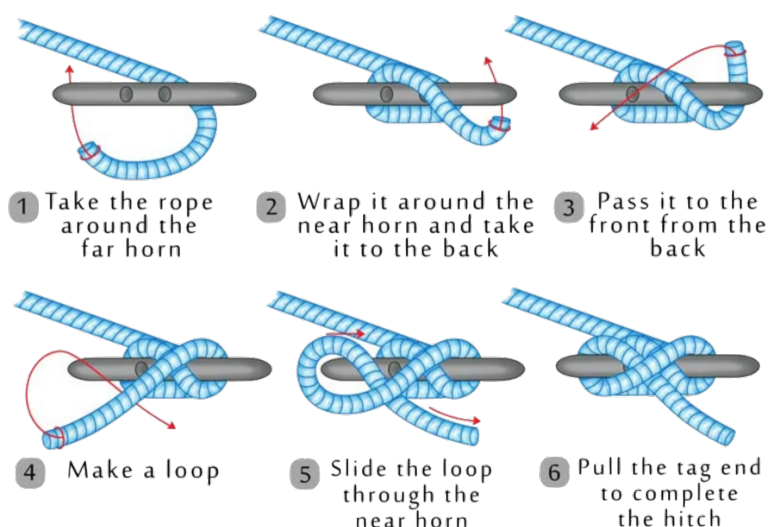
Ease off the throttle, move into neutral and then use reverse gear to slow down and come to a final halt. Opening the throttle to give more engine revs will increase the braking effect when in reverse. Remember that it's extremely difficult to steer when you're in reverse gear. You may need an occasional forward boost to get better control.

Mooring

Prepare crew in advance. Make sure they know what their jobs will be.

Slow down almost to a stop and carry out all your manoeuvres as slowly as possible. Aim to stop the vessel short of where you want to moor, as parallel with the mooring as possible. Move forward very slowly, until the front mooring rope is level with the first cleat on the mooring – allowing the crew member to tie the hitch knot, as below;

- Start off by wrapping the ropes around the horn farthest away from the pull on the line.
- After going around the cleat, simply begin the figure of eight.
- By flipping the line under itself and put back over the second horn.
- Tighten by tugging on the working end – *note that the working end comes away from the cleat in the opposite direction from where it started.*
- Finish off by coiling and laying the rope neatly alongside the cleat so it won't present a tripping hazard.



Once your crew member has secured the first mooring rope, they are able to step onto the mooring as secure the second mooring rope using the same method. Please ensure, once the crew member is off the vessel, the door is shut behind them to stop passengers leaving the vessel until the second mooring rope is fully secure.

On the river you should moor with the front of your boat facing into the stream. This gives you more control as you slow to a halt. So, if you're heading downstream, you'll need to pass the mooring and turn your boat around. The same applies if you have a very strong wind behind you. It is easier to go past the mooring and turn your boat around so that you moor into the wind. And when securing the vessel always allow for the fact that the water level may rise or fall by several feet.

Locking Procedures

- Locking procedure
- Ensure passage is booked with lock keeper before departure.
- Upon entry ensure all passengers are clear of gangways and handrails.
- Bow and stern lines to be taken at master/lock keepers' discretion.
- Maintain watch of stern to keep clear of sill when locking down.

Gloucester Lock: 01452 310832

Upper Lode Lock: 01684 293138

Diglis Lock: 01905 354280

Bevere Lock: 01905 640275

Holt Lock: 01905 620187

Lincomb Lock: 01299 822887

Special safety tips for locks

- Take your time – and keep an eye out for problems.
- Enter and leave slowly so bumps are less likely to cause damage.
- Keep the vessel well away from the gates and cills.
- Boats tend to bang about when water flows in and out of a lock, use ropes where possible to secure the vessel.
- When using fenders, make sure they don't get caught up on the lock side or gates.
- Wait for the boat already in the lock to leave before you start to manoeuvre into the lock.