

The Diamond Centre for Disabled Riders



HEALTH & SAFETY POLICY PROCEDURES

September 2026 (V8)

Signed: *Claire Snowden*

Name: Claire Snowden Position: Chair of Trustees

Approved by	Chair of Trustees / Board of Trustees
Current version	22 nd September 2026 (V8)
Next review date	September 2027, or earlier following a significant incident, change in legislation, change in activities, or change in Diamond Centre arrangements.
Review frequency	At least annually.
Approval record	Trustee approval and minute reference will be inserted after formal approval.

The Centre Manager is responsible for coordinating review of this policy and related procedures. The Trustees retain overall responsibility for approving the policy and ensuring that suitable arrangements are in place for its implementation, monitoring and review.

The Centre Manager is appointed as the Competent Person for Health and Safety under the Management of Health and Safety at Work Regulations 1999 and will seek external competent advice where specialist expertise is required.

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HEALTH AND SAFETY POLICY PROCEDURES

The Diamond Centre for Disabled Riders (“Diamond Centre”) is committed to providing, so far as is reasonably practicable, a safe and healthy environment for all staff, volunteers, trustees, participants, visitors, contractors and anyone else who may be affected by Diamond Centre activities. It covers activities conducted on Diamond Centre premises, at Diamond Centre managed grazing areas, during Diamond Centre transport arrangements and during any off-site activity arranged or supervised by the Diamond Centre.

The Diamond Centre will meet this commitment through clear procedures, safe working practices and effective risk management. In particular, we aim:

- To provide control of the Health and Safety risks arising from our working activities
- To consult with employees on matters affecting their Health and Safety and that of riders and visitors to the Diamond Centre
- That staff ensure that Health and Safety is an integral part of all work activities carried out by us, our riders, volunteers and any contractors who carry out work on our behalf
- To provide and maintain safe plant and equipment
- To ensure the safe handling, storage and use of substances
- To provide adequate information, instruction and supervision for employees and volunteers
- To ensure all employees and volunteers are competent to do their delegated tasks and to provide adequate training and equipment
- To prevent accidents and cases of work-related ill-health
- To recognise that non-employees may also be affected by our activities, e.g. users of the Diamond Centre, visitors, neighbours, contractors and suppliers and to accept the responsibility for providing appropriate levels of safety for them
- To make all persons aware that they have a duty to take reasonable care of their own Health and Safety and that of others who may be affected by their acts or omissions. No one shall intentionally or recklessly interfere with or misuse anything provided in the interest of Health, Safety and welfare
- To review and revise these procedures as necessary at regular intervals.

A copy of the Health & Safety Policy is available on the Diamond Centre website.

Health and Safety arrangements will be monitored through routine observation, periodic inspections, reports to the Trustees, staff and volunteer feedback, accident, incident and near miss reviews, risk assessment review, maintenance checks, training records and any other checks considered necessary by the Centre Manager or the Trustees as appropriate.

Acknowledgement of Health & Safety Policy Procedures

Staff and Volunteers must receive Health and Safety training as part of their induction and through the Diamond Centre Employee Handbook and the volunteer guide, 'Being a Volunteer'.

Staff and volunteers will be consulted on Health and Safety matters through appropriate briefings, meetings, supervision, training and day-to-day reporting routes. Any person may raise a Health and Safety concern with the Centre Manager or a senior member of staff at any time.

Volunteer Management Arrangements

Volunteers play an important role in supporting the Diamond Centre's activities and is committed to ensuring volunteers receive the same level of health and safety protection as employees. Volunteers must be able to carry out their duties safely, competently and without exposure to avoidable risk.

Volunteers are recruited through a process that ensures they are suitable for the tasks they will undertake. Where roles involve contact with vulnerable individuals or regulated activity, appropriate safeguarding and vetting checks including any legally required background checks and references are completed before volunteering begins.

All volunteers receive an induction covering relevant health and safety information, emergency procedures, safeguarding expectations and safe working practices. Volunteers are provided with the information, instruction and training necessary to carry out their duties safely, and tasks are matched to their capability and competence.

Volunteers are included in relevant risk assessments, and the associated control measures apply equally to them as to employees. Volunteers are supervised appropriately for the nature of the activity and are encouraged to raise any health and safety concerns.

Any equipment or personal protective equipment required for volunteer duties is provided, along with instruction on its safe use. All accidents, incidents and near misses involving volunteers must be reported and recorded in accordance with the organisation's incident reporting procedures.

Volunteers are covered by the organisation's insurance while undertaking authorised activities.

Risk Assessment Arrangements

The Diamond Centre must identify significant hazards arising from its activities and must assess the risks to staff, volunteers, participants, visitors, contractors and others who may be affected. Risk Assessments will be reviewed at least annually, and earlier following an accident, near miss, significant change in activity, change in site arrangements, new equipment, new activity or relevant change in guidance or legislation.

Risk Assessments must be communicated to staff and volunteers as appropriate through induction, briefings, training, supervision and written procedures. Staff and volunteers must follow the control measures identified, stop any activity that appears unsafe where it is safe to do so, and report any hazard, unsafe condition, near miss or concern to a senior member of staff.

Induction, Training and Competence

All staff and volunteers must receive appropriate induction before carrying out duties at the Diamond Centre. Induction must include site safety arrangements, emergency procedures, safeguarding reporting routes, accident and incident reporting, working safely around horses, restricted areas, use of equipment and the requirement to follow staff instructions and Diamond Centre procedures.

Training and supervision will be proportionate to each person's role, experience and the risks involved. Refresher training or additional instruction must be provided where procedures change, following an incident, where a training need is identified, or where a person is taking on a new task.

Staff and volunteers who have a medical condition, injury, illness or are taking medication that may affect their ability to work safely should inform the Centre Manager or an appropriate senior member of staff so that any necessary support, adjustments or control measures can be considered. Information must be handled sensitively and shared only where necessary to protect Health and Safety.

Training Matrices are maintained for specific activities by person / role; required training / competencies; and dates / expiry information.

Welfare, Hygiene and Infection Control

The Diamond Centre must provide suitable welfare arrangements including access to toilets, handwashing facilities, drinking water and rest areas appropriate to the activities being carried out. Staff, volunteers and visitors must maintain good hygiene, particularly after contact with horses, bedding, feed, waste, cleaning products or shared equipment.

Cleaning arrangements must be maintained for shared areas, toilets, kitchen areas, offices and equipment. Any spillages, contamination, illness concerns or hygiene hazards must be reported promptly to a member of staff so that appropriate action can be taken.

Slips, Trips and Falls

All access routes, yards, galleries, schools, paths, car park areas and work areas must be kept as clear as reasonably practicable. Staff and volunteers must take care around uneven surfaces, wet floors, mud, ice, bedding, hoses, buckets, tools, trailing cables and horse-related hazards.

Spillages, obstructions, damaged flooring, poor lighting or other slip and trip hazards must be dealt with immediately where safe to do so and reported to a senior member of staff.

Stress, Fatigue and Wellbeing

The Diamond Centre recognises that stress, fatigue and wellbeing can affect health, safety and decision making. Staff and volunteers should raise concerns about workload, fatigue, distressing incidents, conflict, behaviour concerns or any situation affecting their ability to work safely.

Managers will consider reasonable adjustments, support, supervision, rest breaks, debriefing and changes to duties where appropriate. Concerns should be handled sensitively and confidentially, while ensuring that any immediate safety risks are managed.

Young Persons, Participants and Vulnerable Adults

When activities involve children, young people, disabled participants, vulnerable adults or people with additional needs, risk assessments and session planning must take account of individual needs, supervision requirements, communication, mobility, medical information, behaviour support, emergency evacuation and safeguarding arrangements.

Relevant information must be shared only with those who need it to keep the person and others safe, in line with confidentiality and data protection requirements.

Horse Safety and Suitability

All horses and ponies used in Diamond Centre activities must be risk assessed under arrangements overseen by the Centre Manager. Staff and coaches must report any concern about a horse's behaviour, health or suitability. A horse must be removed from a lesson or other activity where there is a safety concern.

Horse and participant combinations must be determined by staff and coaches and kept under continuous review, taking account of factors including weight limits, compatibility and suitability. The combination may be changed at any time where necessary for safety or welfare.

Tack and riding equipment must be cleaned and maintained regularly and must be checked by the coach before each lesson. Tack or equipment may be adjusted or changed during a session where

appropriate for the participant, horse or activity.

Horse-related accidents, incidents, near misses and significant behavioural concerns must be reported and recorded through the Diamond Centre existing accident and incident reporting arrangements.

Contractor Management

Contractors must report to the Office or nominated staff contact on arrival and must comply with the Diamond Centre site safety arrangements. Contractors must be made aware of relevant site hazards, restricted areas, asbestos information where applicable, emergency procedures, vehicle movement, horse activity and any controls required to protect Diamond Centre users.

Where contractor work introduces significant risk, appropriate risk assessments, method statements, evidence of competence and insurance should be requested and reviewed before work begins. Contractors must not begin work that affects normal Diamond Centre activities without agreement from the Centre Manager or nominated senior member of staff.

Adverse Weather and Site Conditions

Activities must be reviewed where weather or site conditions affect safety, including high winds, lightning, heavy rain, heat, ice, snow, poor visibility, flooding, slippery surfaces or unsuitable ground conditions. Sessions, turnout, maintenance work, vehicle movements and outdoor duties may be amended, postponed or cancelled where necessary.

Staff and volunteers must follow instructions from senior staff regarding weather-related restrictions and must report any unsafe conditions immediately.

Near Miss and Incident Reporting

All accidents, incidents, near misses, unsafe conditions and significant behaviour or safeguarding concerns must be reported promptly to a senior member of staff. Reports should be recorded using the appropriate accident, incident, near miss or safeguarding record so that action can be taken to prevent recurrence.

Health and Safety Monitoring and Review

The Centre Manager will arrange periodic inspections of the premises, stables, arenas, fields, equipment, vehicles and work areas. Any defects, hazards or concerns identified must be recorded and addressed as appropriate.

Significant accidents, incidents and near misses must be reviewed by the Centre Manager to identify causes, lessons learned and any additional control measures required. Findings must be shared with staff and volunteers where appropriate.

Trustees will receive reports on significant health and safety matters, accidents, incidents, near misses and risk assessment reviews as appropriate. Health and safety arrangements must be reviewed by the Board of Trustees at least annually.

Health and Safety Procedures

1. Implementation

1.1 Overall Responsibility

The Trustees of The Diamond Centre for Disabled Riders have overall responsibility for Health and Safety.

The day-to-day responsibility for ensuring that the Health and Safety procedures are followed is delegated to the Centre Manager.

To ensure that Health and Safety procedures are maintained, improved and reviewed regularly, the following personnel have responsibility for the designated areas:

Centre Manager – responsible for the yard, stables, school arenas, accommodation, communal facilities within the Diamond Centre, the car parking areas and the grounds/grazing areas.

The Centre Manager will identify and approve **Authorised Persons** based on their training, experience and competence for the specific task. No individual may undertake an authorised task unless the Centre Manager has confirmed their authorised status.

Administrator – responsible for the Office, reception, servery, kitchen and lecture room.

All employees (including volunteers) are expected to:

- Co-operate with the designated personnel above on Health and Safety matters
- Not interfere with anything provided to safeguard Health and Safety
- Take reasonable care of their own Health and Safety and that of participants, visitors and volunteers within their charge
- Report all Health and Safety concerns to the Centre Manager.

1.2 Responsibility of Diamond Centre Users

All employees and anyone working at or using the Diamond Centre must take reasonable care of their own Health and Safety and that of others.

Anyone wishing to report matters concerning Health and Safety should contact the Centre Manager who is responsible for the Health and Safety of the Diamond Centre.

1.3 Visitors & Contractors

The Diamond Centre is a private equine establishment. All persons attending the Diamond Centre must be here by arrangement, as part of an organised visitor group, or in connection with a participant, class, appointment, contractor visit or other approved Diamond Centre activity.

All visitors and contractors must report to the Office, reception or their nominated Diamond Centre contact on arrival, unless alternative arrangements have been agreed in advance.

Only staff and authorised volunteers are permitted to access the yard as part of their role. Everyone else, including visitors, contractors, parents, teachers, carers, spectators and participants when not directly involved in a supervised activity, must not enter the yard, stables or school arenas unless supervised by a member of staff or the coach responsible for the class or activity.

Where access to the yard, stables or arenas is required for a legitimate purpose, the supervising staff member or coach must ensure the person is briefed on relevant safety requirements and remains supervised at all times.

Contractors must advise and warn staff of any pollution, noise, vehicle movement, machinery, tools, materials or other hazards their work may create.

Parents, teachers, carers and group leaders are responsible for the behaviour and supervision of the participants, group members and spectators in their charge while on Diamond Centre premises, except where a Diamond Centre staff member or coach has formally taken responsibility for an activity.

Anyone who does not have a legitimate reason to be on site, or who is not following Diamond Centre instructions, may be asked to leave.

1.4 Live Camera Monitoring

Live camera feeds operate in selected areas of the Diamond Centre for operational security and to assist authorised staff in checking horses and site conditions. The system does not record or retain footage. Live feeds may only be viewed by authorised staff.

1.5 Photography and Filming

Photography and filming at the Diamond Centre must be managed with appropriate regard to safety, safeguarding and privacy, particularly where children and young people are involved.

During normal Diamond Centre activities, permission from a member of staff must be obtained before photographs or video are taken on site. At public events, general photography and filming by visitors may take place. Staff should nevertheless respond to any specific safeguarding or safety concern relating to photography and may intervene where appropriate.

Photography or filming must not distract participants, coaches, handlers or horses, interfere with Diamond Centre activities or otherwise create a safety risk. Staff may require photography or filming to stop where there is a safety or safeguarding concern.

Photographs or recordings taken by or on behalf of Diamond Centre must only be used or shared in accordance with Diamond Centre safeguarding, consent and data protection conditions.

2. Emergency Procedures

2.1 Evacuation in Event of Fire

Office Staff are responsible for total evacuation of reception, servery and areas in the main building and direct people to the Fire Assembly Point located in the car park. The Volunteers and Participants Register provides a record of who is in the building.

Yard Staff are responsible for total evacuation of top and lower galleries, main indoor and small school arenas and all external buildings and direct people to the Fire Assembly Point located in the car park.

The evacuation of people is the first priority. Where it is safe to do so, the most senior member of staff on site will decide whether horses and ponies should be evacuated and where they should be moved. Horses must only be moved where this can be done without putting staff, volunteers or others at risk.

Roadways must be kept clear for emergency services.

The Fire Risk Assessment must be reviewed regularly and whenever there is a significant change to the premises, activities, occupancy, fire precautions or following a fire-related incident or drill learning point.

Fire alarm systems and emergency lighting, where present, are tested and maintained in accordance with the Diamond Centre fire safety arrangements. Records of tests, servicing, drills and significant findings must be retained.

Evacuation arrangements must take account of disabled participants, visitors, volunteers and anyone with additional needs. Where a person may need assistance to evacuate, suitable arrangements must be agreed in advance where reasonably practicable and communicated to relevant staff and volunteers.

During an evacuation, nominated staff must check assigned areas where safe to do so, direct people to the assembly point, prevent re-entry and support roll call using the registers available. The priority is the safe evacuation of people; horses must only be moved if this can be done without risk to people.

2.2 999/101 Calls

Telephones are located in the Office.

To assist the Emergency Services, it may help to use:

- **what3words – “modest cheese basket”**

2.3 Fire Extinguishers

Fire extinguishers are located around the Diamond Centre and clearly marked.

The Centre Manager is responsible for regular servicing of the equipment.

2.4 Fire Drill

An annual Fire Drill must be conducted.

The Centre Manager organises the annual Fire Drill. Paper records of Fire Drills are kept next to the fire alarm control panel.

Separate evacuation procedures are in place for volunteers. Evacuation arrangements for participants, visitors and anyone with additional needs must be covered during induction training.

2.5 Other Emergencies

In a serious riding accident, medical emergency, loose horse incident or other significant site emergency, the most senior member of staff on site will coordinate the immediate response.

Activities may be stopped and areas cleared or secured where necessary. Emergency services must be called where appropriate, and staff and volunteers must follow the instructions of the person managing the incident. The safety of people is the first priority.

3. Individual Responsibilities

3.1 General Safety

Staff are responsible for ensuring stable tools, wheelbarrows, mechanical machinery, electrical equipment etc. are used in a professional manner and stored away correctly when not in use.

Only staff and designated volunteers have access and use of the hay barn, implement store, tractor shed and carriage garage.

All access passages, paths or roads must be kept clear of obstructions.

3.2 Personal Protective Equipment – Working With Horses

All persons must be suitably dressed when working with horses. It is dangerous and inappropriate to wear jangling jewellery, drop earrings or any body piercing adornments.

Wearing safety boots is advisable when working with horses. Riding hats and gloves must be worn when turning out horses.

Riding Hats - all participants must wear proper protective headwear which conforms to the current standards - PAS015 (2011) with BSI Kitemark; ASTM F1163 with SEI stamp; SNELL E2016 and VG1 (VG1 must have accompanying kitemark/INSPEC mark). Please note that previous standards SNELL E2001 and PAS015 (1998) were withdrawn from 31 December 2022 and are no longer acceptable for use.

The wearing of riding hats is optional for staff and volunteers (except for riding and turning out horses). If riding hats are worn, they must comply with the current standards.

Footwear - when mounted, must be riding boots, jodhpur boots, walking shoes with a heel or a Devonshire boot fitted to the stirrup.

Coats & Jackets - must fasten up with a button or zip and manufactured from material that does not make a rustling sound.

Long trousers/Jodhpurs - must be worn when riding, at all times.

The only exception to the above is the equipment for Vaulting & Hippotherapy which must comply with the prevailing 'best practice' as determined by the Coach.

Staff must wear uniform at all times so they can be clearly identified.

3.3 Personal Protective Equipment – Maintenance

All persons undertaking maintenance work should be suitably dressed, wear appropriate clothing and take the necessary precautions when working with hazardous materials.

The use of safety boots, protective gloves, ear defenders, respirator masks, goggles, hard hats, reflective jackets should be considered for certain tasks. Advice on protective clothing is available on request.

3.4 RDA Volunteer Basic Training Record Card (Green Cards)

No one shall be in the school arenas during a riding session without firstly having completed the Induction Course and had their RDA Green Card signed for the relevant activity.

3.5 Lone Working

Routine lone working is not permitted at the Diamond Centre. Volunteers must not work alone on site. Staff may only work alone where this has been agreed by a senior member of staff and is limited to a necessary low-risk task, such as turning horses out to the field.

Any member of staff carrying out an agreed task alone must tell a senior member of staff where they are going, what they are doing and when they expect to return. They must carry a charged mobile phone and must not carry out tasks that require two people, involve unnecessary risk, or involve handling difficult horses alone.

If there is any concern about safety, weather, ground conditions, horse behaviour or the suitability of the task, the person must wait for assistance and must report the concern to a senior member of staff.

3.6 Manual Handling

Manual handling includes lifting, lowering, pushing, pulling, carrying or moving loads by hand or bodily force. At Diamond Centre this may include feed, bedding, hay, water buckets, wheelbarrows, equipment, jumps, mounting blocks, furniture, deliveries and other items used around the Diamond Centre.

Hazardous manual handling must be avoided where reasonably practicable. Where it cannot be avoided, the task must be assessed and the risk of injury reduced as far as reasonably practicable by using mechanical aids, splitting loads, team lifting, improving access routes, allowing sufficient time and asking for assistance where needed.

Staff and volunteers must not attempt to lift or move any load that is too heavy, unstable, awkward, above shoulder height, difficult to grip or unsafe for their own capability. They must use safe handling technique, keep routes clear, wear suitable footwear and report any manual handling concerns or injuries to a senior member of staff.

3.7 Display Screen Equipment

The Diamond Centre must take reasonable steps to protect staff from health risks associated with display screen equipment, including desktop computers, laptops, tablets and smartphones used for work. This applies particularly to staff who use display screen equipment daily for continuous periods of an hour or more.

Workstations should be set up to support good posture, suitable lighting, clear screens, comfortable seating and safe cable arrangements. Staff should take regular short breaks or change activity where possible to reduce fatigue, eye strain and discomfort.

Staff who experience discomfort, pain, visual fatigue or other concerns linked to display screen work must report this to the Centre Manager. A Workstation Assessment must be arranged where required, and staff who are defined as display screen equipment users may request an eye and eyesight test in line with the Display Screen Equipment Regulations.

3.8 Working at Height

Working at height means any work where a person could fall a distance likely to cause injury. At the Diamond Centre this includes using ladders, steps or platforms, accessing stored items, changing light fittings, maintenance tasks, cleaning, decorating or working near an edge or fragile surface.

Work at height must be avoided where reasonably practicable. Where it cannot be avoided, it must be properly planned, supervised and carried out by competent persons using suitable equipment.

The safest method must be chosen for the task, duration, location and conditions.

Ladders and stepladders must only be used for short-duration, low-risk tasks and must be checked before use. They must be positioned securely, used on firm level ground, and not used where weather, poor lighting, uneven ground, horse movement, vehicle movement or other site activity makes the task unsafe.

Any defects in ladders, steps, platforms or access equipment must be reported immediately, and the equipment must be taken out of use until repaired or replaced. No one may improvise access equipment or stand on chairs, tables, gates, fencing, buckets, pallets or other unsuitable items.

3.9 Smoking

The Diamond Centre has a no-smoking policy which covers the entire site, including staff accommodation, student accommodation, shared accommodation and vehicles, and applies to all persons on the premises. Smoking is permitted only in the designated smoking area.

3.10 Dogs & Other Animals

Visiting dogs are permitted on site provided they are kept on a lead and under control at all times.

Visiting dogs are not permitted in the viewing areas when riding is in progress and are not permitted in the stable areas, the Yard or in the arenas at any time.

3.11 Substance Abuse and Alcohol

No person may carry out Diamond Centre activities while impaired by alcohol, illegal or recreational drugs, or any other substance where this could create a risk to their own safety or the safety of others. Any person reasonably believed to be impaired may be stopped from carrying out activities and, where appropriate, required to leave the site.

Any subsequent action involving an employee will be managed in accordance with the relevant employment and disciplinary procedures.

3.12 Vaccinations

Staff and regular volunteers are advised to ensure that their tetanus vaccinations are up to date in accordance with current NHS guidance.

3.13 Accidents and First Aid

The Centre Manager is responsible for the First Aid kit which is located on the wall of the front reception desk.

If an accident occurs a qualified First Aider must be summoned immediately to care for the injured person. A full list of qualified First Aiders is displayed on the notice boards. The First Aider will decide whether to call an ambulance to deliver the person to hospital, or to advise the injured person to visit their own doctor.

First aid arrangements must be reviewed through a first aid needs assessment that considers the nature of Diamond Centre activities, horses, equipment, site layout, numbers of staff and volunteers, participants, visitors, lone working, accident history and the needs of people using the Diamond Centre.

All staff and coaches are required to maintain appropriate first-aid training. The Diamond Centre must ensure adequate first aid cover whenever Diamond Centre activities are taking place.

The names of trained First Aiders and the location of first aid equipment must be displayed and communicated to staff and volunteers. First aid kits must be checked regularly and restocked as required.

An Automated External Defibrillator (AED) is located in the Office. It must be checked at least annually and maintained in accordance with the manufacturer's requirements.

All accidents must be reported to the Centre Manager. The Accident Record Book is kept in the Office and blank Accident/Incident Report Forms are kept on the Office counter.

Access to completed accident forms is restricted to Office staff and senior staff. Once completed, each form must be reviewed by a senior member of staff before being filed in the Accident Record Book.

Accident, incident and near-miss records must be stored securely and retained in accordance with Diamond Centre data-retention arrangements and applicable legal, insurance and RDA requirements.

The Centre Manager is responsible for ensuring that for every reportable accident all the information on the Accident/Incident Report Form is completed as fully as possible. The form includes a section for recording witness details, where applicable. If no one saw the accident, details should still be recorded from the person supervising the activity of the person who had the accident. This may be a line manager in the case of an employee, a coach in the case of a participant or volunteer, or the Centre Manager in the case of an accident to a visitor or member of the public not directly involved with participant activities.

The Centre Manager is responsible for maintaining the Accident / Incident Report Form and recording all material facts that may arise after the accident.

3.14 Reporting to RDA Insurers & RIDDOR

The Centre Manager and/or Head Coach/RDA Coordinator are responsible for assessing whether an accident, incident or dangerous occurrence may be reportable under RIDDOR. Current HSE RIDDOR guidance must be checked and any required report made through the appropriate HSE reporting route. Serious incidents must also be reported to RDA and Diamond Centre insurers where required.

RIDDOR reporting criteria vary according to the circumstances and whether the person affected is a worker or a non-worker. Diamond Centre will not rely on a general hospital-stay rule and must refer to current HSE guidance when determining whether a report is required.

3.15 Employee and Public Liability Insurance

The Diamond Centre has Employee Liability and Public Liability insurance cover for all volunteers and staff provided they have an RDA Green Card and are engaged in RDA riding-related activities or engaged in RDA fundraising activities.

Public Liability Insurance extends to cover all other persons (non-staff and non-volunteers) engaged in activities on Diamond Centre premises.

In addition, the Diamond Centre provides Personal Accident insurance cover (up to a maximum of £15,000 – depending on the extent of injuries) arranged through the RDA. This covers all staff plus volunteers provided they have an RDA Green Card and are participating in RDA activities. Full details of the Personal Accident Cover is available from the Office.

It is the responsibility of all staff and volunteers to take out further Personal Accident Insurance should they consider additional cover to be appropriate to their own circumstances.

Personal accident cover is not provided for participants, parents or carers.

Statutory information for Public Liability, Employee Liability, and Personal Accident Insurance is displayed on the Notice Board.

4. Hazards

4.1 Hazardous Materials (COSHH Register)

The Diamond Centre must maintain a COSHH Register together with appropriate COSHH assessments and safety information for hazardous substances used at the Diamond Centre. Staff and volunteers using hazardous substances must follow the identified controls for safe use, storage, personal protective equipment and disposal.

All cleaning materials i.e., bleach and all cleaning liquids must be stored in the locked janitorial cupboard.

All paints and solvents used in maintenance work must be stored in locked metal cupboards in the Implement Store.

Animal health and veterinary products must be kept in the locked medicine cupboard room.

Veterinary medicines only be administered by a veterinary professional or by staff who are appropriately trained and authorised to do so.

Needles and other sharps must be stored securely and disposed of immediately after use in approved sharps containers. Sharps containers must only be handled, moved or disposed of by authorised persons following appropriate procedures.

4.2 Asbestos

The Diamond Centre recognises its responsibility to manage, as far as is reasonably practicable, the risks associated with asbestos-containing materials (ACMs) within its premises.

Asbestos may be present in buildings constructed before 2000 and, if disturbed or damaged, can release fibres that pose a serious health risk to staff, volunteers, riders, visitors and contractors.

In accordance with the Health and Safety at Work etc. Act 1974 and the Control of Asbestos Regulations 2012, the Centre must ensure that ACMs are identified, assessed and appropriately managed. A competent UKAS-accredited asbestos surveying company must undertake any required surveys, sampling and analysis, and advise on suitable control measures.

The Centre must maintain an Asbestos Register, implement a management plan, ensure contractors are informed, and review assessments whenever building fabric or usage change to ensure ongoing compliance and safety.

4.3 Legionella

The Diamond Centre recognises its responsibility to manage, as far as is reasonably practicable, the risks associated with Legionella bacteria within its water systems.

Legionella can develop in hot and cold water installations where water is stored, circulated or allowed to stagnate, creating a potential risk of Legionnaires' disease for staff, volunteers, riders, visitors and contractors.

In accordance with the Health and Safety at Work etc. Act 1974, COSHH Regulations 2002 and HSE's ACoP L8, the Centre must ensure that all water systems are properly maintained, monitored and controlled. A competent contractor must undertake a Legionella Risk Assessment and advise on appropriate control measures.

The Centre must implement a written scheme of control, maintain accurate records, and review assessments whenever systems or usage change to ensure ongoing compliance and safety.

4.4 Electrical Equipment

Electrical equipment must only be used in dry conditions away from any water i.e., water buckets or taps.

Work on fixed electrical installations must only be carried out by suitably qualified persons.

Fixed electrical installations must be inspected and tested at appropriate intervals by authorised and suitably qualified electricians, with relevant records retained.

Portable electrical equipment must be subject to an appropriate inspection and testing regime, including PAT testing where appropriate, based on the type of equipment, its use and the environment. PAT inspection and testing be undertaken by a competent person, including a trained volunteer. Relevant records must be retained.

4.5 Solar Panels and Battery Storage

The solar panels and battery storage must be inspected and maintained in accordance with the specified servicing and safety arrangements. The installation must only be accessed by authorised and qualified persons.

4.6 Gas Installation

The LPG tank must be inspected and maintained by Calor Gas in accordance with the specified servicing and safety arrangements. Appropriate access, signage and safety precautions around the tank must be maintained.

The Boiler & Plant Room must be kept locked at all times and only authorised and qualified persons are permitted to carry out maintenance work on the boiler and electrical installations.

The Boiler & Plant Room has a Carbon Monoxide Alarm which is tested as part of the annual boiler service and gas safety inspection by a Gas Safe registered engineer. The relevant record or certification must be retained.

The boiler must be serviced annually by a Gas Safe registered engineer, with the relevant certification and records retained.

4.7 Fire Alarm and Emergency Lighting

Fire alarm call points must be tested weekly and the tests recorded. Emergency lighting must be tested monthly and the tests recorded. The fire alarm system and emergency lighting must also be inspected and serviced every six months by an external competent fire-safety contractor, with servicing records or certificates retained.

4.8 Fire Document Box

A Fire Document Box is located by the main front entrance, on the wall on the outside of the building. It is locked but the Fire Brigade are aware of the code. It contains relevant information about the site including the COSHH Register and Asbestos Register.

4.9 Ladders and Steps

Ladders and steps must be used in accordance with section 3.8 Working at Height. Two people must be present for the use of larger ladders or higher-risk ladder work. A competent person may use a stepladder alone for a short-duration, low-risk task where it is safe to do so. Ladders and steps must be checked before use, positioned securely and taken out of use immediately if damaged or defective.

4.10 Reporting Faulty Equipment

All faulty equipment must be taken out of use immediately by staff and reported to a senior member of staff.

5. Vehicles

5.1 Use of Vehicles

A Diamond Centre Approved Drivers List is maintained by the Administrator. Eligibility must be reviewed at least annually, including a check of each driver's driving licence and entitlement to drive the relevant class of vehicle.

Only persons included on the Diamond Centre Approved Drivers List are permitted to drive Diamond Centre vehicles. Drivers must notify the Centre Manager promptly of any relevant change to their driving licence or entitlement, including penalty points, convictions, disqualification or restrictions. The Centre Manager will determine whether the person remains authorised, taking account of Diamond Centre requirements and current motor-insurance conditions.

5.2 Insurance

Copies of the current Motor Insurance Policy and Breakdown Cover must be kept in each vehicle.

Drivers must continue to meet Diamond Centre eligibility requirements and the conditions of the current motor-insurance policy. Any relevant change to a driver's licence or circumstances must be reported promptly to the Centre Manager and may result in driving authorisation being suspended or withdrawn.

Volunteers are not permitted to drive when only covered by their own insurance.

5.3 Driving Trailers

Ordinary Diamond Centre trailers (not horse trailers) may only be towed by a person on the Diamond Centre Approved Drivers List who holds the appropriate legal entitlement for the vehicle and trailer combination.

5.4 Driving Horse Trailers

The Diamond Centre horse trailer must only be towed by persons specifically designated by the Centre Manager as competent and authorised to do so, and who hold the appropriate legal entitlement for the vehicle and trailer combination.

Transporting Diamond Centre horses must only be undertaken with the supervision of a qualified member of staff. A qualified member of staff must be present during transportation.

5.5 The Diamond Centre Vehicles

Specific conditions apply the Diamond Centre Land Rover and Diamond Centre Tractor.

The Diamond Centre Land Rover is not compliant with the London Ultra Low Emission Zone standard but has exemption and is permitted to be driven in the London LEZ and ULEZ zones at no charge until 24th October 2027. The exemption does not cover the London Congestion Charge Zone (CCZ).

The Diamond Centre Land Rover is equipped to carry up to nine persons (i.e., driver + eight passengers). It must only be driven by a person on the Diamond Centre Approved Drivers List who holds the appropriate licence entitlement. The number of persons in the vehicle must not exceed nine under any circumstances.

Seatbelts are fitted and must be used. It is the driver's responsibility to ensure that the number of persons in the vehicle and the use of seat belts is complied with.

The Diamond Centre Tractor must only be driven by staff and persons included on the Diamond Centre Approved Drivers List. Tractor attachments and associated machinery must only be operated by persons who have received appropriate training and are considered competent to use them. The Diamond Centre Tractor is for use on the Diamond Centre Woodmansterne Road site and is not taxed. Therefore, it must not be driven on public roads.

Drivers and operators must take appropriate precautions when using tractors, vehicles or machinery around the Diamond Centre, taking account of pedestrians, participants, horses, other vehicles, ground conditions and activities taking place on site. Where necessary, vehicle or machinery movements must stop or be postponed until they can be carried out safely.

5.6 Riding in Trailers

Persons must not ride on tractors or in trailers at any time.

Care must be taken when driving vehicles or equipment around the site while participant sessions are in progress.

5.7 Servicing and Malfunctions

All vehicles and equipment must be maintained and serviced according to the manufacturer's recommendations.

It is the driver's responsibility to ensure that a vehicle is roadworthy before and during use, including checks on warning lights, tyres, lights and other safety-critical items. Any concerns must be reported to the Centre Manager immediately.

Any malfunction must be reported to the Centre Manager immediately.

Vehicle safety is monitored through statutory MOT testing and servicing in line with manufacturer recommendations. Drivers must still carry out reasonable visual and operational checks before use and report any defect or concern immediately to the Centre Manager.

5.8 Penalty Notices and Driving Offences

Drivers are responsible for Penalty Notices (e.g. parking fines; driving in a bus lane; use of a vehicle prohibited area / zone etc.) incurred while driving Diamond Centre vehicles.

Similarly, drivers are responsible for Driving Offences (e.g. speeding; driving without correct insurance, defective vehicle etc.) committed while driving a Diamond Centre vehicle.

As the driver of the vehicle, it is the driver's responsibility to ensure that the vehicle is roadworthy, and all necessary statutory requirements are met.

5.9 Accidents and Damage

All damage to vehicles and accidents must be reported to the Centre Manager, immediately.

6. Behaviour and Safeguarding

6.1 Violence, Aggression and Intimidation

The Diamond Centre will not tolerate threatening, abusive, intimidating or aggressive behaviour towards staff, volunteers, participants, visitors, contractors or anyone involved in Diamond Centre activities. Any member of staff must take immediate and proportionate action where behaviour presents a risk to the safety or wellbeing of others, including stopping an activity or requiring a person to leave the site. Serious incidents must be recorded and escalated to senior staff as appropriate.

6.2 Sexual Harassment and Inappropriate Sexual Behaviour

The Diamond Centre will not tolerate sexual harassment, unwanted sexual behaviour or conduct of a sexual nature that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment. This applies to staff, volunteers, participants, visitors, contractors and anyone involved in Diamond Centre activities.

Concerns should be reported promptly to the Centre Manager or another appropriate senior member of staff. Where the concern involves a child or adult at risk, or otherwise raises a safeguarding concern, Diamond Centre Safeguarding Policy and reporting procedures must also be followed.

Any member of staff may take immediate and proportionate action where necessary to protect the safety or wellbeing of those present, including stopping an activity or requiring a person to leave the site. Concerns must be handled sensitively and information shared only with those who need to know.

6.3 Distressed or Dysregulated Behaviour

Distress or dysregulation may arise from disability, communication needs, anxiety, sensory needs or other circumstances and should not in itself be treated as misconduct. Staff and coaches should respond calmly and appropriately, taking account of the individual's needs while maintaining the safety and wellbeing of everyone present. An activity or riding session may be paused or stopped where necessary, and support may be sought from a parent, carer or appropriate member of staff where relevant. Significant incidents must be recorded through the appropriate incident reporting arrangements.

6.4 Safeguarding

Safeguarding concerns must be managed in accordance with the Diamond Centre Safeguarding Policy and the relevant RDA safeguarding procedures. All concerns, disclosures, allegations or suspicions of abuse, neglect, exploitation or poor practice must be taken seriously and reported promptly to the Designated Safeguarding Lead or Deputy Designated Safeguarding Lead. Where sexual harassment or inappropriate sexual behaviour gives rise to a safeguarding concern, the safeguarding reporting procedures must also be followed.

The names and contact details of the Designated Safeguarding Lead and Deputy Designated Safeguarding Lead must be displayed in the Office and made available to staff and volunteers through induction and safeguarding information.

If a child, adult at risk or any other person is in immediate danger, emergency action must be taken without delay by calling 999. The safeguarding concern must also be reported to the Designated Safeguarding Lead or Deputy Designated Safeguarding Lead as soon as possible.

Anyone notified of a safeguarding concern must listen carefully, remain calm, avoid asking leading questions, and must not promise to keep the information secret. The concern must be reported and recorded, but staff and volunteers must not investigate safeguarding concerns themselves. Information must only be shared with those who need to know in order to protect the person concerned and to follow the Safeguarding Policy.

A clear written record must be made as soon as possible using the appropriate safeguarding concern form or recording process set out in the Safeguarding Policy. Safeguarding records must be factual, dated, signed and stored securely in line with Diamond Centre confidentiality and data protection requirements. Detailed safeguarding information must not be recorded in the general Incident Book.

The Designated Safeguarding Officer or Deputy Designated Safeguarding Officer will decide, in line with the Safeguarding Policy, whether information needs to be shared with external agencies such as the relevant local authority safeguarding team, the Police, RDA UK or other appropriate bodies.

Allegations involving a member of staff, volunteer or other person in a position of trust must be managed under the Diamond Centre Safeguarding Policy and relevant RDA procedures. If a concern relates to the Designated Safeguarding Officer or Deputy Designated Safeguarding Officer, it must be reported to the Chair of Trustees or the Safeguarding Trustee.

6.5 Social Media and Online Sharing

To protect the safety, privacy and wellbeing of our staff, riders and volunteers, the following rules apply:

- Do not post photographs or videos taken at the Diamond Centre or at Diamond Centre events on social media unless explicit consent has been confirmed for everyone visible.
- Never share information that could identify a vulnerable Diamond Centre rider or volunteer.
- Do not post anything that could compromise Diamond Centre safety or security (e.g. gate codes, bank account details, horse locations, incident details) or give rise to reputational harm to the Diamond Centre or individuals.
- Do not comment publicly about accidents, incidents or safeguarding concerns. These must be reported through the Diamond Centre official procedures.
- Personal opinions posted online must not be presented as speaking on behalf of the Diamond Centre.
- If you see inappropriate or unauthorised posts relating to the Diamond Centre, please inform the Centre Manager or a Trustee.

Full guidance is provided in the Diamond Centre Social Media & Communications Policy, available from the Office.

7. Related Policies, Procedures and Records

This Health & Safety Policy Procedures document should be read alongside the relevant supporting policies, procedures, assessments and records, including:

- Relevant RDA policies, procedures and guidance
- The Diamond Centre Safeguarding Policy
- The Diamond Centre Social Media & Communications Policy
- The Diamond Centre Risk Assessments and horse/activity Risk Assessments
- The Diamond Centre Fire Risk Assessment and fire-safety testing and servicing records
- The Diamond Centre COSHH Register, COSHH assessments and safety information
- The Diamond Centre Asbestos Survey/Register
- The Diamond Centre First Aid Needs Assessment
- The Diamond Centre Accident, Incident and Near-miss Reporting Arrangements
- The Diamond Centre Volunteer Induction, training records and the volunteer guide, 'Being a Volunteer'
- The Diamond Centre Approved Drivers List and associated vehicle records
- Relevant provisions of the Diamond Centre Employee Handbook, including communications and online conduct where applicable.