

Waelboat

W & A Enterprises Ltd

Boat Operations Manual

W & A ENTERPRISES LTD

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Boat Operations Manual

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Contents

Chapter	Updated
1 Introduction	Jun 2009
2 The aims of WAEL	Feb 2002
3 Rules and regulations	Mar 2011
4 Before you crew	Mar 2011
5 On arrival at the wharf	Mar 2011
6 Getting under way	Jan 2010
7 During the cruise	Mar 2011
8 End of day/cruise	Mar 2011
9 JJ and JS operation	Mar 2011
10 Accidents and emergencies	Mar 2011
11 The environment	Mar 2011
 Appendix	
A Passenger safety briefing	Jun 2009
B Safety equipment	Mar 2011
C Garbage disposal plan	Mar 2003
D Emergency procedures	Mar 2011
E Website	Mar 2011
F John Smallpeice Operating Instructions	Mar 2003
G Wiggonholt battery	Jun 2009
H Wiggonholt access lift	Jun 2009
J Wiggonholt after dark	Mar 2011
K Weil's Disease	Mar 2011

Introduction

The purpose of this book

The purpose of this guide is to provide a straight forward reference point for volunteer Boatmasters (referred to as Skippers in the text) and crew involved in the operation of passenger carrying vessels on the Wey & Arun Canal by W & A Enterprises Ltd (WAEL).

It includes information on certain statutory obligations, some procedures which the Directors of WAEL have adopted as a matter of policy and other advice and guidance.

The Boat Group which operates the trip boat consists of volunteers who are members of the Wey & Arun Canal Trust (WACT), who give their time and energy freely to further the restoration of the route. WACT and WAEL, who are responsible for the trip boat, recognise the need to carry out these activities in a professional manner and will take all practical steps to achieve this, but the usual employer to employee relationship does not apply, so compliance with any or all of the requirements relies on the commitment and good sense of the individuals concerned.

This guide is intended to be used by Skippers and crew as a manual of best practice, not (except where required by law) as an authoritative listing of every detail of operation. It recognises that all volunteer crews will bring their own diversity of approach to the task and that most features of day-to-day operation are likely to vary within broad, common sense limits.

The operation of a fare-paying passenger service imposes on all those involved a duty of care towards our customers. This guide seeks to extend that principle to the Company's property, the canal infrastructure and each other. It is therefore essential that everyone is familiar with its contents.

This guide applies to the operation of all our trip boats, with specific instructions for each where applicable.

The aims of WAEL

The trading arm of WACT

W & A Enterprises Ltd was created to enable the Wey & Arun Canal Trust to raise funds by trading, without infringing the rules which forbid charitable bodies from doing so.

It follows that the principal objective of WAEL is to make money; all of which is ploughed back into the work of the Trust in different ways. All of those involved in the running of WAEL, Directors and volunteers alike, give of their time freely and receive no remuneration or reimbursement of travelling expenses. An added benefit, as far as the wider aims of the Trust are concerned, is the publicity which its endeavours attract in raising the profile of the entire Wey South Project.

Like all voluntary organisations WAEL can only operate with the consent of its associates. It therefore seeks to inform and consult as widely as possible; the Directors welcome comment and suggestions, particularly when accompanied by offers to give effect to such.

The Directors believe that involvement in the activities of WAEL should be as far as possible an enjoyable experience for volunteers. They have therefore tried to avoid an unduly prescriptive style in compiling this guide.

Rules and regulations

The following rules are to be complied with at all times when passengers are carried. Full details are given elsewhere in this manual.

1. Highest priority must be given to the safety of passengers.
2. Care must be taken at all times to safeguard the environment.
3. The boat when operated will be under the command of a properly qualified Skipper who shall have the necessary qualified crew to assist him or her. The Skipper's authority must always be observed.
4. The Skipper shall brief the crew before each trip.
5. The required checks shall be carried out prior to passengers boarding.
6. A safety briefing shall be given by the Skipper to the passengers before every trip.
7. The MCA notice of passenger and crew numbers must be completed and placed ashore before the start of every trip.
8. All locking operations are to be under the control of the Skipper.
9. All padlocks on paddles at the lock are to be removed before any locking operation commences.
10. Under no circumstances shall either bow or stern ropes be made fast ashore or on board during any locking-down operation.
11. At any sign of snagging of either bow or stern lines during locking-down, paddles must be closed and the situation rectified.
12. The engine must not be run during locking operations.
13. When locking up, the first paddle should be only partially opened until the initial boat surge has been controlled and the Skipper has confirmed that it is in order to open the paddles fully.
14. Should any accident occur, an Accident Report Form must be completed and sent to the office. A Director of WAEL must be advised as soon as possible.
15. Any major mechanical or other problem must be reported to a WAEL Board member as soon as possible. See page 8-2.
16. No person will serve as Skipper or crew while under the influence of alcohol or drugs.
17. The log book must be completed after every trip.
18. The emergency procedures outlined at the back of this manual must be followed.

Before you crew

Have you got what it takes?

The operation of all passenger carrying vessels in United Kingdom waters is regulated by the Marine and Coastguard Agency (MCA), an executive agency of the Department of Transport.

All vessels carrying more than 12 passengers are required to be licensed by the MCA following regular structural and safety examinations. In addition, the person in charge of such a vessel (the Skipper) is required to be in possession of a Boatmaster's Certificate. In the case of the Wey & Arun Canal, a Grade 3 Certificate is the minimum requirement; it is the responsibility of Skippers to ensure that they hold the required certificate before taking charge of any boat and it is an MCA requirement that they carry their license with them. The WAEL Training Officer maintains a record of skipper certification and validity periods.

All crew members will be properly trained in their duties. Training records are maintained by the Training Manager and are available for inspection by the MCA. As well as compulsory briefings at the start of each season, periodic audits of each skipper and crew member are performed to ensure consistency of operations and safety levels.

WAEL is insured against liability for damage to the property of third parties and injury to, or death of, passengers. The boats themselves are not insured against damage or loss. Volunteers aged 15 to 74 are insured by virtue of Trust membership under the Inland Waterways Association group personal accident scheme up to a limit of £15,000; anyone who is not covered by this scheme may wish to consider making their own insurance arrangements.

The day-to-day crewing of the boats is handled by the Crew Coordinators who maintain a database of all Skippers and crew, their contact and general availability details, and dates when boats are required. They will contact volunteers normally 3-4 weeks beforehand to arrange crew for a particular cruise or day. The Skipper will normally confirm arrangements and time of arrival at the starting wharf with the crew a few days in advance; around 45 minutes to 1 hour before scheduled departure is usual.

BOAT OPERATIONS MANUAL

If you are unexpectedly unable to turn up as arranged, let the Coordinator and Skipper know **as soon as possible**; you should have a separate list of contact telephone numbers and e-mail addresses (also available on the waelboat.co.uk website).

If it is a private charter, the Skipper should contact the Charterer to confirm the arrangements and find out if there are any special requirements, such as the lift operation, table layout for refreshments, or if any light refreshments are required to purchase on board the larger boats.

On arrival at the Wharf

Take and switch on a walkie-talkie radio, whether or not another boat is likely to be out.

If refreshments are required, start the water heating – see Chapter 7.

Preparing the boat

The keys to the boats are kept in the inner sales store at the black hut. This is secured by combination type locks and Skippers should make sure that they know the number.

The first job on arrival at the wharf is to ready the boat for use:

- Put out on the roof – boat hooks, punt pole, life rings, and for ZK: water can, barrel, chimney
- Put out bow and stern mooring ropes, tiller arm and pin
- Open toilet windows
- On ZK, remove bow window boards/doors and windows. If raining, see-through bow windows are kept in locker under port side stern passenger seats
- Take out from main cabin locker or engine room:
 - Box containing log book, MCA forms, daily returns sheet, canal information sheets (put out on tables)
 - Cash box (check £30 float, £20 on JJ), First Aid kit, cabin PA set-up
- Check rubbish bin
- Check toilet is clean and empty, sufficient loo paper and paper towels. On WH, check the toilet level by the gauge on the bulkhead by the entrance on the port side. For pumpout instructions, see page 8-2.
- Pump bilges as instructed by skipper, leave any automatic bilge pump on 'automatic'

BOAT OPERATIONS MANUAL

- Prepare cabin – clean as necessary (brushes/mop in engine room)
- Get white sales box from shed and display goods (if a charter or no sales stall)
- Skippers briefing to crew about the trip(s), detailing any special requirements and ensuring that each crew member knows what is required of them
- Embark passengers – encourage to come down backwards and assist where necessary but there should always be one crew at the bottom of the steps
- Attend passenger safety briefing

In addition, Skippers should:

- Satisfy themselves that all the equipment mentioned on form MSF 1204 displayed inside the boat (see Appendix B) is present and apparently serviceable.
- Give the propeller shaft stern-gland greaser one turn clockwise after meeting resistance; it's hidden under the middle rear deck footboard.
- Open an entry in the boat log book and note that the usual checks have been made.
- Check for any **Special Instructions for Skippers**. Take note and sign any new instructions, if not done so previously.

Be prepared to spruce up the interior and exterior of the boat if necessary. Clean water is available from the tap on the off-side. Cleaning tools and materials are on board. The tables and seats often need a wipe down and the floor sweeping. There are information sheets which can be distributed to each table.

The sales stock/display box and cash box (where appropriate) are best kept on a table when the boat is in use but should be locked in the engine room when it is unattended.

Note: If the sales stall is operational on shore, the sales box will not be necessary on the boat.

Public trip reservations

Booking sheets provided by the Office will indicate details of any advance bookings and payments for the long trips and some standard trips. Liaise with the sales stall and publicity stands about taking additional reservations for public trips. All payments are to be taken on board the boats at the time of the trip (cheques payable to WAEL or cash, only).

Advance booking is not encouraged for standard trips

Hot food

On **WH only**, if a charterer is going to have hot food supplied, arrange two or more tables on the port side as far back as possible, for the 'bain maries' (heater dishes with candles). Place one fire extinguisher alongside these tables, ready for immediate use if required. Place these heater dishes on these tables **only** and nowhere else on the boat.

Hot food with heater dishes **may not** be carried on ZK (or the smaller boats) under any circumstances.

After dark cruise

If a cruise on **WH only** is to be considered an "after dark" cruise, then you must follow the procedures for an "after dark" cruise as contained in Appendix J.

Getting under way

Ready to go?

Ten minutes or so before scheduled departure time, invite passengers to board, offering assistance if necessary; less mobile passengers often find it easier to descend the steps backwards.

ZK, JJ and JS are advertised as unsuitable for wheelchair users and any suggestion that wheelchairs could be lifted aboard should be politely but firmly rejected.

If the access lift on Wiggonholt (WH) is to be used, it must be operated by crew trained in its use under the direction of the Skipper and only in accordance with the procedures laid down. See Appendix H.

Dogs may be carried at the Skipper's discretion if they are clean, well under control and remain on the floor on a lead at all times.

Five minutes or so before departure time, ring the hand bell and/or sound the horn to attract any last-minute custom. When no more passengers look likely to board, do a head count, fill out the MCA notice, put it in the box behind the fence at the Onslow wharf.

The Skipper must make a short safety/emergency announcement before getting under way – you must ensure that **all** passengers can hear the announcement which **must** include the items detailed in Appendix A. Resist the temptation to add much more, such as canal history or wildlife information, to the announcement – its impact will be lost and there are plenty of opportunities to speak to passengers during the trip.

Try to leave on time – if another trip is to follow, you will otherwise find it difficult to get back in time for it. Make sure you have an agreed plan for locking, picking up crew and passengers, winding (turning the boat round) and on the longer trips, whether to disembark passengers at Drungewick to view the aqueduct-site.

During the cruise

General

The essence of a smooth, quiet and competent-looking cruise is a calm, unhurried approach to every event. Taking everything at a gentle pace makes for a more pleasant experience for passengers and is far less likely to result in accidents or damage to the boat and canal infrastructure. It should rarely be necessary to use the engine at higher than tick-over speed and excessive throttle settings, either when under way or when manoeuvring, waste fuel, wear out moving parts and often create a poor impression with the public.

Children

Children should not be permitted to stand or sit on the entrance steps during any cruise, even if accompanied by an adult.

Talking

Once under way, the Skipper is likely to be fully occupied with controlling the boat and therefore relies on the crew (on ZK and WH) to act as contact points with passengers. However under normal cruising, one crew member should remain at the front while the other stays around the middle of the boat.

Notes to assist crew with possible questions are available from the Trust office. Laminated information sheets for the passengers are carried on board.

Selling

A good proportion of WAEL's income comes from sales so if the sales stall is not open on shore, please make an effort to sell things from the on-board stock, if available. It's surprising what a difference a low-key but visible sales technique can make; passengers are often just waiting to be asked! Wait for a lull in crew activity on the longer stretches between locks and go for it. Of course, this won't be necessary if the sales stall is operational near the Onslow Wharf.

You are encouraged to "sell" membership of the Trust, even if you are not selling goods.

Refreshments

It is now usual to serve tea and coffee on the longer public trips and some charter trips when required by charterers. Crew should heat the water in the black shed in good time to ensure it is close to boiling when decanted into the flasks which are carried on board the boats. The flasks should be refilled if necessary between trips.

Locking

When going through a lock with passengers on board ZK or WH, a Skipper plus two crew members must be carried, except on special occasions when arrangements are made for a lock keeper to be in attendance.

If JJ or JS are to go through a lock, the Skipper should stay on board while the crew member stays ashore to act as lock keeper.

Remember to coil ropes immediately when bringing them back aboard, ready for next use.

Locking Down

As the boat enters the lock, a crew member will alight on the lock side and pass the bow and stern ropes around the lock bollards before passing them back on board to the bow crew member and Skipper respectively. The stern of the boat should come to rest forward of the white line on the coping stone marking the position of the top sill but well clear of the bottom gates.

Under no circumstances should either the bow or stern rope be made fast to a bollard or on board the boat.

Windlasses must never be left unattended on the paddle gear.

The engine (ZK, JJ and JS) should not be left running whilst the boat is in the lock, as the noise will inhibit the Skipper's hearing and fill the chamber with exhaust fumes.

After checking that all paddles are fully closed and all padlocks removed, the lock-side crew member closes both upper gates and, with a say-so from the Skipper, opens the lower paddle gear.

As the boat descends, any movement is controlled by the Skipper and on-board crew member using the mooring ropes, particular attention being taken to avoid the ropes jamming or fouling any obstruction. It is a good idea to hold the boat slightly clear of the lock wall as it descends.

The lock-side crew member should pay full attention to the Skipper and boat during the operation and should help with any ropes that become snagged on the bollards. The windlass is to be kept to hand by the lock keeper at all times.

If the boat becomes snagged, especially on the sill or gates, the lock-side crew member must immediately and rapidly, under the direction of the Skipper, close the bottom paddles and open the top ones until the boat is again floating freely. Failure to do this can result in the boat sinking in the lock!

When the lock is empty, the lock-side crew member should lower the paddles, open the bottom gates and assist with retrieval of both mooring ropes if necessary. The Skipper may then restart the engine and **slowly** exit the lock avoiding collision with its fabric, to pick up the lock-side crew from the agreed location.

Locking Up

When approaching the lock, the crew member responsible for the locking operation should be dropped off at the landing stage at the tail of the lock. They should then check that the lock is in all respects ready to receive the boat and especially that the bottom paddles are fully closed.

As the boat enters the lock, the lock-side crew member will take the bow rope and pass this round the far bollard before passing it back on board to the crew member stationed in the bow. Repeat the process with the stern rope and return it back to the Skipper.

Again, the engine (ZK, JJ and JS) should not be left running once the boat is moored in the lock as the noise may inhibit the Skipper's hearing and fill the chamber with exhaust fumes.

Once the bottom gates are closed, and after checking with the Skipper and on-board crew member that they have their ropes under control and the boat is well clear of both gates, the lock-side crew member can start to raise the paddle, generally on the **same side** as the boat depending upon the location of the sluice.

The paddle gear should only be raised part-way until the initial surge of the boat has been caught and controlled on the ropes by the boat crew.

Windlasses must never be left unattended on the paddle gear.

Both Skipper and crew should keep a sharp look out for any signs that the boat is becoming snagged and be prepared to drop the paddles rapidly if necessary.

Once the lock is full, top gates open and crew again on board, the engine can be restarted. Upon the Skipper's signal, both ropes are cast off and a slow, controlled exit made from the lock, avoiding collision with its fabric.

If the operation is the last use of the lock that day, remember to padlock the paddles; it may be a long walk back!

Winding

Skippers often have their own preferred way of winding (turning the boat round), dependent on the weather conditions prevailing at the time and location. However, they should always ensure that their crews are aware of their requirements well in advance of the manoeuvre.

There are two basic techniques, each equally effective; the rope method or the pole method.

Note: These instructions apply to ZK and WH only - JS and JJ do not normally require a winding hole to turn.

For the rope method one crew member will normally be instructed to disembark at the landing stage nearest to the winding hole and carry the bow rope to the turning point. The boat will then slowly approach, and turn into the winding hole putting its bow into the corner without jolting to a standstill. By placing the tiller hard over and using forward gear, the boat can be made to pivot on its bow until almost at right angles to the main canal. Use of reverse gear to pull the bow away from the bank and a pull on the mooring rope will complete the manoeuvre.

The onshore crew member can then rejoin the boat at the landing stage or, if mooring, make the bow rope fast to a bollard.

On WH the bow thrusters may be used to assist in any winding operation.

Skippers should be aware from experience that over-revving the engine is not necessary.

The pole method is the only practicable way to turn ZK at the tail of Brewhurst Lock and below Brewhurst Bridge but can also be used at the other winding holes, particularly if no stop is planned after winding. It is similar to the rope method except that no-one need go ashore. When the manoeuvre reaches the reversing stage, a crew member punts the bow round using the pole against bank or canal bottom (if necessary).

Mooring

When not in use, boats will normally be moored at specifically recognised mooring places, reflecting usage and safety. There are four useful rules to apply when mooring a boat:

- Never moor a boat for unattended periods in a lock, unless one set of gates remains open.
- Do not moor in other than a recognised position especially in one which will impede the progress of other boats.
- Always leave sufficient slack in the bow and stern mooring ropes to allow for increases and reductions in water levels. This is particularly important when it is known that boats will not be used for several days.
- Always use the fixed shore mooring ropes provided.

End of day/cruise

Before you go home

If you are handing over to another crew, all you need to do is cash up, do your paper work (see below) and go home or adjourn to the Onslow Arms for a hard earned restorative! More likely you will be putting the boat to bed; it is easier to do this at the wharf than at an off-side mooring point.

At end of operations

These are the tasks to be done at the end of operations, when not handing over to another crew:

- Sweep/clean boat as necessary
- On ZK, lock the following in the main cabin locker or engine room:
 - cash box (containing £30 float)
 - First Aid kit
 - cabin PA, etc.
 - box containing log book, daily returns sheets, information sheets

Note: It is not necessary to switch off the PA system either on the switch/fuse board or at the amplifier

- On WH, lock the following in the engine room:
 - cash box (containing £30 float)
 - First Aid kit
- Place the boat hooks, punt pole, gang plank and life rings on the main cabin floor
- Bolt the bow window boards and doors
- Make all windows secure. Close toilet windows

BOAT OPERATIONS MANUAL

- Store the mooring ropes, tiller arm and pin, chimney, water can, barrel brushes/mops, etc. securely in the boat
- Please be vigilant in emptying the loo regularly (or at least make sure it has been flushed well). The loo can be emptied through the manhole on the off-side bank made for that purpose. The pumpout system for WH is in the box on the bank with instructions for use inside and also in the information box in the engine room.
 - Loo 'blue': On ZK, place ½ a teacup in the bottom compartment only and water in the top compartment of the cassette. On WH, add 250ml measure to the tank.
 - Do not use normal toilet disinfectant in the bowl as it interferes with the chemical degradation of the waste
 - If the loo on WH needs emptying, then the water tank at the forward end almost certainly needs filling, from the tap and hose in the box on the bank next to the bow.
- Check the bilge pump has been set to 'automatic'
- **Skippers:** Give the Stern Gland greaser a few turns until no drips are seen
- On WH ensure all battery box vents are open, connect cable to charging box and switch on power. Check fans are running
- Shut and bolt the inner engine room door. Close and bolt the hatch cover. Close and lock outer engine room door and ensure control boxes are closed and padlocked
- Return walkie-talkie radio(s) to shed and place on charge
- Return the boat keys to the shed – padlock both the inner and outer doors, ensuring that the code numbers are 'scrambled'

Log Book

Complete the boat log for every outing, including non-passenger carrying journeys; it is not necessary to provide great detail in the log but for it to serve any useful purpose, consistency is required.

Column 1 should show the date; columns 2 and 3 are self explanatory; columns 4 and 5 should show the start and finish times of each trip, not the intermediate stages; column 6 should summarise the journey, e.g. "R/T to DL" (round trip to Drungewick Lane) or "OW to OA" (one way to Onslow Arms); column 7 should show the total number of passengers carried on each trip - including those carried for part of a trip; column 8 shows the engine running hours and should be completed at the end of the day; column 9 should be ticked by the Skipper to indicate that you have emptied the rubbish bin if necessary.

Remarks in column 10 should be confined to faults, deficiencies and maintenance items only; **the final column is reserved for critical or serious problems that affect the operation or safety of the boat – if used, the Skipper should personally speak to one of the people listed on the front of the logbook as soon as possible (leaving a message is not sufficient).** Maintenance comments that are not critical or not concerned with the safety of the boat should be entered in the penultimate column (10).

Items noted in column 10 will be dealt with during the normal maintenance schedule, of which records are kept.

Items in the final column and reported to WAEL as above must be recorded by the Skipper in WIMSy (the WAELboat Incident Management System) and should be fixed before the boat's next operation with passengers.

Daily Boat Return Sheet

The Daily Boat Return Sheet is an important part of WAEL's accounting and statistical information processes; it needs to be completed on every occasion that passengers are carried, even if no fares are collected or sales made. Most of the form is self explanatory but again a consistent approach is needed. Most importantly, show the total number of people carried on each trip which the form covers.

No detailed breakdown is required of fares or items sold, as long as the totals for each are correct; the tables on the form are just an aide-memoire for the crew, not advice to the sales manager or part of the accounts.

The same form can be used for multiple trips, as long as it shows the passenger numbers for each trip.

Make sure the money total shown at the bottom of the form tallies with the actual amount handed in with it to the office. If you are unable to leave the £20 float in the cash box, say so on the form and leave a note for the next crew in the cash box.

and Finally...

Moor the boat at a point convenient to the next crew and make sure the engine room doors are secure. Return the keys to the black shed and securely lock it, scrambling the padlock.

Hand the Daily Boat Return Sheet and monies, if any, to the Trust office staff or, if the Office is closed, place in the safe which is in the toilet under the stairs up to the Office. Ensure the box is closed so as to tip the contents into the safe and then open it again to ensure the contents have been dispatched.

JJ and JS operation

The operation of JJ and JS varies slightly but significantly from that of ZK. As they do not carry more than 12 passengers they are not required to be licensed by the MCA. However, it is WAEL policy that only qualified Skippers should drive these boats, and in the case of JS, only after special familiarization and training on the operation and handling.

Two crew members are needed for the safe operation - a qualified Skipper plus a lock operator.

Preparation

Obtain the appropriate keys from the Onslow shed and prepare the boat as follows:

- For JJ, open the aft door, windows as necessary and forward door, switch on the electrics and proceed as with any diesel engine.
- For JS, complete all the steps shown on the JS engine operations sheet to “prepare for use”. Remove the cover (if in place) and transparent window boards if the trip is expected to be dry. The central front one must be removed as a means of exit in an emergency. The boards may be neatly stowed aboard to the left rear and secured with the elastic strap provided, the cover is best left ashore folded and out of sight from the towpath.

Clean the interior of the boat as necessary.

Ensure that the long front mooring rope is brought over the roof to the stern for use in the lock. A stern rope should also be prepared. The Skipper should then have control of both ropes from the stern of the boat.

Boarding Passengers

The Skipper should stand on the stern deck and hand passengers down and into the cabin. Offload in a similar manner.

A safety talk should be given much as on ZK but modified to reflect the different boat design, and a note of the numbers left ashore. The crew member should stay ashore and walk to the lock to prepare it if required.

Driving JS

Be aware of the engine operating instructions particularly the understanding of the warning buzzer.

Also be alert to weeds clogging the propeller. Full instructions for clearing are given in the operating rules. **Take great care to isolate the engine before tilting to clear.**

Operation Through Locks

As there will only be the skipper on board, it is important to maintain full control of the boat, both up and down through locks.

Best practice is to use the rear bollards of the lock. The bow long rope should be over the middle bollard and be given back to the skipper; the stern one round the rear bollard and back to the skipper.

The crew person must be advised to keep a close watch on the ropes to ensure that there is no "binding" on either bollard. Particular care is to be taken in a rising lock, to manage the inflow to reduce excessive surging, i.e. don't open the paddles too quickly!

At the End of Operations

- For JJ, make a turn on the stern gland greaser and switch off the electrics.
- For JS, close down the engine as laid down in the operating instructions. Remember to close the petrol breather cap, and tilt the engine to the stored position.

Clean the boat, replace the boards and/or covers, lock up and return the keys to the shed. Deliver the Daily Return Sheet (with any money) to the office, as described in the previous chapter.

Accidents and emergencies

The Designated Person responsible for all safety aspects of the boat operation is currently Derek Heath.

One of the crew, preferably the Skipper, must carry a mobile phone with them at all times.

Accidents

Skippers and crew should always be alert to the possibility of accidents, and take active measures to prevent them. Boarding, transiting through locks, and coming alongside landing stages are times when they should all be particularly vigilant.

Warn passengers against putting their heads or limbs outside the windows; all crew members should be especially watchful when locking.

If you need to carry any items in the cabin or on the roof other than the normal boat gear, make sure it is secure.

As required by MCA regulations, a first aid box is carried on board. Should any of the contents be used, tell the WAEL Operations Manager so that they can be replaced as soon as possible.

Should the Skipper consider professional help to be necessary, a crew member should be dispatched to the nearest telephone. A notice in the engine room lists map references at certain points along the canal, should these be required by the emergency services.

In the event of an accident, crew members should take all reasonable steps they deem appropriate in the circumstances to minimise the effects; if someone is badly injured or unconscious it is often best to do nothing unless you have first aid experience.

As soon as possible after any accident involving passengers or crew, the Skipper should complete an accident report form, copies of which are on board. It should be completed regardless of whether the person who suffered the accident wishes any action taken or not. The full facts should be noted, together with the names and addresses of any witnesses. The Chairman of WAEL or another Director of the company must be informed of the accident as soon as possible and not more than 24hrs after the occurrence; the report

BOAT OPERATIONS MANUAL

should be forwarded to the Office. Contact phone numbers are in the front of the log book.

All accidents must be recorded in WIMSy by the Skipper.

Winter operations

Extra precautions need to be taken in winter if the prevailing weather conditions are such as to make the wearing of life-preservers a sensible precaution, bearing in mind the amount of clothing being worn by the crew.

From 1 November to 31 March it is highly recommended and urge that crew wear life-preservers in the following circumstances:

- If 4 or fewer people are on the boat during any operation
- By the skipper of ZK during any operation (as there are no rails at the aft end)
- If the crew have to get on or off the boat during a trip
- During any repairs being done on any boat where fewer than 4 people are present
- By lock-keepers during special cruises, particularly in dangerous or slippery conditions

Emergencies

The procedure to be followed in case of an emergency are detailed in Appendix D, a copy of which can be found on board each boat.

Only consider tackling a fire if it is very small and you are confident of putting it out easily; otherwise concentrate on evacuating passengers quickly and safely.

Weil's Disease

Anyone working on or around a canal should be aware of the possible risk of Weil's Disease (Leptospirosis). Details of this and the actions to take are described in Appendix K.

The environment

The WAEL environmental and nature conservation policy is to minimise the impact of boat operations on the wetland canal habitat such that plant and animal biodiversity is maintained.

Procedures

These procedures are directed at each of the activities likely to influence the above policy.

- The garbage policy, as set out in the boat operations manual, is to ensure that no rubbish is introduced into the canal or its environs. When full bags are removed from the boat, they are disposed of into approved public refuse sites.
- Regular engine maintenance is undertaken to minimise loss of lubricating oil or fuel into the boat bilge. Bilge water is regularly treated with an absorbent pad to remove traces of such materials.
- The stern gland is securely packed to minimise leakage and thus the need to pump out bilge water excessively from the stern compartment.
- During operation, disturbance of the canal lining is minimised by using low propeller speeds, and avoiding wash from the hull. Both of these actions help to keep suspended solids at a minimum and this encourages plant growth and fish and invertebrate survival.
- Disposal of the toilet contents is directly into the public sewage system.
- Passenger loading and unloading (unless in an emergency) is confined to the established landing stages to avoid vegetation or bank damage.
- In the event of minimum water levels, boat operations are curtailed such that high levels of suspended solids and damage to the canal lining are avoided.
- Engine noise and exhaust emissions are minimised at all times, commensurate with maintaining safe operation of the boat.

BOAT OPERATIONS MANUAL

This policy was approved by the WAEL Board on 2002.

Signed by the Chairman

(Original signed by the DJ Miller, Chairman in April 2002)

(Updated March, 2011)

A

Passenger safety briefing

The Safety Briefing to passengers prior to departure on every trip must include the following:

- Welcome aboard, reason for briefing, introduce crew, duration of trip.
- Emergency signals and procedures for passengers, refer to notice.
- Emergency exits - use nearest to canal bank.
- Person-overboard drill - life rings & their location.
- Fire extinguishers are carried on board.
- Caution about limbs or head outside cabin, particularly children.
- No rubbish to be thrown in the canal, refer to notice

Notes

1. This is a SAFETY briefing and should not include details about the canal's history or about the Trust – they can be dealt with separately or by question and answer by the crew, once underway. Adding more information may dilute the message and lose the impact.
2. Wait until all the passengers are aboard, seated, and quiet, make sure you can be heard clearly by all.

Safety equipment

The following safety equipment is carried on board each boat as appropriate, and should be checked before each trip:

Zachariah Keppel

- Six life rings, two with long ropes.
- 2 mooring pins and a hammer
- Electric horn
- Fire extinguishers – 4 (engine room, under centre table, outside toilet and back of cabin)
- First Aid kit
- 2 Boat hooks
- Punt pole
- Gang plank
- Person overboard ladder
- Satisfactory bow and stern ropes, plus a spare rope
- Necessary windlass handles

Wiggonholt

- Seven life rings, 2 with lines attached, and lights that can be attached to 3 more when operating after dark
- 2 mooring pins and a hammer

BOAT OPERATIONS MANUAL

- Electric horn
- Fire extinguishers – 5 free standing (2 engine room, 2 aft end cabin, 1 forward end cabin) and 2 attached to the battery boxes.
- First Aid Kit
- 2 Boat hooks
- Punt Pole
- Gangplank / person overboard ladder and 2 pins
- Bow and stern ropes and a spare
- Necessary windlass handles
- Required lights and “zapper”, if operating after dark

John Smallpeice and Josias Jessop

- Two life rings, one with long rope.
- Bailer
- Fire extinguishers – 2
- Air horn
- First Aid kit
- Boat hook
- Punt pole (JJ only)
- Satisfactory bow and stern ropes

Garbage disposal plan

Applies to all passenger-carrying boats

Person in charge

The Skipper on duty is responsible for carrying out the garbage disposal plan in accordance with the procedures herein.

Procedures for collecting garbage

Garbage will be collected in the designated bin situated in the passenger saloon. This will be lined with a suitable impervious plastic bag to assist disposal.

Separation is not considered necessary, given the nature of the contents. Transportation will be by removal of the plastic bag, sealing and taking from the boat to a suitable disposal point.

Procedure for disposal of garbage

Garbage will be removed from the boat in the plastic bag and taken to a suitable disposal point. The Skipper will record in the boat's log that the garbage has been checked.

Emergency Procedures

Fire

- Ensure that skipper and crew are all aware of location and seriousness of fire
- Skipper put boat into suitable place on bank and put one crew member shore with rope
- Reassure passengers
- Other crew member assess fire and shut off sources of ignition / air supply
- Prepare to evacuate passengers
- If considered practical, attempt to extinguish the fire providing there is no risk to anyone
- Raise the alarm with any other boats in the vicinity and the fire service if necessary
- Evacuate passengers

Fire in battery box on Wiggonholt

- If a fire is suspected in a battery box:
 - Close vents on outside of box in engine room
 - Close vent on the box on the outside of the boat
 - Remove pin from the attached extinguisher
 - Squeeze grip to set off CO2 into the box.
 - Assess the result and insert more CO2 if necessary

Person in water

- Advise the skipper immediately
- Stop the engine and steer away from the person in the water
- Tell the person to try to stand up
- Throw a life ring (preferably with a rope attached) close to but not directly at the casualty
- Instruct someone to watch the casualty at all times
- Do not use the engine if close to the casualty
- If the casualty can reach a suitable part of the bank, tell him to move to it
- If the casualty cannot reach the bank or cannot stand in the water, rig the emergency ladder – first remove the gang plank piece which is clipped to the ladder
- If casualty is unconscious:
 - Skipper assess the situation
 - If willing and able without endangering himself, one crew member tie a rope around his own waist, the other end being held on board
 - take a life ring and enter the water
 - go to the aid of the casualty and assist him to the bank or the boat
 - remove casualty from water

Accident / Injury

- Assess the seriousness of the injury
- Stop the boat at a suitable place on the bank
- Administer first aid and make casualty comfortable
- If necessary, summon assistance from the emergency services
- Depending on the nature of the injury, continue the trip or proceed to the nearest suitable place for the casualty to be taken ashore
- Ensure that an Accident Report Form is completed, including the names and addresses of witnesses

Grounding

- Stop the engine
- Assess the situation
- Skipper instruct crew what he will try to do
- Crew assist with possibly moving passengers around in the saloon
- Crew assist using pole or rope to re-float boat

Ingress of water

- Sound the alarm
- Put boat in to a suitable place on the bank
- Land 1 crew member with rope
- Assess the situation
- Land passengers and crew, if considered necessary
- Account for all passengers and crew



Website

Supplementary information for boat crews

Additional information for boat crews is also available on the WAEL Boat Group website at www.waelboat.co.uk. This includes up-to-date contact information, monthly crewing rosters, Special Instructions for skippers, news and reminders. The latest version of this manual can also be downloaded.

Crew contact information on the website is protected from unauthorised access by username and password. Email it@waelboat.co.uk if you have forgotten the username and password, or for any other information about, or suggestions for, the website.

In case access to the internet is not available, important information will always be communicated separately to individuals.

WIMSy

WIMSy is the WAELboat Incident Management System, an application accessed over the internet. It is used for recording items such as accidents, maintenance tasks for the boats (whether serious or routine), updates for the website, and other items that need to be addressed by WAEL members.

Access to WIMSy is available to all Skippers and other authorised people, for reporting new incidents, updating those assigned to them, and checking the progress of others.

Regular reports from WIMSy are automatically posted on the website, listing outstanding incidents and those recently closed.

The website and incident management system are subject to change and improvement at any time.

WIMSy is powered by HelpLINE from BadgerNT (www.BadgerNT.com).

John Smallpeice

Operating Instructions

Before starting

1. Open air-breather on fuel tank
2. Check fuel level ($\frac{1}{4}$ tank = $2\frac{1}{2}$ hours normal running). Switch tanks if necessary

Note: Do not disconnect the hose from the tank before opening the breather as the pressure will cause a fuel spillage

3. Switch on isolator with red key kept on hook in cabin
4. Unlock engine hatch cover and remove
5. Check both water intakes and propeller are clear of weed
6. Tilt engine to vertical
7. Take off engine hood
8. Check oil level with yellow dipstick. Fill as needed (do not over fill) using oil and funnel in stores cupboard. *Oil cap is chained to engine.*
9. Replace engine hood
10. Squeeze fuel bulb
11. Ensure propeller is clear of bottom

To start from cold

12. **Never start with the propeller out of the water**
13. Clip red coil around safety rail
14. Insert safety wedge
15. Insert ignition key
16. Ensure control lever is vertical
17. Raise hand throttle just above first pressure point
18. Press in ignition key and turn [buzzer will sound until tell-tale water is flowing].

Note: Buzzer also sounds for low oil pressure

19. Release key when engine starts
20. Buzzer stops

During trip

21. Assess load and adjust tilt angle. Avoid cavitation - check tilt angle
22. Keep engine speed low
23. Check depth of motor is appropriate for conditions

Note: Wooden support board should be clear of water by at least a few centimetres at all times

24. Listen for engine labouring (a sign of weed on propeller)
25. If buzzer sounds **STOP** engine immediately. Check for weed blockage and/or oil level. Warning lights will have indicated whether water or oil pressure

To clear weeds

26. **Stop engine and pull out safety wedge**
27. Tilt engine to expose propeller
28. Clear carefully and check water intakes both sides
29. Revert to previous setting
30. Insert wedge and restart

At end of trip

31. Let engine idle for a few minutes to cool
32. Stop engine and pull out safety wedge
33. Tilt to clear propeller from water
34. Clear intake and propeller of weed
35. Remove keys and unclip from rail
36. Switch off isolator
37. Check fuel level and report if requiring refill
38. Close breather on tank
39. Replace and lock engine compartment lid

Wiggonholt battery

Charging instructions

Charging the battery

To connect the battery at the end of a trip:

- If the plug is at any time dropped into the water, it must NOT be connected to the charging point, and a WAEL Board member must be advised.
- Unlock charging box. Check switch is OFF. If it is ON, do nothing more and contact a WAEL Board member.
- Take charging cable and insert plug into charger box socket. Ensure it is lined up correctly, as it will only go in one way. The socket cover should latch onto the plug.
- Check RCD and Circuit breaker are both ON
- Turn switch to ON
- If Circuit breaker or RCD in charging box trips, switch OFF. Wait 30 seconds, reset Circuit breaker and RCD and switch ON. If either or both trip again, switch OFF and contact a WAEL Board member.
- If nothing trips, close charging box. Ensure that sufficient cable is used that it is slack when moorings are tight. Lock cable stowage locker.
- Check that the 3 chargers in the engine room are showing their charging lights. If no lights, switch OFF supply in charging box, disconnect and stow cable and advise WAEL Board member.
- If charging correctly, check battery box vent fans are running and that both vents are open on each box. If not running, switch OFF, withdraw and stow cable and advise a WAEL Board member.

Battery disconnection

To disconnect the battery on arrival at the boat:

- Open engine room doors and hatch – do not enter at this stage.
- Unlock charging box, Switch OFF
- Remove plug and close and lock the charging box.
- Stow the cable in its locker, taking care not to drop the plug in the water. If it does go in the water, no further charging may be undertaken and a WAEL Board member must be advised.
- Check batteries are showing full charge or sufficient for intended trips.



Wiggonholt access lift

Operating instructions

To ready the lift for use

- Transfer steps to port side
- Place handrails onto platform if to be used for people
- Switch on the isolator switch in the engine room and follow the instructions on the selector switch.
- On the lift control unit, release the lock on the RED emergency stop button by pressing it in and twisting slightly until the button pops out.

To raise lift

- Ensure nobody is standing on the hatched area at the inboard end of the lift
- Raise lift by pressing and holding the UP button. It stops when released.
- Fit special gangplank if required

To lower lift

- Ensure all persons are clear of platform
- Lower lift by pressing and holding DOWN button. It stops when released
- An anti trap bar is fitted around the base of the lift. Should anything touch it, the lift will stop and can only continue down when the obstruction is removed.

After using lift

- Once platform is fully lowered, press EMERGENCY STOP button until it locks
- Switch OFF the isolator switch in the engine room
- Remove handrails
- Replace steps

Passengers on lift

- Normally, all able bodied passengers should be embarked / disembarked first
- Wheelchair passengers should be placed on the platform so that the chair always **faces inboard** and is as far back towards the side of the boat as possible
- The **brake** on the chair must always be applied
- **No helper** should accompany the wheelchair on the lift

J

Wiggonholt after dark

After dark operation

Operating after dark can **only** be undertaken on Wiggonholt.

'After dark cruising' is considered to be any trip scheduled to arrive back at the Onslow more than 30 minutes after the published time of sunset.

The following procedures **must** be adhered to when operating after dark.

When operating after dark, the crew will consist of 2 skippers and 3 crew. This will enable 2 crew to work the locks, thus reducing the amount of walking required on the lock-side by any one crew member. One of the 2 skippers aft will be Skipper and will be in charge of the boat - they will only operate the boat and oversee all operations. The Assistant Skipper will handle the ropes aft, look after the lights and assist the Skipper as required.

Before skippering or crewing after dark, all crew must have undertaken an after dark familiarisation cruise, either on specially organised dark cruises or as supernumerary on a trip operating after dark, with the Skipper's consent.

Cruises operating after dark will not go beyond the Drungewick slipway.

Before starting the cruise

- Ensure the boat's navigation lights, cabin lights, forward flood light and cabin top flood light are working.
- The 3 water activated lights stored in the engine room must be attached to 3 of the life buoys by the lanyards provided
- Fit the cabin top flood light for use by the Assistant Skipper
- Locate the "zapper" for the canal side lights
- Ensure the skippers and all crew each have a working head torch

BOAT OPERATIONS MANUAL

- Either before the trip but in any case before darkness falls, power up and test the shore lights at the Onslow, Brewhurst lock and (if necessary) Baldwins Knob lock. The switches are located (a) for the Onslow in the electric box on the fence post opened using the same Yale key as opens the Wiggonholt charger box, (b) for the two locks in the electric boxes at the locks, entered with the electric box combination.
- Ensure both skippers are familiar with the operation of the “zapper”, details below.

During the cruise

- Torches and other extraneous lights should only be used as required, so as not to “blind” the skipper
- At least head torches must be used by any crew working the locks
- The Assistant Skipper is responsible for putting the shore lights on and off by pointing the “zapper” at the lights and pressing the relevant button
- No crew is to go ashore until the shore light has been activated
- The light must not be switched off until all crew members are back on board.
- No passenger may go ashore during a cruise in darkness
- A crew member must be at the forward end at all times
- Passengers should be discouraged from going outside at the forward end
- All regular operating instructions remain in force and **must** be strictly adhered to all times.
- Skippers must take extra care when entering locks and going through bridges in darkness, to ensure that neither the boat nor structure are damaged. This means, almost certainly, proceeding through such structures at a speed slower than normal.

Emergency Procedures

- In the event of a person falling into the water, you must deploy a life buoy with a light.

BOAT OPERATIONS MANUAL

- In the event of a total failure of the lights, either ashore or on the boat, you must abandon the cruise at the most convenient and safest point. This may be in a lock, at a landing stage or, at the Skipper's discretion returning to the Onslow as soon as possible.
- Bear in mind that it may be safer for the passengers to walk back up the towpath accompanied by the crew with torches than to try to get the boat back in 'total' darkness.
- All other Emergency Procedures outlined in Appendix D must be adhered to.

Remember your first priority is the safety of the passengers, the crew, the boat and the canal, in that order.

Radio controlled lights

The controller ("zapper") has been programmed to operate several flood lights on the Loxwood Link section of the canal from a distance of up to 300m.

Take care to ensure you do not inadvertently trigger the Brewhurst Lock light from OA.



Sliding switch position *Light location*

A	Onslow Arms moorings and winding hole
B	Brewhurst Lock
C	Baldwins Knob Lock
D	(Unallocated)

Operation

- Set sliding switch to correct position for location
- Press **On** to switch lights on
- Press **Off** to switch Lights off

If the lights should fail to operate, check the following:

- Sliding switch is set to correct location.
- The lights are plugged in and switched on. (Access to cabinet at OA by using key for Wiggonholt power supply – on main key set and spare – access to other electrical cabinets by combination).
- Does LED light when buttons pressed? – if not battery may need replacing.

If lights still fail to activate please report the failure.

Weil's Disease

Health and Safety Executive

Weil's disease (Leptospirosis) is a serious and sometimes fatal infection that is transmitted to humans by contact with urine from infected rats.

What are the symptoms?

Weil's disease starts with a flu-like illness with a persistent and severe headache, which can lead to vomiting and muscle pains and ultimately to jaundice, meningitis and kidney failure. In rare cases the disease can be fatal.

Who is at risk?

Anyone in contact with canal and river water is at risk.

How might I catch it?

The bacteria can get into your body through cuts and scratches and through the lining of the mouth, throat and eyes after contact with infected urine or contaminated water, such as in sewers, ditches, ponds and slow-flowing rivers or **canals**.

How can I prevent it?

- Wash cuts and grazes immediately with soap and running water and cover all cuts and broken skin with waterproof plasters during contact with canal water.
- Wear protective clothing such as gloves.
- Wash your hands after handling anything that has been in contact with canal water and before eating, drinking or smoking.

What else should I do?

Report any illness to your doctor. Tell the doctor about your contact with canal water. Weil's disease is much less severe if it is treated promptly. If your doctor decides you have Weil's disease, you must report it to the Incident Contact Centre (Tel: 0845 300 9923). Please let a WAEL Board member know.

You may carry a card with the following wording:

To the doctor

The card holder's work may expose him/her to the danger of Leptospirosis (either *L. icterohaemorrhagiae* or *L. hardjo*). Early diagnosis and treatment are vital in Weil's disease as jaundice is often absent in the early stages. The illness in *L. hardjo* may also be greatly shortened by appropriate antibiotic treatment. (Your local Public Health Laboratory Service or hospital consultant microbiologist should be able to offer advice and serological testing.)

Further information

You or your doctor can get further information from the Employment Medical Advisory Service via HSE's Infoline or look at:

www.hse.gov.uk/forms/health/emasoffices.htm

HSE priced and free publications are available by mail order from:

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For information about health and safety ring HSE's Infoline:

Tel: 0845 345 0055
Fax: 0845 408 9566
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