



LOVE THE OCEANS

HEALTH AND SAFETY

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1. Introduction

The purpose of this document is to outline some of the key procedures in place for the programs that Love The Oceans run in Mozambique annually. When creating the document, reference has been made to the National Guidance produced by the OEAP (Outdoor Education Advisory Panel – see <http://oeapng.info>) in the United Kingdom in addition to guidelines from the Expedition Provider's Association and BS8848 (the British Standard for organising and managing visits, fieldwork, expeditions and adventurous activities outside the UK). Additional guidance has been sought from bodies including but not limited to the HSE (Health and Safety Executive) DfE (Department for Education), AALA, and numerous Acts of Parliament.

This document may be useful for a number of interested parties, including but not limited to: parents or guardians of the people on the trip, students or other participants, educational coordinators and partners as well as institutions from which students are coming. All our staff members are familiar with this handbook and the associated procedures and protocols.

2. Objectives

Love The Oceans expeditions consist of 5 principle activities which volunteers participate in. These are:

- Coral Reef Surveys
- Megafauna Surveys
- Fisheries Surveys
- Teaching and Painting at the local schools
- Swimming Lessons

These 5 principle activities help to achieve the main objectives of each expedition which are:

- Train expedition participants in tropical marine biology, fisheries, scientific diving and assisting teaching to a level that meets Love The Oceans' standards
- Gather data from various sites and compile this in spreadsheets on a daily basis for use in scientific papers. This data will include diversity, distribution and abundance as well as somatic lengths where possible of marine flora and fauna including but not limited to whales, sharks, rays, skates, crustaceans, cephalopods, teleost fish, game fish and corals.
- Build positive relationships with the local community and help teach swimming as well as marine conservation, sea safety and marine awareness in local school lessons
- Help improve the learning facilities at the local schools – volunteers will only participate in paint work.

2.1 Structure

Students will spend 2 to 5 weeks at Love The Oceans site in Guinjata Bay, Mozambique. Participants then have a choice to end the program after this period or travel to Ku Sungula

Safari Lodge or Campfire Academy with Love The Oceans' trusted partners. Love The Oceans' staff will not accompany the volunteers on this part of the trip but Ku Sungula and Campfire have been chosen as partners because they meet Love The Oceans' health and safety standards, as well as being excellent companies offering a fun, safe and educational experience. All partners have been assessed by Love The Oceans management.

The first week of volunteering will consist of training through a combination of lectures and in-field tuition. We aim to get everyone up to the same level of knowledge about what Love The Oceans is, why we exist and what to expect over the program duration. Students will participate in orientation dives, a cultural tour, scientific dive training, fisheries research training, megafauna training as well as teacher training. They will, in addition, have the opportunity to do further dives and optional extra activities on the weekend. Volunteers have weekends off with the exception of helping with swimming lessons on the 2 and 5 week programs. On the 4 week program volunteers do not have weekends off as extra activities are run throughout the program duration.

After the first week on the 5 week program (or 2 days on the 2 week program) the group will be split into 4 groups (generally consisting of 3 or 4 people) in which they will remain for the duration of the program. They will not be split into groups on the 4 week program. They will then rotate around our principle activities on daily basis with the exception of the swimming lessons which will only be done on the weekends. Fisheries research will be conducted at 2 different sites: Paindane Bay and Guinjata Bay. Coconut Bay may also be covered sporadically. Details of the travel between the various sites is provided in the transport section of this document. The following map illustrates the locations of these sites.



Figure 1: Map of Guinjata illustrating research site locations and LTO site

2.2 Start and Finish of Expedition

Each participant needs to arrange flights to Inhambane Airport, Mozambique to arrive on the start date of their program. This start date falls on the weekend, allowing participants time to settle in before training week begins on the Monday morning. Return flights from Inhambane

can be arranged for any time during the day of the finish date of their program. If the volunteer is participating in the safari week, return flights must be booked from Johannesburg Airport (also known as O.R.Tambo) no later than 8.30pm on the finish date of their program.

Love The Oceans will be responsible for the safety and welfare of each individual from the point at which they are met at the airport on the day they arrive, until they are dropped off at the airport on the day they leave the country – whether that be Johannesburg Airport or Inhambane. The only exception to this is if the participant was to organise their own excursions in Mozambique before or after participating in the program. If this was the case, Love The Oceans would liaise with the individual to agree a suitable start and finish time and location and would be responsible for the safety and welfare of the group between those designated points.

2.3 Travel Arrangements

Each participant is responsible for booking their own flights to and from the expedition. Love The Oceans will then arrange transport to and from expedition sites at the start and finish of the expedition.

3. Application Process

Students have the opportunity to apply as an individual where the contract is between Love The Oceans and the participant. If you are in a group you may all apply and ask to be in the same program, but you must still apply separately. Once a student expresses an interest in volunteering, they are sent a volunteer booklet with more information and an itinerary in it. Once the student has read this they can request an application form. Application forms must be completed in full and be submitted with their CV (not necessary for the Conservation Adventure Program) and a picture of themselves no bigger than 500kb for our records.

We also ask for a copy of each participant's Basic Disclosure of their criminal record or the equivalent as we work with under 18s in the local schools. Applicants can apply without this on the condition their record is clean. If it is not, they will be immediately ejected from the program and receive no refund of any money paid to Love The Oceans. Love The Oceans' terms and conditions are made available before the booking can be confirmed.

4. Inclusion

In line with the Equality Act (2010) Love The Oceans' policy is to make all reasonable adjustments to enable students of all physical and mental ability levels to participate in the programme. Likewise, participants will not be discriminated against on the basis of any protected characteristic (gender, race, religion etc). If it is not possible to make suitable adjustments without substantially jeopardising the quality or safety of the program for the remainder of the participants, then those students unable to participate would be offered a full refund of any monies paid.

5. Risk Management

5.1 Prior to the Expedition

A thorough assessment of all research sites and activities is completed before the start of each expedition and reviewed throughout by in-house audits. Risk assessment and management instructions are put in place for general activities (such as walking to and from sites), for specific activities (such as fisheries research) and specific sites (such as Ku Sungula & Campfire). The risk assessments are published on the Love The Oceans' website and can be downloaded there.

5.2 During the Expedition

The risk management policies are dynamic and can be amended by the senior Love The Oceans staff on-site should any new or unforeseen risks present themselves. All medical incidents and near misses are recorded throughout the season, in addition to the completion of in-house audits. Any major incident (e.g requiring emergency evacuation or significant deviation from the planned expedition activities) would result in an incident report being written by the senior LTO staff member on-site and statements being taken from parties involved as appropriate. Additionally, Love The Oceans' Senior Management Team is informed of any major incidences immediately, in case the in-country team should require any further support.

6. Training Before the Expedition

6.1 Participants

Love The Oceans' staff work closely with each individual to ensure they are prepared for the expedition abroad. A volunteer booklet and FAQs sheet is sent to each individual before they go to Mozambique which includes things like a packing list. The 2 and 5 week Love The Oceans volunteer program requires participants to be PADI Open Water qualified before the start date of the expedition or they cannot scuba dive while on program. Participants may choose not to involve LTO in this and can get qualified before the program, or they may choose to come to Mozambique a week early and complete their qualification on the ground with Love The Oceans staff and our diving partners, Jay's Pro Dive Centre.

6.2 Staff

Our staff receive 3 days training outside of Mozambique before a further week training in-country before the program start date. We see this as essential as all ground staff need to know the area and their surroundings before taking charge of any groups. All our staff are required to hold a first aid certificate and Rescue Diver certificate but are further trained with our specific on-site first aid kits, in-house wilderness first aid training and people management training.

7. Roles and Competencies of Designated Leaders

7.1 Qualifications, licensing and technical competency

Love The Oceans is not eligible for a license through the AALA (Adventurous Activities Licensing Authority) as we do not conduct licensable activities and because we operate outside the UK. Many of the activities organised by Love The Oceans are research focussed and so no formal qualifications exist. Wherever possible though, the procedures for ensuring technical competency of key staff are in line with the AALA recommendations. Where new staff are recruited (i.e those who have not worked for us before) the selection process includes a review of the CV, a video or person-to-person interview and obtaining at least two positive references. The qualifications or experience necessary for the various activities are described below in addition to the roles and responsibilities of key staff.

7.2 Role of Love The Oceans' Staff

7.2.1 Venture Leader

The Venture Leaders for this project are Lisbeth Damsgaard and Francesca Trotman. Lisbeth has extensive experience in Mozambique working with both the local community and in all our areas of research. Lisbeth was Venture Leader for our 2017 programs from May to August. Lisbeth is a marine biologist and is responsible for ensuring the projects are run efficiently by Love The Oceans.

Francesca Trotman, Managing Director and Founder of Love The Oceans will be in country from March – September 2019. Lisbeth will then join her in country from June - October. Francesca also has extensive experience in Mozambique, works full time in the UK LTO Office and ran 2015, 2016 and 2017 programs. Between them, management will be on the ground throughout the 2019 programs.

7.2.2 Field Specialists

The field specialists of 2017 are Mathijs Carmen and Hannah Williams. These staff members have been selected because they are passionate scientists and will ensure the volunteers receive the experience of a life time whilst contributing to important scientific research and conservation efforts within the local community.

7.2.3 Safari Venture Leader

The 2019 Safari Venture Leader will be Miriam at Ku Sungula Safari Lodge and Brass at Campfire Academy. Miriam is one of the owners of Ku Sungula Safari Lodge and has over 12 years of experience in the bush and as a lodge manager. Brass is the manager at Campfire Academy. Miriam and Brass are there to ensure the safari experience in South Africa runs smoothly as well as the associated transport.

Oupa Wainance Mokoena will be the head guide at Ku Sungula, South Africa born, he has over 5 years' experience in the bush, 2 of which have been as a tracker and 3 as a level one Field Guides Association of Southern Africa guide. Oupa also has his trails diploma and First

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Aid levels one and two. Oupa will be leading the activities outside the camp and is there to ensure safety of the volunteers but also educate participants on the local flora and fauna found in the South African bush.

Brass, one of the Campfire staff or interns, or Laetitia (the owner herself) will be the head guide at Campfire Academy. Brass is British born with over 10 years experience in the bush. Laetitia is South African born with a lifetime of experience as Campfire is family owned and was passed down to her. All guides are fully qualified FGASA guides. Any interns or volunteers leading our group will be doing so as part of their FGASA training and will be supervised by a qualified professional.

7.2.4 In-water Activity Leaders

In water scuba activities will be led by a PADI Dive Instructor or a PADI Divemaster who works for our dive partners Jay's Pro Dive Centre. Any PADI dive training will be conducted in groups no larger than 8 students to 1 Dive Instructor and 1 Dive Master. Qualified divers will be supervised in the water at a ratio no greater than 10 divers to 1 Divemaster or Rescue Diver. Snorkel activities will also be supervised at a ratio no greater than 10 snorkelers to 1 Divemaster or Rescue Diver. During Reef Surveys volunteers will be supervised by a Love The Oceans member of staff on the first dive of every day if required. Snorkelers on reef surveys will remain within 100m of the boat at all times.

7.3 Leadership during Vehicle Transfers

7.3.1 Car Transfers

All drivers for the car transfers have international driving permits and full clean driving licences. Seatbelts are available on every seat in every car but is not a legal requirement for passengers in the back seats. Wherever seatbelts are available the drivers will advise all passengers to wear them.

7.3.2 Leadership during transfers from Guinjata to Ku sungula

Makwela Shuttle Services are our transfer leaders from Guinjata to Ku Sungula Safari Lodge or Campfire Academy. Duard Terblanche is the owner and has a team of drivers. The drive to Balule from Guinjata is 15 hours and the volunteers will travel with Makwela Shuttle Services in a vehicle that has been approved to LTO health and safety standards. Seatbelts are available and volunteers will be advised to wear them. Makwela Shuttle Services will stay with the volunteers until the safari lodge picks the volunteers up outside their reserve and takes them to their site.

7.3.3 Leadership during transfers from Ku Sungula to Johannesburg Airport

The volunteers will be transported from Ku Sungula Safari Lodge to Johannesburg airport by our trusted travel partners: Ashtons Tours. These are partners of Love The Oceans and have been suitably risk assessed. All drivers hold a full driving license and seatbelts will be available. Volunteers will be advised to wear seatbelts.

8. Medical Procedures

This section summarizes the medical and evacuation procedures report which has a much more detailed description of the staffing, First Aid facilities and procedures to be followed.

8.1 Information and Records

All participants will be required to submit their medical details to Love The Oceans. This data is stored securely. All medical forms are assessed by Love The Oceans. The Venture Leader may seek to contact the participant should they need further information.

Volunteers are responsible for securing their own medical, travel and diving insurance before the program start date and must submit a copy of these details to Love The Oceans prior to their departure.

All medical problems, illnesses, injuries and near misses are recorded at each of the sites. At the end of the season, these data are collated and a health and safety report is completed and published on the website. This report classifies incidents into 7 categories. The policy of publication of the accidents and illnesses recorded on the expedition helps ensure the procedures on site are followed fully.

8.2 Medical Staffing

All Love The Oceans' staff hold first aid qualifications and receive in-house wilderness first aid training by Francesca Trotman. There are medical facilities with medical professionals close by at all times.

8.3 Medical Facilities

A basic medical kit is provided on site and each vehicle, the contents of which is agreed prior to the season in consultation with a professional medic and is compliant to BS8599. These kits are designed to deal with as many non-emergency medical eventualities as reasonably possibly onsite, and also to support emergency incidents and stabilize a casualty for transfer to more extensive medical facilities where needed. All LTO staff are trained with our first aid kits and can use it competently.

There is a clinic in Guinjata for small, non-emergency medical incidents and the main hospital is in Inhambane City Centre, about 40 minutes from site. It is approximately a 4 hour drive to the Vilanculos NetCare unit. The nearest decompression chamber is in Durban, South Africa. Jay's Pro Dive Centre has emergency oxygen and a medical room equipped with further diving related medical supplies.

9. Emergency Procedures

A document describing the medical and evacuation procedures in full is available on the health and safety pages of the Love The Oceans website. Carefully planned evacuation protocols are in place for our Mozambique project. All staff have been trained on the evacuation procedures and protocols.

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Because of the high variability of influential factors such as weather conditions and nature of potential injuries, a number of different evacuation scenarios must be prepared for prior to the season. All staff are briefed in these scenarios.

Once a major incident or emergency is identified the Venture Leader (or a Field Specialist if Venture Leader is not present) will advise Love The Oceans HQ in the United Kingdom. The Venture Leader will take overall control as Incident Coordinator in conjunction with other senior staff if they are present.

9.1 Emergency Levels

Love The Oceans has three levels of evacuation as follows: Emergency (requiring immediate air evacuation from Guinjata), High Priority (requiring the patient to be moved at the fastest speed possible by land or sea and commercial flight to hospital facilities in Maputo or South Africa), Medium Priority (requiring the patient to be moved as quickly as possible without the need to hire special vehicles or boats to the nearest appropriate medical facilities).

In all medical cases where a patient is being transferred to medical facilities (NOT repatriated to their home country) they will be accompanied by a relevant member of Love The Oceans' staff, or someone appointed by Love The Oceans' staff as fit to accompany the patient(s).

10. Insurance

Love The Oceans has comprehensive Public Liability Insurance with up to £5,000,000 cover. Love The Oceans also has Tour Operators Liability Insurance which includes Public Liability and Professional Indemnity Insurance. Love The Oceans also has Financial Failure Insurance. However, participants are required to obtain their own travel, medical and diving insurance and must send a copy of all of their insurance details to Love The Oceans before their departure.

11. Safeguarding and Child Protection

All Love The Oceans' participants must be 18 or over at the time of the program start date. Every member of staff and every volunteer must submit a basic disclosure of their criminal record to Love The Oceans HQ prior to their expedition. People with a criminal record will not be allowed to be a staff member or a volunteer due to Love The Oceans close work with the community and young children in the local schools.

11.1 Supervision and Accompanying Adults

Love The Oceans staff to volunteer ratio is 1:8, providing a very high level of supervision. This ratio only includes management and field specialists. It does not include other supervisory staff such as translators, cooks and diving staff.

11.2 Sleeping and Accommodation Arrangements

Separate male and female sleeping arrangements are available at Guinjata and all volunteers from the 5 week programs will stay on one site. Volunteers from the 4 week programs will

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stay on another site. Accommodation for staff members is separate but there will still be staff on both sites. Bathroom facilities are shared but toilets are always private and lockable from the inside, as are the shower facilities.

11.3 Minimum and Maximum Number of Students

No activities are planned which will involve a single child being accompanied or supervised by a single volunteer or staff member without another pupil or adult being present.

Love The Oceans programs must have a minimum of 2 volunteers paying the full fee for a program to go ahead. A minimum of 4 volunteers must attend the Safari for the trip to go ahead at Ku Sungula but there is no minimum for Campfire. There is a maximum of 16 volunteers per 2 or 5 week program so as not to compromise the experience by crowding, and a maximum of 12 volunteers may attend the 4 week program.

11.4 Codes of Conduct

All Love The Oceans staff in the field and volunteers are required to sign a code of conduct before they can work for LTO or volunteer. The Code of Conduct commits each staff member to not entering into relationships with volunteers and vice versa, as well as conformity to restrictions on alcohol use and a complete ban on drug abuse. Love The Oceans will dismiss staff and eject volunteers that do not follow the code of conduct.

11.5 Training

All staff, in addition to their code of conduct, are given specific training on suitable conduct with volunteers. They are made aware of their position of trust and are given examples of how to behave in certain situations. Any staff employed by third party providers or partners are subject to the same code of conduct.

11.6 Complaints Procedure

Any complaint made by a volunteer about inappropriate behaviour from any staff member or other volunteer will be treated as a formal complaint and documented and likewise, any complaint made about a volunteer by a member of staff of either Love The Oceans or a supplier will be treated as a formal complaint and documented. The senior Love The Oceans member of staff on site will investigate the complaint. If the complaint is upheld then any individuals involved will be dismissed from the expedition and a police file created if a criminal offence has occurred.

12. Communications

All Love The Oceans staff have a phone with a local Mozambique sim. Volunteers will be given their numbers closer to the time and the direct numbers for the key staff in Mozambique will be published on the website shortly before the start of the expedition. Staff will have the numbers of every important contact as well as any emergency numbers. The mobile phone signal is strong throughout most of the site.

Volunteers are able to also buy a sim from the local shop provided they have unlocked their phone from their network. This then enables both volunteers and staff to reach internet as and when they like as Wifi is not available on site.

13. Transport

All transport arrangements conducted by Love The Oceans are subject to stringent protocols. Transport used to move volunteers from various sites has been assessed by Love The Oceans senior staff and only reputable companies with an excellent safety record are used. The transport in Mozambique is not as comfortable as in Western countries but it is adequate and most importantly, safe.

13.1 Cars

The cars are given a full safety check prior to the start of the season and are checked prior to every long journey (>1hr). The drivers are briefed prior to every journey. Love The Oceans only use trusted cars and drivers.

13.2 4x4 Trucks

All vehicles are subject to pre-departure checks for each long (>1hr) journey, which include checking the fluid levels and ensuring tyres are adequate for the journey. In addition to this all staff are required to have their driving assessed by the Venture Leader if they are to transport volunteers. All vehicles travel in convoy when making long journeys so if a vehicle breaks down there is support available. All vehicles are subject to the health and safety standards of Mozambique.

13.3 The Dive and Research Boat

There is a whiteboard system at Jay's Pro Dive Centre with details of where each boat has gone and the estimated return time. Each boat has a radio on it which is within signal range on every on-course dive, snorkel and research trip the volunteers do.

14. Accommodation and Site Security

14.1 Jay's Pro Dive Centre & Palm Resort

Volunteers will be put in dorms with other volunteers. They are always close to staff members as is practical. All accommodation comes with bedding and mosquito nets.

All rooms are single sex with two to six volunteers per room. Medical and bathroom facilities are shared and prior to the season Love The Oceans conducts a full assessment of the facilities to ensure they are safe, clean and have acceptable levels of privacy. All volunteers are made aware of where each staff member is located in the event of an emergency during the night. The house is lockable and there is a 24 hour guard.

14.2 Ku Sungula Safari Lodge

Volunteers will be put in rondawels in single sex dorms with other volunteers. All accommodation comes with bedding and mosquito nets and there is an en-suite bathroom attached to each rondawel. There is a 24 hour guard and staff will be close by in the case of an emergency. The reserve is surrounded by an electric fence making it extremely unlikely unauthorised individuals will enter the reserve.

14.3 Campfire Academy

Volunteers will be put in single sex dorms with other volunteers and each room is a separate building. All accommodation comes with bedding and mosquito nets. Bathrooms are separate and communal but split by sex. There is a 24 hour guard and staff will be close by in the case of an emergency. The reserve is remote which makes intruders extremely unlikely. The electric fences are raised to allow the less dangerous safari animals through but will stop dangerous animals like rhino, buffalo and elephants from coming on site. Lions and leopards can also pass through but this is a very rare occurrence. Volunteers will be briefed accordingly.

15. Integrity and Cultural Aspects of the Expedition

The model of conservation used by Love The Oceans is strongly rooted in the principles of using conservation, education and research to drive action towards a more sustainable future. This means that huge efforts are made to ensure that conservation is tied with development of alternative income sources to minimise, for example, fishing.

Love The Oceans has been working in Mozambique for 3 years and already has very strong links with Guinjata's community. Love The Oceans has initiated the first ever swimming lessons, brought financial assistance to the community via availability of seasonal jobs and sourcing materials for school work locally. LTO is also working on putting together a scholarship scheme for the local schools to fund children through education. There will be strong support for our projects in the local community our volunteers stay in.

During the training week, volunteers partake in a cultural tour which involves going to a local's house and meeting their family, eating their food and learning how they live. We view this as an invaluable experience which immediately puts the volunteers in contact with the local community and general living standards around the area. All volunteers are encouraged to get involved with the community if they wish and several volunteers have helped before by raising funds for the local schools. Volunteers help teach in the local schools and the swimming lessons that happen every weekend.