
LOCK OPERATION – LOCK KEEPER MANUAL - STOKE LOCK

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INTRODUCTION

This Lock Operation manual is provided to help manage the day to day operation of each manned lock site within the East Midlands Waterway. The manual will also aim to give guidance to the level of customer service that we endeavor to deliver, as well as the day to day maintenance that is required on each site.

The manual is in place to support the Lock Keeper on site, ensuring they have the information required to enable a safe and pleasant experience for all

THE ROLE OF THE LOCK KEEPER

There is no higher priority for a Lock Keeper than the **safety of all persons at their lock site**, with special emphasis placed upon boats transiting the lock itself.

The second priority is to **ensure that the expectations of all customers in all aspects of the lock keeping service has been exceeded**,

- Lock keepers should be available at all times (i.e. not behind closed doors or gates), in order to **greet all customers** entering their lock and the stretch of river unless impractical for reasons of safety, ensuring that they have a **positive first impression**.
- If the customer is a boater, the Lock Keeper is to provide **clear instruction** in order to ensure **safe passage through the lock**.
- If the customer is static at the lock (i.e. pedestrian observing boaters in the lock), Lock Keepers are to **initiate conversation** with customers unless it is obvious that the customer does not wish to be engaged. When entering into conversation, focus is upon **informing and educating** the customer about the lock, river and surrounding area, ensuring that they have a **positive interactive experience**.
- When not engaging with customers, Lock Keepers are to **undertake low level maintenance** in order to keep the **site safe for all customers**.

When suitably qualified / instructed and following, this will include;

Keeping the lock sites free of litter and debris

Maintaining grass / foliage / hedging at a pre-determined height using appropriate mechanized / hand tools.

Keeping all customer facilities to a high level of sanitation.

Keeping all signage clean and legible.

- When not engaging with customers or undertaking low level maintenance, Lock Keepers are to **undertake aesthetic improvements** in order to ensure that the customer leaves with a **positive and distinct memory** of that particular site.

When suitably qualified / instructed, and following, this will include;

Painting pre-determined components of the lock site.

Maintaining flowerbeds / low level shrubs.

ON SITE DIARIES

It is extremely important that the Lock site diary is completed every day and all incomplete tasks are recorded and passed on, the diary is located in the lock control cabin.

The onsite diaries are an essential form of communication between individual lock keepers, and must be kept up to date; it should also contain the following information

- Time on site
- Time of site
- Uncompleted tasks
- Customer comments
- Incidents or accidents (in addition to filling out the accident form or near miss form)
- Possible future improvements

MAINTENANCE STANDARDS

The maintenance standards held within this document are aimed at the site that you will be working and should be consulted on your first visit to each site. It will set out the required standards to be maintained

MAINTENANCE RECORDS

As part of the Planned Preventative Maintenance cycle a weekly maintenance check sheet is required to be filled out and returned to your line manager once complete. The weekly check sheet forms are located in the lock control cabin in the lock site forms folder. Any defects found when carrying out the daily checks should be reported on a hazard / defect form which is located in the lock control cabin in the lock site forms folder and passed on to your line manager once complete. If the defect requires urgent attention then the Team Leader or Waterway Supervisor should be notified immediately by phone. (Contact details are on page 20)

It is the responsibility of each shift to inform the next lock keeper of any maintenance work that has not been completed (using the on-site diary) therefore this work will be given highest priority.

As well as the weekly maintenance check sheets, there are daily checks to carry out as detailed below. Any defects found when carrying out the daily checks should be reported on a hazard / defect form which is located in the lock control cabin in the lock site forms folder and passed on to your line manager once complete. If the defect requires urgent attention then the Team Leader or Waterway Supervisor should be notified immediately by phone. (Contact details are on page 20)

Maintenance Man.xls		WEEKLY INSPECTION SHEET								
		Location :-								
DATE									WEEK No	
CHECKS		FRI	SAT	SUN	MON	TUE	WED	THU	ACTION	
1 Visually Inspect Paddles & Lock Gates	OK Damaged U/S	OK Damaged U/S	OK Damaged U/S	OK Damaged U/S	OK Damaged U/S	OK Damaged U/S	OK Damaged U/S	OK Damaged U/S	Fill IN Defect Sheet	
2 Check for any floating debris around Lock Gates	NONE Cleared	NONE Cleared	NONE Cleared	NONE Cleared	NONE Cleared	NONE Cleared	NONE Cleared	NONE Cleared		
3 Visually Inspect Operation of Paddles & Lock Gates	OK / Easy Stiff / Slow U/S	OK / Easy Stiff / Slow U/S	OK / Easy Stiff / Slow U/S	OK / Easy Stiff / Slow U/S	OK / Easy Stiff / Slow U/S	OK / Easy Stiff / Slow U/S	OK / Easy Stiff / Slow U/S	OK / Easy Stiff / Slow U/S	Fill IN Defect Sheet	
4 Push Buttons	OK Sticking Damaged	OK Sticking Damaged	OK Sticking Damaged	OK Sticking Damaged	OK Sticking Damaged	OK Sticking Damaged	OK Sticking Damaged	OK Sticking Damaged	If sticking: Lubricate with PTFE Spray	
5 Control Equipment	OK Faulty Damaged	OK Faulty Damaged	OK Faulty Damaged	OK Faulty Damaged	OK Faulty Damaged	OK Faulty Damaged	OK Faulty Damaged	OK Faulty Damaged	Fill IN Defect Sheet	
6 Hydraulic Oil Level	OK LOW TOP UP	OK LOW TOP UP	OK LOW TOP UP	OK LOW TOP UP	OK LOW TOP UP	OK LOW TOP UP	OK LOW TOP UP	OK LOW TOP UP	If LOW : Record Level TOP UP With CORRECT OIL Quantity of Oil Used	
7 Hydraulic Oil Gauge									<input type="text"/> LITRES <input type="text"/> LITRES	
8 Visually Inspect ALL External Hydraulic Pipework	OK Faulty Damaged	OK Faulty Damaged	OK Faulty Damaged	OK Faulty Damaged	OK Faulty Damaged	OK Faulty Damaged	OK Faulty Damaged	OK Faulty Damaged	Fill IN Defect Sheet	
9 Navigation Traffic Lights	OK Faulty Damaged	OK Faulty Damaged	OK Faulty Damaged	OK Faulty Damaged	OK Faulty Damaged	OK Faulty Damaged	OK Faulty Damaged	OK Faulty Damaged	Fill IN Defect Sheet	
10 No Bulbs Out	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Fill IN Defect Sheet	
11 Generator engine oil level	OK LOW TOP UP	OK LOW TOP UP	OK LOW TOP UP	OK LOW TOP UP	OK LOW TOP UP	OK LOW TOP UP	OK LOW TOP UP	OK LOW TOP UP	If LOW : Record Level Report to M&E fitters immediately	
12 Generator Diesel tank level	OK LOW TOP UP	OK LOW TOP UP	OK LOW TOP UP	OK LOW TOP UP	OK LOW TOP UP	OK LOW TOP UP	OK LOW TOP UP	OK LOW TOP UP	If LOW : Record Level and top up tank with diesel	
13 Generator water level (If applicable)	OK LOW TOP UP	OK LOW TOP UP	OK LOW TOP UP	OK LOW TOP UP	OK LOW TOP UP	OK LOW TOP UP	OK LOW TOP UP	OK LOW TOP UP	If LOW : Record Level Report to M&E fitters immediately	
14 Hour Meter Reading for Generator	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Top Up As Required	
15 Check Presence of Safety Equipment	In Place Missing Impractical	In Place Missing Impractical	In Place Missing Impractical	In Place Missing Impractical	In Place Missing Impractical	In Place Missing Impractical	In Place Missing Impractical	In Place Missing Impractical	Fill IN Defect Sheet	
16 Site in General	OK Damaged Vandalised	OK Damaged Vandalised	OK Damaged Vandalised	OK Damaged Vandalised	OK Damaged Vandalise	OK Damaged Vandalised	OK Damaged Vandalised	OK Damaged Vandalised	Fill IN Defect Sheet	
ALL DAILY CHECKS HAVE BEEN CARRIED OUT						YES	NO			
ALL DEFECTS / DAMAGE / VANDALISM REPORTED ON REPORT SHEET						YES	NO			
19 ANY DEFECTS / DAMAGE / VANDALISM NOT LISTED ABOVE						YES	NO			
20 COMMENTS										

HAZARD / DEFECT

Observed by

Date/Time:

What did you see?

What has been done about the hazard /defect i.e. reported/rectified?

PLEASE PASS THIS FORM TO YOUR LINE MANAGER

HAZARD / DEFECT Unsafe condition that could lead to an incident

DAILY INSPECTIONS

- All lock keepers are to carry out daily inspections these inspections are to be carried out at the beginning of each shift prior to carrying out any other work.
- Any reported problems should immediately be entered into the onsite diary and your team leader / Supervisor informed

Inspection	frequency	Key problems to be aware of	Actions to be taken
Lock site	daily	Check for litter and obvious damage or vandalism	Any problems should be reported immediately to your team leader
Lock Gate operation	daily	Switch controls to central Make sure paddles and gates are free of obstructions and move freely	Any problems must be reported to the maintenance supervisor
Life rings	daily	Must be in place and have their ropes attached They should be in clean and free of bird droppings and spiders webs	When you find that one is missing inform your team leader and enter it in the one site diary
Toilets	Daily	Cleanliness Leaking taps Leaking drains Soap dispenser Toilet roll	Clean toilets Report any leaking taps Refill soap dispenser Replace toilet roll
Showers	Daily	Cleanliness Leaking taps Leaking drains Soap dispenser	Clean showers Report any leaking taps Refill soap dispenser
Bin Area	Daily	Rubbish should be in the bins	Insure all rubbish is collected

UP / DOWN SHEETS

The up and down sheets are to be filled out with the following Information. The sheets will be located on a clipboard above the lock operation controls panel. Extra forms are located in the lock control cabin in the lock site forms folder.

- Date the craft went through the lock
- Time when craft went through
- Name of craft
- Index number of the craft
- License expiry date (if possible)
- Intended destination

It is very important that the above information is collected and recorded. Sometimes it is not always possible to get license expiry information. If you cannot see it from your position on the lock side it may be easier to first ask the boater.

At the end of each shift the craft month end total sheet should be filled in and totaled for that days traffic

At the end of each month the total sheet for that month should be attached to the completed up/down sheets and returned to the office

It is appreciated that in busy periods, when high numbers of craft are penning through the lock, it is not always possible to check each craft.

Unlicensed Craft

If boaters are not forth coming with the license information or the boat is unlicensed make a note on the up/down sheet and in the on-site diary and advise the boater that their details will be taken and passed on to the enforcement team. Contact the Team Leader or Waterway Supervisor (Contact details are on page 20) and inform them of the boat details which will then be forwarded to the Enforcement team.

Canal and River Trust operate a "No License No passage" procedure. However past experiences where boats have been refused passage through a lock have turned into a confrontational engagement. To avoid this Lock keepers are to advise the unlicensed craft about the "No License No passage" procedure but to allow the unlicensed boats through the lock. All instances involving unlicensed craft must be reported to the Team Leader or Waterway Supervisor (Contact details are on page 20)

Sheets detailed on next pages

East Midlands Navigation's

CRAFT PENNING THROUGH.....LOCK UPSTREAM / DOWNSTREAM

[illegible]

East Midlands Navigation's

Lock use at:

Month ending:

Date	No. of Craft Locked		
	UP	DOWN	TOTAL
1st			
2nd			
3rd			
4th			
5th			
6th			
7th			
8th			
9th			
10th			
11th			
12th			
13th			
14th			
15th			
16th			
sub totals			

Date	No. of Craft Locked		
	UP	DOWN	TOTAL
c/fwd			
17th			
18th			
19th			
20th			
21st			
22nd			
23rd			
24th			
25th			
26th			
27th			
28th			
29th			
30th			
31st			
totals			

This pro-forma is to be filled in daily, and the completed form returned to the Team Leader or Waterway Supervisor at the start of the next month.

East Midlands Navigation's
RIVER LEVEL GAUGE BOARD READINGS

Lock.....

Month Ending.....

Notes

1. Depth over sills to be gauged three times a day where possible, and above & below where applicable.
2. Time & height of peak flows to be noted.
3. The completed form to be sent to the Waterway Office as directed.

Date		a.m.	Noon	p.m.	Remarks
		Metres	Metres	Metres	
1 st	Above lock				
	Below lock				
2 nd	Above lock				
	Below lock				
3 rd	Above lock				
	Below lock				
4 th	Above lock				
	Below lock				
5 th	Above lock				
	Below lock				
6 th	Above lock				
	Below lock				
7 th	Above lock				
	Below lock				
8 th	Above lock				
	Below lock				
9 th	Above lock				
	Below lock				
10 th	Above lock				
	Below lock				
11 th	Above lock				
	Below lock				
12 th	Above lock				
	Below lock				
13 th	Above lock				
	Below lock				
14 th	Above lock				
	Below lock				
15 th	Above lock				
	Below lock				

Date		a.m.	Noon	p.m.	Remarks
		Metres	Metres	Metres	
16 th	Above lock				
	Below lock				
17 th	Above lock				
	Below lock				
18 th	Above lock				
	Below lock				
19 th	Above lock				
	Below lock				
20 th	Above lock				
	Below lock				
21 st	Above lock				
	Below lock				
22 nd	Above lock				
	Below lock				
23 rd	Above lock				
	Below lock				
24 th	Above lock				
	Below lock				
25 th	Above lock				
	Below lock				
26 th	Above lock				
	Below lock				
27 th	Above lock				
	Below lock				
28 th	Above lock				
	Below lock				
29 th	Above lock				
	Below lock				
30 th	Above lock				
	Below lock				
31 st	Above lock				
	Below lock				

PENNING BOATS THROUGH LOCKS

SAFE PROCEDURES

- Ensure the boat is tied up accordingly using either the bollards or the slide lines. Never allow a boat to tie up on the ladders.
- **All boats should be tied up with two ropes from the back and the front**
- Ensure the boat is far enough away from the top gates when penning up to ensure that the incoming water cannot inundate the boat.
- Never allow overcrowding of the locks, assess the size and capabilities of the boats to determine the safe number to pen through.
- Ensure that pedestrians, walker's etc are a safe distance away from the lock edge and gates before penning.
- Never try to pull a boat into or out of the lock with a rope.
- Monitor boats during filling / emptying of the lock. Never leave a boat unattended while the lock is in operation
- In an emergency situation, press the all stop button

LOCK OPERATING INSTRUCTIONS

PENNING CRAFT FROM UPSTREAM

Ensure lock control panel has been set to CENTRAL and the lock is full (if not follow instructions for penning craft from downstream)

1. Press start for each power pack
2. Press the right hand side traffic light standby button Press and hold the upstream open gate button until the gates are fully in their recess Press the green lock ready button Once the boats are in the lock and away from the lock gates
3. Press the all stop button this will give a red light to boats arriving upstream and downstream
4. Press and hold the close gate button Make sure the boats are tied to the slide lines and are happy to continue
5. Press the sluice open button until the indicator on the lock gate shows them to be half open
6. Check that all boats in the lock are still secure and proceeding down in the lock safely
7. Press the sluice button as above until the indicator on the gates in the fully open position
8. Before opening the lock gates to allow the boats out make sure that there are no obstructions behind the gates
9. Press and hold the open gate buttons until the gates are fully back in their recess
10. Press the left-hand side standby button Once the boats have left the lock
11. Press the all stop button
12. Press and hold the gate close buttons until the gates are fully closed
13. Press the power pack stop button for each power pack

PENNING CRAFT FROM DOWNSTREAM

FOR TWO OR MORE BOATS MOORED ON BOTH SIDES OF THE LOCK

Ensure lock control panel has been set to CENTRAL

1. Press start for each power pack Press the left-hand side standby button Press the open sluice buttons until the indicator on the gates is fully open
2. Once the lock has reach the level of the river
3. Press the open Gate buttons until the gates are fully in their recess
4. Press the left-hand side lock ready button Once the boats are in the lock and clear of the gates
5. Press the all stop button Press the close gate buttons until the gates are fully closed Press the close sluice buttons until the indicators on the gates are showing the sluices to be fully closed Ensure that all boats are secure to the slide lines front and back (**boats should not be tied to the ladders and should not be using centre ropes**)
6. Press the open sluice buttons together until the indicators on the gates are one third open Ensure all boats are still securely tied to the slide lines and the skippers of all craft are happy to continue
7. Once the lock is one third full
8. Press the open sluice buttons together until the indicators on the gates are two thirds open
9. Ensure all boats are still securely tied to the slide lines and the skippers of all craft are happy to continue
10. Once the lock is three quarters full
11. Press the open sluice buttons together until the indicators on the gates are fully open
12. Once the lock is level with the upstream river
13. Press the open gate buttons until the gates are fully open and in their recess Press the right hand standby button Once the boats have left the lock
14. Press the all stop button
15. Press and hold the close gate buttons until the gates are fully closed Press and hold the close sluice buttons until the indicators on the gates show the sluices to be fully closed Press all power pack stop buttons

PENNING CRAFT FROM DOWNSTREAM

BOATS MOORED ON ONE SIDE OF THE LOCK ONLY

Ensure lock control panel has been set to CENTRAL

1. Press start for each power pack
2. Press the left-hand side standby button Press the open sluice buttons until the indicator on the gates is fully open
3. Once the lock has reach the level of the river
4. Press the open Gate buttons until the gates are fully in their recess
5. Press the left-hand side lock ready button Once the boats are in the lock and clear of the gates
6. Press the all stop button Press the close gate buttons until the gates are fully closed
7. Press the close sluice buttons until the indicators on the gates are showing the sluices to be fully closed Ensure that all boats are secure to the slide lines front and back (**boats should not be tied to the ladders and should not be using centre ropes**)
8. Press the open sluice button on the same side as the boat is moored until the indicator on that gate is one third open Ensure all boats are still securely tied to the slide lines and the skippers of all craft are happy to continue
9. Once the lock is one third full
10. Press the same open sluice button until the indicator on the gate is two thirds open Ensure all boats are still securely tied to the slide lines and the skippers of all craft are happy to continue
11. Once the lock is half full
12. Press the open sluice button for the opposite gate until the indicator on the gate is one third open Once the lock is two thirds full
13. Press the open sluice button on the same side as the boats are moored until fully open Press the open sluice button on the opposite side until two thirds open Once the lock has reached level with the upstream river
14. Press the open gate buttons until the gates are fully open and in their recess Press the right hand standby button Once the boats have left the lock
15. Press the all stop button
16. Press and hold the close gate buttons until the gates are fully closed
17. Press and hold the close sluice buttons until the indicators on the gates show the sluices to be fully closed
18. Press all power pack stop buttons

EMERGENCY PROCEDURES

For emergencies that are life or injury threatening or involve fire or criminality Dial 999

In the event of fire, evacuate all visitors to a safe place and contact the emergency services.

Staff with certified fire extinguisher training should assess the hazard and extinguish the fire only if considered safe to do so.

For any other emergency regarding the Navigation Dial 0800 4799947

REPORTING OF INJURIES AND ACCIDENTS

All injuries, accidents, dangerous occurrences and near misses should be reported immediately to your line manager. If it is out of hours then you should report it at the earliest opportunity to the on call duty Supervisor on 0800 4799947

NEAR MISS / BEHAVIORAL SAFETY CONVERSATION REPORTING

Near miss reporting can be done by filling in the near miss report form located in the lock control cabin in the lock site forms folder or by text message on your mobile phone and sending to

07795811892

The messages are received, recorded and prioritised by Andrew Price Safety Advisor for the East Midlands.

Additional to near miss recording the same process can be used for recording Behavioral safety conversations that take place between staff or staff and the public, forms are located in the lock control cabin in the lock site forms folder. Similar to near misses Behavioral safety conversations can be used to identify trends and help prioritise future works

NEAR MISS

Observed by

Date/Time:

What did you see?

What has been done about the near miss i.e. reported/rectified?

PLEASE PASS THIS FORM TO YOUR LINE MANAGER

NEAR MISS

An incident that happened but did not result in an injury or loss or damage.

BEHAVIOURAL SAFETY OBSERVATION

Observed by

What did you see?

Was anything done about this unsafe behaviour?

PLEASE PASS THIS FORM TO YOUR LINE MANAGER

DON'T WALK BY

VISITOR INCIDENT REPORTING PROCEDURE

In the event of an accident by a visitor or user take the following information or pass on a visitor incident form to be completed by the visitor, forms are located in the lock control cabin in the lock site forms folder

- Name and address
- Telephone number
- Nature of the accident
- Nature of their injury
- Time / date and location of the event
- Contact details of any witnesses

Pass this information on to your line manager

The Visitor incident report form has been developed to assist managers and others with responsibility for visitor safety to:

- Raise awareness of the number of incidents occurring on our property
- Improve visitor/user incident reporting
- Monitor trends on visitor incidents
- Develop good practice guidance/Disseminate information on practical solutions to common issues
- Reduce the number of incidents by:
 - Removing hazards and/or
 - implementing suitable risk controls to reduce their effect
- Reduce the number of claims

Members of the public can also access & complete the form on line via the CRT website.

On receipt at the Waterway all forms must be processed in line with the procedure set out in the CRT Safety Procedure S10.2.6, Incident reporting and investigation. Further details of this procedure are available from CRT Gateway by following the link to Safety from the home page & then selecting Operational procedures/Accident reporting.

ON CALL PROCEDURE

Canal and River Trust operates an out of hours on call system, any incident requiring assistance Free Phone Canals should be contacted on **0800 4799947**, details of the incident should be passed to the operator who will forward the message to the Duty Supervisor on call at that time.

The Duty Supervisor will contact the call originator, if the matter can be handled over the phone it will be if further assistance is required an on call operative will be sent to site. On call supervisors should not be contacted directly as will ask you to call free phone canals anyway and this takes additional time to get the response

CONTACTS LIST

Canal and River Trust

Emergency call out:	0800 4799947
Newark Office:	03030 404040
John Shimwell – Customer Operations Supervisor -	07712010921
Robert Braithwaite – Team Leader	07803885569
David Godfrey – Customer Operations Manager -	07917234632
Scott Miller – Volunteer Leader	07717802541

Environment Agency

Emergency call out:	0800 0807060
Nottingham Office:	0115 945 5722

Hospital

Newark General Hospital:	01636 681681
County Hospital, Lincoln:	01522 512512
QMC Nottingham:	01159 421421

Police – 101 for all non-emergency's

101 IS THE NUMBER TO CALL WHEN YOU WANT TO CONTACT YOUR LOCAL POLICE IN ENGLAND, WALES OR SCOTLAND - WHEN IT'S LESS URGENT THAN A 999 CALL. 101 IS AVAILABLE 24 HOURS A DAY, 7 DAYS A WEEK.

YOU SHOULD CALL 101 TO REPORT CRIME AND OTHER CONCERNS THAT DO NOT REQUIRE AN EMERGENCY RESPONSE

YOU SHOULD ALWAYS TO CALL 999 WHEN IT IS AN EMERGENCY, SUCH AS WHEN A CRIME IS IN PROGRESS, SOMEONE SUSPECTED OF A CRIME IS NEARBY, WHEN THERE IS DANGER TO LIFE OR WHEN VIOLENCE IS BEING USED OR THREATENED.

SITE SPECIFIC FACTS – STOKE LOCK

Lock Island Rules

- No Fires
- Dogs must be kept under control
- No fishing on lock approach, during winter months fishing is permitted on the downstream lock approach
- Barbeques are permitted on the lock island, there is a brick built barbeque stand for disposable kits to be used

Bins

The bins are emptied as per schedule in the lock cabin if the bins don't get cleared call Richard Walker on 03030 40 40 40

Access Road

- Access gate has 2 locks, one is CRT key the other is Ashfield Anglers
- The gate must be kept closed at all times
- Fisherman requiring keys should talk to their club

Fishing Club

- Ashfield Angling are the club that has the rights for fishing

Stoke Woods

- The woods are open to all and people should be encouraged to walk through the woods. Interpretation boards can be found along the towpath
- No Fires anywhere in the woods
- Dogs should be kept under control

SWAG (Stoke Woods Action Group)

SWAG is a locally organized volunteer group that has the aim of maintaining promoting and organizing events in the woods. They can be contacted on ronrushbrook@aol.com or there is a web site www.stokewoods.org/

Anti-Social Behavior

- Any incidents of anti-social behavior must be reported to your line manager
- If you are confronted by an irate customer try to remain calm do nothing to antagonize the situation.
- If you feel threatened in any way withdraw back to the cabin and call the police

- Under no circumstances do we condone aggressive or anti-social behavior from customers or members of the public
- Please remember that you are providing a service and that service can be withdrawn at any time.
- Lock keeping is a service we have undertaken to provide it is not a right that the customer demands.
- All incidents must be recorded so we can build up a picture of offenders

If you pick up additional information you feel would be of use to other lock keepers please fill in the box below

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ON SITE RISK ASSESSMENTS (POWRA)

INCLUDE POWRA GUIDANCE BOOKLET

COSHH

include mandatory standard