Annex A

Funnell 42 Sundeck Ferry Emblem Fleet Declaration of Conformity

Declaration of Conformity

Manufacturer
Ferry Marina
Ferry Road
Horning
Norfolk
NR12 8PS

Description of the Craft

Brand Name:	Funnell 42 Sundeck
Type:	Fully decked motorboat
Type of Hull:	GRP low wash hull
Design Category:	D
Propulsion type:	Inboard diesel engine
Installed engine power:	32kw
Maximum engine power:	45kw
Length:	12.8m
Beam:	3.66m
Craft Identification Number:	_____

This declaration of conformity is issued under the sole responsibility of the manufacturer. I declare on behalf of the craft manufacturer that the craft mentioned above complies with all applicable essential requirements in the way specified.

Name: _____ Position: _____

Signature: _____

Documentation and Standards used to comply with essential safety requirements

2.1 CIN	EN ISO 8666:2002
2.2 Builders plate	EN ISO 10087:2006
2.3 Protection from falling overboard	Empirical test data
2.4 Visibility from steering position	Technical manual pg 1and Appendix K
2.5 Owners manual	BS EN ISO 10240:2004
3.1 Structure	Empirical data
3.2 Stability and freeboard	Trial data following MCA code of practice
3.3 Buoyancy and flotation	Trial data
3.4 Openings	BS EN ISO 12216:2002 and CE marked doors and windows
3.5 Flooding	Technical manual Appendix B
3.6 Maximum recommended load	Technical manual pg 4
3.7 Liferaft stowage	Technical manual pg 5
3.8 Escape	Technical manual pg 5 and Appendix B
3.9 Anchoring, mooring and towing	BS EN ISO 1584:2003
4.0 Handling Characteristics	Trial data in Appendix C
5.1 Inboard engine, ventilation and exposed parts	Technical manual pg 5 & 6
5.2 Fuel system and fuel tanks	BS EN ISO 10088:2001 and Appendix F
5.3 Electrical systems	BS EN ISO 10133:2001
5.4 Steering systems	Technical manual pg 6
5.5 Gas	Technical manual pg 7 and Appendix A
5.6 Fire protection	Technical manual pg 7 and Appendix B
5.7 Navigation lights	Technical manual pg 8 and Appendix D
5.8 Discharge prevention	Technical manual pg 8

Funnell 42 Sundeck Ferry Emblem Fleet Technical Manual

Technical Manual

INDEX

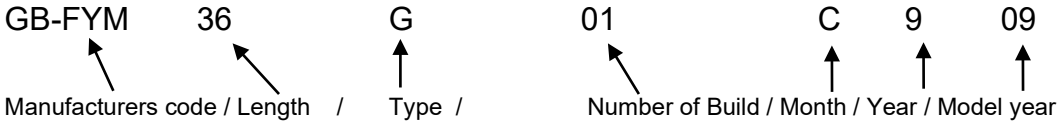
Technical Manual

1
Boat Design Category

The vessel is to be Category D as per RCD and Category A for MCA stability requirements.
Requirements for Category D as follows - This craft is designed to operate in winds of up to Beaufort force 4 and the associated wave heights (occasional maximum waves of 0.5m). such conditions may be encountered in sheltered inland waters and in coastal waters in fine weather.

2.1
Craft Identification Number

The CIN number will be made up as such for each boat.



The CIN number will be sandblasted to an area close to the transom on the starboard aft corner.
It will also be placed in the inside of the boat behind the rudder position.

2.2
Builders Plate

The builders plate will be an engraved plate attached to the lower part of the lower helm position.
It states the recommended load, maximum numbers of persons, design category, CE logo, Ferry Marina.

2.3
Protection from Falling Overboard

There are handrails located all round the deck area, also a rail around the screen area on the front deck. There is a hand rail on the aft steps up to the upper helm. These rails are all made from 316 stainless steel with a diameter of 1”, they are screwed in place onto the superstructure.
There is a high toe rail all round the side decks to help prevent slipping.
As a means of re-boarding there is a set of rails permanently attached on the transom with a grab bar above the deck to assist re-boarding.

Technical Manual

2.4
Visibility from the Main Steering Position

The main steering position is from the upper helm. This position gives clear all round vision in all directions, however, there are large blind spots at the waterline level as shown in Appendix K. These blind spots will only hinder visibility at waterline level not where other larger vessels are present, as shown on the second diagram, these are easily visible from the seated position. Small canoes etc will not be seen if in blind spots for up to 5m away from the standing helm position. Movement up to 1m away from the helm position will reduce this blind spot down to 2.8m astern and 2.5m on the port side. Approx height for the canoe measurement is given at 60cm above the water.
The lower helm does not give any visibility astern or to starboard aft sections. There is a warning notice in place for this at the helm position.

2.5
Owners Manual

See attached manual.

3.1
Structure

The hull and superstructure have been manufactured by Waveney River Centre Limited or Hardy Marine.
The hull and superstructure are bonded together using two layers of GRP and flow coat overtop to ensure water tightness.
The floor bearers are constructed from 3” wood of various lengths and depths, all floor bearers have been glassed over. The entire bilge area has been flow coated to ensure water tightness.
The bulkheads are made from ¾” pre-laminated ply wood. The bulkheads have been bonded to the superstructure and floor using freefix along the joints.
The deck supports are constructed from 1” ply and are glassed into place.
The roof throughout the aft cabin is mainly a false roof, this is constructed by forming a batten lattice across the void and using soft lined panels attached to the battens. Some of the saloon roof is also constructed in a similar way.
The rest of the saloon roof is loft lined panels, these are attached to spacing battens onto the inner GRP.
The design was completed by John Moxham – Marine Architect, all calculations with regards to scantlings etc. were made by him prior to handing over completed drawings.

Technical Manual

The Rubbing strips are made from 2 ½" rubber D section which is bolted in place.

3.2
Stability and Freeboard

The test carried out for stability and freeboard allowed for ten people at 85kg each (average). The test was carried out at this level to allow for a change of layout to accommodate more people, or to allow for a private vessel taking friends on board.
The vessel was tested with all people to the port side and starboard side, with the driver staying at the helm position. Sharp right and left turns were completed at different speed intervals to test stability.

3.4
Openings in the Deck, Hull and Superstructure.

See Appendix B for locations

3.5
Flooding

The roof vents are of a UFO type which prevent ingress of water. The hull vents are over 600mm above the waterline.
The through hull fittings all remain over 250mm above the NLWL.
There is one bilge pump fitted capable of pumping 1000 gallons per hour.
Openings shown in Appendix B

3.6
Recommended Load

Fuel		149kg
Water		528kg
Waste		419kg
Persons	8	600kg (75kg each)
Luggage		320kg (40kg each)
Total		2016kg

Total stated on the builders plate for people and luggage 920kg.

Technical Manual

3.7
Life raft Stowage

A stowage point is available on the upper helm area, a label is affixed here for reference.

3.8
Escape

Escape points are located in Appendix B.

3.9
Anchoring, Mooring and Towing

There are six stainless steel cleats located around the deck area. These are bolted in place with a wooden pad underneath and washers to prevent the bolts being ripped out of the deck.
These cleats are suitable for use to tie off mooring ropes and tying off any mud weights.
The fwd and aft cleats are suitably strong enough for emergency towing. The boat is not designed to tow another vessel for any long distances. The boat can be towed either along side a tug boat or using the front cleats.
There is a recess for the mud weight on the front deck, the mud weight is not suitable for use on the aft deck, this is stated in the owners manual.

4
Handling Characteristics

See Appendix C for data on the handling characteristics.

5.1
Engine, Engine Ventilation and System

The engine is located under the aft centre section of the saloon seating.
It is contained over an engine tray which has be flow coated to ensure no ingress of oil into the GRP.

Technical Manual

The engine bearers are constructed from 1 ½" laminated ply, which have been glassed into place.
The engine is mounted onto the beds using coach bolts and rubber mountings.
Ventilation for the engine comes under the floorboards from large hull vents both sides and is also fitted with an extractor fan, linked to the ignition system.

5.2
Fuel System

The 186 ltr fuel tank is located in the mid double cabin under the deck area.
The tank is screwed into place using the welded tags on the corners of the tank.
An electronic fuel gauge is located in the dash.
The filler pipe and vent pipe are ISO 7840 type pipe.
The vent pipe is located above the level of the filler.
The vent is fitted with a flame trap.
The deck filler is clearly marked for use with diesel with a red engraved label.
The fuel feed and return for the engine are piped to the filter in seamless copper. The pipes onto the engine are piped using ISO7840 type fuel flex.
The filter is all metal and conforms to the fire resistance specification.
The manual fuel shut off is located next to the filter.
There is also an electrical fuel shut off located next to the manual shut off, this is operated from a feed to the ignition. The fuel is automatically shut off when the ignition is turned off and switched on when the ignition is on again.
The fuel line to the Eberspacher heater is also piped in seamless copper. The fuel shut off for the heater is located next to the heater.
All fuel lines are clipped at recommended intervals to remove any vibration.
The diagram for the fuel system is located in Appendix F.

5.3
Electrical System

A complete diagram of the electrical system can be found in Appendix D.

5.4
Steering System

The steering system is operated using hydraulic pipes.
The diagram for the pipe locations is located in Appendix E.
The steering system can be operated from the upper and lower helm positions.

Technical Manual

The underwater gear is manufactured from brass and stainless steel.
The rudder size has been calculated from empirical data.
In an emergency a bar can be attached to the steering arm so that the rudder may be used. This is located under the aft step area.
All the hydraulic hoses for the steering system have been pre-made with crimped on ends.

5.5
Gas System

The gas system has been fitted by a CORGI fitter to ensure compliance.
The gas system consists of a four burner hob and a separate oven and grill unit.
The gas system is piped from the locker to the appliances in seamless copper.
The gas locker is located under the exterior aft steps.
An UPSO/OPSO device has been fitted for maximum protection.
The test tee is located at the back of the hob unit.
The pipe is clipped at the recommended intervals throughout and is run along a wooden batten with no contact with the GRP hull.
Where the pipework passes through bulkheads it is protected with plastic sheathing.
The drain for the gas locker is made from BS3212/2 type pipe.
There are two gas bottles fitted.
The ventilation has been calculated as follows

Hob Unit =	6.55 kw	14410 mm
Oven unit =	3.1 kw	6820 mm
8 people =		5160 mm
Total needed		26390 mm
Upper and lower		13195 mm (18.5”)

The ventilation is achieved by using roof vents in the main saloon for the upper ventilation.
The lower ventilation is vented through into the cabin space from the hull vents.
Diagram located in Appendix A.

5.6
Fire Protection

There are three fire extinguishers, the location is shown on Appendix B.

Technical Manual

They are rated as 8A34B each and are Kite marked for third party testing.
There is a fire blanket located next to the cooker for emergency use.
The gas system has isolators for the oven and hob, also a main isolator located on top of the bottle.
The fuel system has an automatic shut off and a manual shut off.
The heater has a shut off for the fuel.
The electrical system has isolators for immediate switch off in an emergency.
Escape can be made from the vessel via the back door of the side door, as shown in Appendix B. There is also a roof hatch located above the galley area.

5.7
Navigation Lights

None fitted on hire fleet models

5.8
Discharge Prevention

The toilet pumps waste into stainless steel tanks. One is located behind the aft toilet, the other is located under the aft cabin berth.
The engine is located above an engine tray which would catch any oil or fuel discharge to prevent any accidental pumping out overboard.
The diesel filler is located behind a toe rail, so any spilt fuel would remain on the deck for easy clean up, rather than accidental discharge into the river.

5.9
Toilet System

The toilets are piped directly to stainless steel waste tanks using white sanitary hose.
The deck fittings are located on the aft deck and starboard side deck.
The flush water for the toilets comes from the fresh water tank, the pipe is fitted with a NRV to prevent any water getting back through the pipe.
The tanks are fitted with a gauge.
A diagram for the water system is located in Appendix G.

Technical Manual

5.10
Water System

There are two stainless steel water tanks. One located under the saloon floor and the other located under the aft section of floor in the twin cabin.
The water tank is piped up to the galley sink, heads sink, toilet and shower.
There is a 55ltr calorfier which is heated up from the engine, or immersion element.
The water is piped using acorn pipe and fittings.
Diagram shown in Appendix G.

6
Finish

The interior is finished in dark oak and white formica.
The soft lining has been completed by JB Boats and is used on all the sides and roof lining panels.
The windows are made by Houdini and are constructed to BS EN ISO 12216:2002, the windows are fitted using foam tape as the sealant. The windows are black anodised in finish.
The fabric used on the interior cushions has been made and supplied by JB Boats.
The kitchen units are bought from Howdens.

Funnell 42 Sundeck Ferry Emblem Fleet Owner’s Manual

FUNNELL 42 SUNDECK

OWNERS MANUAL

FUNNELL 42 SUNDECK

Manufacturer	Ferry Marina
Length	42’ (12.8m)
Beam	12’ (3.65m)
Maximum air height	8’6” (2.6m)
Maximum draft	2’6”(0.75m)
Maximum Load	75 Kg per person (8 people maximum) 600kg for people 320kg for luggage 920kg Total
Weight of tanks	149kg – fuel 528kg – Water 419kg – Waste
Total additional weight to boat	2016kg

WARNING – Do not exceed the maximum recommended number of persons. Regardless of the number of persons on board, the total weight of persons and equipment must never exceed the maximum recommended load. Always use the seats/seating places provided.

WARNING – When loading the craft, never exceed the maximum recommended load. Always load the craft carefully and distribute loads evenly to maintain trim (approx. level) Avoid placing heavy weights high up.

Unladen weight of craft	8.5 ton
General Construction	GRP with wood interior
Design Category	D
Maximum engine rating	45kw
Fuel tank capacity	186 ltr
Water tank capacity	281ltr + 172ltr + 55ltr calorfier
Waste tank	163 ltr + 186 ltr

Definitions and Terms

Danger – Denotes that an extreme intrinsic hazard exists which would result in high probability of death or irreparable injury if proper precautions are not taken.

Warning – Denotes that a hazard exists which can result in injury or death if proper precautions are not taken

Cautions – Denotes a reminder of safety practices or directs attention to unsafe practices which could result in personal injury or damage to the craft or components or to the environment.

Category D - This craft is designed to operate in winds of up to Beaufort force 4 and the associated wave heights (occasional maximum waves of 0.5m). such conditions may be encountered in sheltered inland waters and in coastal waters in fine weather.

Safety Features

Boarding ladder – This is located on the transom and is fixed using bolts.

Life ring – This is located on the sundeck.

Handrails – These are made from stainless steel and screwed into the GRP. These are located along the roof for support when moving around the decks. There is also a pulpit rail at the front for support when using the front deck.
Caution Care must be taken when moving around the deck as the deck has a step in it.

Fire extinguishers – There is one extinguisher located near the galley on the left. There is one extinguisher located near the

helm position. There is one extinguisher located next to the aft berth. **Warning** These should be looked after and serviced or replaced as necessary. Check the expiry and service information on the extinguisher. Always replace life for like.

Fire Blanket – This is located on the back of the cupboard door next to the cooker, within easy reach of the cooking facility. **Warning** Once used this should be replaced like for like. This item should checked regularly in accordance with manufacturers recommendations.

Bilge Pump – There is an automatic bilge pump located in the middle of the bilge area under the aft cabin floor
WARNING – The bilge pumping system is not designed to prevent sinking in the case of serious hull damage or capsize etc.
SPECIAL PRECAUTION – Check the function of all bilge pumps at regular intervals. Clear pump inlets from debris.

Escape – The means of escape are via the back door or through the side door opposite the helm. **Warning** These exits should never be locked when the boat is in use.

Liferaft stowage – There is stowage space for a life raft on the aft roof. The location is indicated with a sign. The craft is not provided with a liferaft.

Ventilation – The fixed ventilation is provided through the spaces between the sliding canopies. **Caution** These vents must not be blocked.

Emergency Shut offs
The manual fuel shut off is located under the saloon seating. The fuel system is fitted with an automatic fuel shut off, the fuel is shut off when the ignition key is switched off.
The battery isolator shut offs are located on the steps.
The gas shut offs are located on the cupboard front next to the cooker, the main shut off in the locker can also be used.
The heater shut off can be accessed behind the saloon seating on top of the fuel tank.
Caution The manual fuel and battery shut offs should only be used in an emergency. **Warning** The gas isolators should always be switched off when the system is not in use.

<u>Locations of the isolators</u>

Behind aft saloon back rest	Fuel shut off
Behind aft saloon back rest	Weed filter
Behind the port saloon back rest	Heater fuel shut off
On the steps	Battery isolators

Using the Boat

Engine

The engine is located under the saloon seating and can be accessed by removing this seating.

Caution It is best not to access the engine while it is running, or just after, as it will be hot. Any accessing of the engine should be done by a qualified engineer, with the exception of checking the oil levels and regular checks for general condition or leaks.

Caution Each time you start the engine check there is a flow of water leaving the exhaust, this will ensure that the water is getting to the cooling system. If for any reason you suspect the engine is overheating, try to tie up as quickly as possible and switch it off. Check the weed filter, if this is full of weeds, clear it out, wait for the engine to cool down and then re-start. If the engine over heats again, call an engineer out.

Caution When re-fuelling the engine must be switched off, gas appliances must be switched off and any cigarettes etc extinguished. Check that the fuel tank breather is clear of debris, this is located just above the fuel filling point. Never try to overfill the tank. Any spillages must be cleaned up using soapy water, as spilt fuel is flammable and very slippery.

Caution The engine must be serviced regularly to ensure it is kept working correctly.

Schedule of checks to make

Each use – check the weed filter, check water is running from the exhaust.

Once a week during use – check the oil level in the engine, check the coolant in the header tank, check the bilge water level, check the bilge pump is functioning.

12v Electrical system

The boat has a 12v electrical system on board and a 240v electrical system.

The batteries are located under the port side saloon seats, the isolator is located on the steps.

The battery isolator should be switched off each time the boat is left, to avoid battery drainage.

The fuses are located at the helm position, these are the car type, once blown these can be removed and replaced like for like.

The batteries vent into the outside.

If the batteries need to be changed or charged off the boat, this should be done by a qualified engineer.

The batteries have terminal covers fitted, to prevent the terminals being accidentally shorted out, these covers should only be removed when removing the battery.

The batteries are strapped down to prevent movement, these straps should not be removed.

Any battery replacement should be like for like.

The 12v battery system runs the lighting, radio, water pump, engine equipment, fridge, wiper, horn, bowthruster, bilge pump, shower pump and 12v sockets. **Caution** If the batteries are not kept charged these systems will not work.

The batteries can be charged in three ways. 1 – the engine will charge the batteries when running, 2 – the solar panels will

charge the batteries in daylight, 3 – if you plug into shore power the battery charger will charge the batteries.
The bilge pump is connected directly to the batteries so it cannot be turned off, all other electrics are switched off when the battery isolators are switched off.
To conserve power only leave on the items which you need.

Bowthruster
This can be used from the upper and lower helm positions. There is a switch on the dash for this.
Once turned on, you use the lever to either move left or right.
Caution When using the bowthruster do not use it for more than 10-15 second bursts as it may damage the motor.
Ensure that the oil levels for the thruster motor are check regularly, there is a top up bottle located near the bowthruster.

240v system
The 240v system consists of battery charger, mains sockets, power for the fan oven and immersion element for hot water.
The 240v system can be run in two ways. 1 – From hooking up to shore power or 2 – using the inverter to convert the 12v battery system up to 240v.
INVERTER
Caution Using the inverter system is only for use when the boat is not connected to shore power. The inverter system will not run all of the features, it must only be used for sockets and fan oven. When using the inverter be careful not to overload the sockets, do not plug multiple appliances in at once, do not use an electric kettle, do not use appliances which draw over 2kw.
Using the inverter will drain the batteries especially when using hair dryers etc.
The inverter will need to be turned on in two places, on the 240v switch panel and on the inverter panel.
Warning The inverter must NEVER be turned on if the shore line is connected.
SHORE POWER
To use shore power, connect the shore lead to the socket on the back of the boat to the socket on shore. The sockets will only fit one way round.
Connecting to the shore power will enable you to use all of the 240v system and the batteries will not be affected.
To use the 240v system, the appropriate switches must be turned on at the switch panel located next to the helm position.

Gas System
The gas bottle is located in the locker on the aft deck.
The gas system consists of the cooker and the hob unit.
In order for these items to work, the main gas bottle and isolator need to be turned on, then the appliance isolator needs to be turned on.
For the fan oven to work the 240v system must be operational, either on shore power or using the inverter.
There is a test point for the gas system behind the back of the worktop. This should be tested at least yearly to ensure the system is working correctly and is not leaking.
If any gas leak is suspected open any doors or windows and switch off the gas, call an engineer to assess the problem.

Ensure all isolators are switched off when the system is not in use.

Boat Handling

Make sure you have selected the correct helm position, the handle will point to the selected position.
Ensure you start the engine before untying the boat.
Always start the boat out of gear.
When manoeuvring in moorings or tight spaces, do so at a slow speed **(Caution)**, using the reverse gear as a brake.
Moor into the wind and tide whenever possible.
Use the bowthruster to push the bow into position. Note: the bowthruster is only effective at low speeds.
Caution When using the lower helm position, visibility is obstructed to the rear, obtain a lookout as necessary or use the upper helm.
Use the lower helm when going under bridges.
The highest point on the boat is the upper helm steering wheel.
Caution There are blind spots from the upper helm position with regard to small items such as canoes and dinghies. From and standing position with a 1m movement in any direction there will be up to a 2.8m blind spot astern and a 2.5m blind spot to the port side.

<u>Special warnings and precautions on using the boat</u>

Bilge water should be kept to a minimum and should be checked regularly
Stability is reduced by any weight added high up, this includes people sitting on the roof. **Warning** No one should sit on the roof at any time, or stand on the decks while in motion. Sitting on the sundeck seats is fine.
Ensure there is always water running from the exhaust, this will ensure a flow of cooling water to the engine.
Warning Ensure that the fixed ventilation is not blocked
Caution When refuelling ensure that the engine is switched off and there are no flames or lit cigarettes etc. if for any reason fuel spills either from the breather or rises out of the filler pipe it must be cleaned up and the cloths disposed of correctly.
Caution The spillage should be washed with detergent as spilt fuel is extremely slippery.
Caution Never store equipment etc in the engine bay.
Caution Never store equipment etc in the gas locker.
Warning Never fit curtains or flammable materials near the cooker.
Warning A risk of fire or explosion is associated with the electrical system on board. To remove and reduce this risk follow the following procedures. Only use the correct size fuses. Do not add spurs in a circuit. Always keep the covers on the battery terminals to prevent the risk of shorting. Disconnect the battery when working on the electrical system. Have the system inspected a regular intervals. Do not allow cables to chafe or run in water or next to hot items.
Do not make sudden manoeuvres at speed.
Do not use the mud weight on the aft deck.

FUNNELL 42 SUNDECK

FUNNELL 42 SUNDECK

Cleaning and Maintenance

The exterior of the vessel can be cleaned using soapy water. For marks and ingrained dirt these can be removed with GRP compound paste and polished off.
The windows should be cleaned with an appropriate window cleaner.
The interior woodwork can be cleaned with a damp cloth. The interior Formica can be cleaned with a non abrasive washroom cleaner.
The hob top can be cleaned with a damp cloth.
The toilet can be cleaned with a non bleach toilet cleaner.
The floors can be washed off with a non abrasive cleaner and water.
The cushions can be wiped off with a damp cloth.

Annex D

Extract from *Diamond Emblem 1*'s Skippers' Manual, showing Emergency Procedures

IMPORTANT INFORMATION

EMERGENCY PROCEDURES

Fire

- Evacuate the boat
- Call 999
- Use fire extinguishers only if safe to do so

Gas Leak

- Evacuate the boat
- Isolate the gas if safe to do so
- Call us for help
- Do not touch the electrics

Collision

- Let us know of any collisions straight away so we can assess any damage and liability
- Make notes and get the names and registrations of the boats involved
- If you suspect any damage to the hull under the waterline, evacuate the boat and call us for help
- Minor knocks and bumps are expected

Running Aground

- Turn the engine off
- Drop the mud weight and leave some slack to allow for the tide to rise
- Call us for help

Man(woman/child) overboard

- Stop the engine - to ensure the propeller is not turning
- Signal over boats in the area to stop
- Throw the lifering near the person not at them
- Don't jump in after another person

Annex E

Diamond Emblem 1's Your Boat Information document

Mains Electrical System

The mains electrical system consists of the inverter, shore socket (not on all boats) TV, microwave, hairdryer and mains sockets.

Inverter

- The inverter switch is located beside the helm seat.
- Press the small switch left to turn on.
- The inverter turns the battery power into mains 240v power.
- Always turn the inverter off when not in use or it WILL drain the battery.
- Run the engine if you are using the microwave from inverter power.
- The inverter will not run power hungry appliances such as hairdryers and kettles. Max 1000w (1kw)

TV

- The mains power needs to be switched on for this to work (either shore line or inverter).
- Please do not retune the TV.
- If you are moored under trees there may not be a signal.

Satellite

- This must be switched on to make it work.
- The freesat box must be switched on.
- Make sure the TV is set to HDMI or scart.
- Change the channel with the freesat remote control.
- Turn the system off when not in use.
- The TV must be on freesat not freeview.

TOP TIP:
Check the meter - if there is money on it, you are quids in!

Shore Power

You will find the lead in the gas locker. This plugs in one end to the back of the boat and one end to the hook up point on shore.

- Normally a £1 card for overnight will be fine - this will usually be obtained locally - see page 19 for locations.
- If you are plugged in this will power any appliance you want, charge the batteries and heat the hot water.

Mains Panel

- This is located at the side of the helm.
- All three lights should be on.
- Turn the main switches on/off as needed.
- Call us if the trip goes off.
- Flick the small switch to the right (see pic on previous page) to turn the mains power on once plugged into shore.

Helm Position

- When Starting make sure you select the lower helm position
- Ensure both controls are out of gear before using the change over lever
- If the change lever won't select, don't force it, try wriggling both gear sticks to ensure they are out of gear, then select again.

Bowthruster

- Use the bowthruster to assist in mooring and turning
- Press and hold the on button until the lights come on.
- Use the arrows to push the bow in the direction you want.

Screens

Make sure the side screens are down before passing through bridges. Remove the pin from the middle bar, lower the bar, then lower the screens towards the centre of the boat.

Your Boat Information

Queries?: Call Us

01692 63 11 11 / 07733 024 074

Boat Name:	**Diamond Emblem 1**
Registration No:	**518S**
Length:	**42ft**
Height:	**8ft 3in**
Max People:	**12**

Emergency procedures

- **Overheating** - come to a stop - call us.
- **Engine malfunction** - stop ASAP - drop the mudweight if you can't get moored up.
- **If you are on Breydon and have an engine problem** - tie up to a marker post and let us know the number.
- **No water from the exhaust** - moor up and call us.
- **No steering** - drop the mudweight to stop drift and call us.
- **No reverse gear** - edge into a mooring very carefully using very little forward gear.
- **Alarms sounding** - come to a stop and call us.
- **Running aground** - stop the engine immediately, drop the mud weight and call us.

Emergency Equipment

On board you will find equipment for emergency use to keep you and your crew safe.

- **Fire Extinguishers** - these can be found near the rear door, helm and the galley. Only use these if you feel safe to do so. The most important thing is to evacuate the boat safely.
- **Fire Blanket** - this is located in the cupboard next to the cooker. Only use these if you feel safe to do so. The most important thing is to evacuate the boat safely.
- **Life Ring** - this is located at the upper helm. Before you throw this to someone in the water make sure the engine is switched off and you have alerted other boats around you.

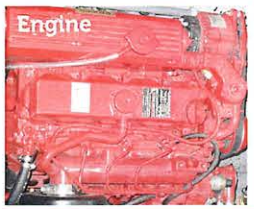
THE ENGINE

Do not start the engine if the inverter is on or plugged into shore

To ensure the engine runs correctly please follow our quick guide.

- Make sure the weed filters are clear before starting up - look through the top.
- If you see the filter clogged up please call us - don't remove the cap.
- Check the engine water by looking in the remote radiator bottle - call us if this is low.
- Ensure the gear stick is out of gear to fully rev the engine.
- Preheat the engine.
- Once started check water is flowing from the exhaust.

You are good to go! Call us if any warning lights / buzzers are sounding.



WHAT'S ONBOARD

There are plenty of gadgets on board to play with! Below is a reminder of how everything works. Our team do a great trial run, but there is a lot to take in and everyone needs a reminder sometimes.

If you are still having problems, please call us and we can either help you on the phone or call out to you in our van. The main thing is don't hesitate to call us - we are here to help you have a good holiday.

Gas System

The gas system on board consists of two gas bottles, emergency stop tap, the hob and the cooker. Safety is the first thing to be aware of when gas is concerned. Don't worry though our gas engineer is fully qualified and all our gas installations are signed off and tested regularly.

- Press the knob in, turn clockwise and light - keep the button held in for 10 seconds.
- Switch the gas off when you are not using it.
- The oven has a 240v fan, so the inverter or mains power must be on for it to work.
- The gas system is not designed to be used as a heater and doing so is unsafe.
- Get familiar with where the isolators are in case of an emergency.

Emergency - If you suspect a leak - evacuate and call us. In case of a fire, call 999.

Heating System

The heating system on board is a hot air heating system.

- To turn on press the button with three wavey lines (right).
- Use the arrow buttons to set the temperature.
- Hot air will be blown from the vents around the boat.
- Do not block any of these vents.
- You must only run the heater for up to 2 hours without also running the engine to keep the batteries charged up.
- The heating system should not be left on overnight.
- Leave the system running for at least 10 minutes before turning on/off again.

Water and Toilet System

The boat is fitted with a fresh water tank and a holding tank for waste.

- The fresh water needs topping up every one to two days.
- The waste tank normally needs emptying after three to four days.
- The water pump switch is located on the dash.
- The water is heated by running the engine for around 30 minutes at 2000 revs.
- The toilet is flushed pumping the handle shown right.
- Put the small lever to the left to fill the bowl and right to empty.
- Please only use small amounts of standard toilet roll.
- No cushion toilet roll, baby wipes, sanitary items, etc please!!! **There is a £35 charge for unblocking the toilet if these items are put down.**
- You can get the waste tank emptied at boatyards.
- When showering you will need to press the button marked shower to empty the shower tray.

If the water pump keeps going, the tank needs filling up

12v Battery System

The batteries system consists of a bank of domestic batteries to power all the lights and appliances, etc and an engine battery. They are on separate systems so that even if the domestic batteries go flat, the engine can still start up.

Harry Says "If your lights go out, the batteries need charging"

The 12v battery system powers all the lights, fridge, water pump, bilge pump, inverter, heating system and bowthruster.

It is important to run the engine for at least four hours a day to keep the batteries charged up. If you are not motoring along, you can run the engine while on your mooring. Run the engine at least 1200 revs - so not at tick over.

The four hours should be continuous running.

Annex F

Extract from Code for the Design, Construction and Operation of Hire Boats, 2009 – Section 5: Operational Standards

Section:5 Operational Standards

This section is primarily concerned with the way in which boat hirers, who may have little or no previous experience, are provided with sufficient information and instruction to enable them to safely undertake the trip. It follows the stages of a trip through from booking, to departure from the hire base, to the conclusion of the trip.

(Note: This section is based on the national hire boat and day-boat handover schemes run by the British Marine Federation, references 8 and 9)

5.1 Pre trip information

Advanced booking gives an opportunity for the hire operator to provide the hirer with information both on navigating boats in general, such as using locks, rules of the road, mooring etc, and on the area in which they will be boating. General information is also available from some navigation authorities and industry associations[10]. Navigation Authorities will often produce cruising notes.

5.2 Handover procedures

Whether the boat is a large well-equipped cruiser designed to provide living accommodation for several weeks, or a simple day-boat, it is essential that before the hire operator gives control of the boat to the hirer a systematic and documented handover procedure, appropriate to the type of boat and its area of operation, is followed. This will cover topics which include:

a) Equipment.
   - Gas and electric appliances, and sanitary facilities.

b) Using the boat
   - Steering, stopping and mooring
   - Awareness of access limitations to ensure stability (see section 3.1 of Appendix 3 for detail)
   - Use of locks, swing bridges etc
   - Awareness of navigation hazards (e.g. weirs, tidal flows and/or river flows, commercial traffic, shallow water etc)
   - Speed limits
   - Restrictions to navigation notified by navigation or harbour authorities, or the MCA.

c) Safety Equipment.
   - Life jackets

[10] The Boaters Handbook. Published by British Waterways and the Environment Agency. Also available in CD ROM.

RYA Publication, Inland Waterways Handbook.

- Lifebuoys, throwlines etc

d) Briefing material

The handover should be supported by briefing material (a 'Boat Manual') left in the boat which provides full information on:

- Personal safety
- Safe use of appliances fitted in the vessel – cookers, stoves, heaters etc
- Safety on the move
- Safety equipment and its use
- Navigation rules, including speed limits, speed, giving way, etc.
- Mooring (where and how)
- Dealing with fouled propellers, going aground, etc
- Navigation features and hazards such as locks, weirs, currents, tides etc
- Detailed reference information on how the boat works
- Contact information including for emergencies

e) Communications

- Using the contact material in the boat manual.

f) Dealing with emergencies

- Man overboard
- Breakdown
- Use of fire extinguishers/blankets
- Emergency contact details
- Recording and reporting

It is essential that the briefing is done by a competent and experienced member of the hire operator's staff who can deal confidently with any questions the hiring party may have.

5.3 Competence Assessment

During or at the completion of the handover briefing, the hire operator must decide whether the hirer and his party are sufficiently competent to be allowed to take the boat out. Reasons for not doing so would include:

- Inability of the skipper(s) to demonstrate adequate control (even after repeated instruction)
- Perceived impairment through drink or drugs
- Inadequate resources available to the party to control children safely or supervise persons with special needs.

If the decision is made not to permit the boat to go out, this should be recorded in the handover documentation.

Throughout the handover process, the person giving the instruction should take account of any qualifications (for example, RYA Inland Helmsman) or previous experience professed by the skipper(s), however this should only be recognised as an opportunity to accelerate the briefing, not dispense with it.

5.4 During and after the Hire Period

At the conclusion of the hire period the hirer should have the opportunity, where practicable, to report back to the hire operator on any problems or incidents that occurred. These would include:

- Accidents
- Breakdowns
- Vandalism or anti-social behaviour

Hire operators must be aware of the statutory duty to report certain types of accident involving the use of hire craft to the Marine Accident Investigation Branch[11]. In the interests of building a better understanding of boating accidents, their frequency and causes, hire operators are encouraged to pass on details through their navigation authority, or BMF, for inclusion in the IRIS database[12].

5.5 Documentation

The handover process is an essential element of delivering a safe boat trip to the hirer. It is important that an audit trail of its delivery is maintained. This will include:

- Booking terms and conditions
- Booking confirmation
- Customer log sheet. The record of when the hirer and his party arrived and departed, party member names, delivery of handover.
- Boat acceptance certificate. A record of the handover and the hirers' and skippers' written acceptance of it. *(Note: If a signed certificate is to carry any weight in any subsequent investigation or claim it is essential that it clearly readable and understandable in the relatively short period available during the handover process!)*
- Accident/incident reports and records of any other customer feedback.

[11] Statutory Instrument no SI 881/2005. Merchant Shipping (Accident Reporting and Investigation)Regulations 2005

[12] IRIS is AINA's incident and accident recording system which is used to provide the National Water Safety Forum with industry wide data.

5.6 Audit

In view of the importance of the handover process, hire operators are strongly recommended to periodically have their handover arrangements independently audited[13]. Licensing authorities can reserve to right as part of licence conditions to carry out sample audits; having an independent audit available is likely to satisfy such a requirement.

[13] The British Marine Federation offer an external audit service. www.britishmarine.co.uk Details of the service are also given at references 12, 13 and 14.

Annex G

BSS Examination Record Form – Hire Boats template - Edition 0.2 - 19 May 2017 (Interim) (the version of the form extant at the time of the BSS Examination on *Diamond Emblem 1* in December 2017)

BSS Examination Record Form

Hire Boats (ECP Parts 2 to Part 10)

Edition 0.3 – 13 Mar 2018 (Interim)

Section 1 – Boat details and hire operator contact information

Boat details (this information must be obtained for recording the examination/s on Salesforce)

Current boat name		Make	
Former name		Year of manufacture	
Reg. number or index		CIN/HIN/WIN	
Length (m)		Beam (m)	
Max. Crew Number		Engine fuel	
Hull material		Engine type	
Hull colour		Engine make & model	
Superstructure material		Number of engines	
Superstructure colour		Engine Rating	

Additional boat information (this information must be obtained for recording the examination/s on Salesforce)

Diesel fuel and/or system		Solid fuel appliance and/or propulsion burner	
Petrol fuel and/or system		Portable generator	
Paraffin or other fuel oil and/or system		Portable LPG canister(s) and/or appliance	
Electrical DC power		Installed LPG system	
Electrical AC power		Manometer (M); bubble (B); not-tested (NT):	

Previous examination information (optional - for personal records only)

Previous BSSC Ref		Date of expiry	

Hire operator contact information (optional - for personal records only)

Company		Postal address
Contact name		
Mobile phone number		
Other phone number		
Email		

Boat location information (optional - for personal records only)

Location		Special access information
Berth number		
Telephone number		

Section 2 – Checklist for Hire Boats (Examiners must complete a checklist for all examinations)

Examination One (E1)

Date : Terminated early: Y / N

Examination Two (E2)

Date: Terminated early: Y / N

= BSS Warning Notice must be issued if fault is recorded

= BSS Warning Notice may need to be issued

= BSS carbon monoxide leaflet must be issued if fault is recorded

Mark E1 / E2 as appropriate: P= pass / F= fault / NV= not verified / NR= not relevant

Part 2	Permanently installed fuel systems and fixed engines	E1	E2
2.1	**Fuel filling points**		
2.1.1R	Does the location and condition of the fuel filling point ensure that any fuel overflow is prevented from entering the interior of the vessel?		
2.1.2R	Is the fuel in use correctly and clearly marked on, or adjacent to, the fuel filling point?		
2.1.3R	Are all disused fuel filling points disabled?		
2.1.4R	Is the internal diameter of the fuel filling point at least 31.5mm (1¼in)?		
2.2	**Fuel filling lines**		
2.2.1R	Are the fuel filling line connections free of signs of leaks and in good condition, and are all fuel filling hose connections accessible for inspection?		
2.2.2R	Is the fuel filling line self-draining so that fuel is not retained and is it free of kinks or other restrictions?		
2.2.3R	Is the material of the fuel filling line suitable and in good condition?		
2.3	**Fuel tank vents**		
2.3.1R	Does every fuel tank have a vent facility?		
2.3.2R	Does the fuel tank vent line have a minimum internal diameter of 9.5mm (⅜in)?		
2.3.3R	Are the fuel tank vent line connections free of signs of leaks and in good condition, and are all vent hose connections accessible for inspection?		
2.3.4R	Is the fuel tank vent line self-draining so that fuel is not retained, and is it free of kinks or other restrictions?		
2.3.5R	Is the material of the fuel tank vent line suitable and in good condition?		
2.4	**Fuel tank vent outlets**		
2.4.1R	Does the fuel tank vent outlet, or the vent line swan neck, rise at least as high as the filling point?		
2.4.2R	Is the fuel tank vent outlet fitted with an effective flame arrester or flame-arresting gauze?		
2.4.3R	Is the fuel tank vent outlet in a position where no danger will be incurred from leaking fuel or escaping vapour?		
2.5	**Fuel tank design and condition**		
2.5.1R	Are the fuel tanks secure?		
2.5.2R	Are fuel tanks made of suitable materials?		
2.5.3R	Are fuel tanks, including seams and openings, in good condition and free of signs of leaks?		
2.5.4R	Are fuel tanks within engine spaces suitably fire resistant or otherwise protected against the effects of fire?		
2.5.5R	Are petrol tanks installed at the required distances from heat sources or protected by a heat baffle?		
Notes			

2.6	**Fuel gauges**		
2.6.1R	Are any glass, or plastic tube, or strip-type fuel gauges fitted to diesel tanks only?		
2.6.2R	Are any glass, or plastic tube, or strip-type fuel gauges protected against damage and by self-closing valves?		
2.6.3R	Are all fuel gauges and level-indicators in good condition and free of signs of leaks?		
2.6.4R	Are fuel tank openings for dipsticks closed by a fuel-tight cap or fitting?		
2.7	**Petrol fuel system electrical bonding**		
2.7.1R	Are all metallic components in the petrol filling and tank system electrically bonded to earth?		
2.7.2R	Are all parts of electrical bonding systems in good condition?		
2.8	**Fuel tank connections**		
2.8.1R	Is the fuel tank drain fitted with a plug or cap which can only be removed with tools?		
2.8.2R	Are the petrol feed and return (if fitted) line connections in lift-pump systems made to the top of the tank?		
2.8.3R	Is the petrol feed line on a gravity system fitted with a cock or valve directly attached to the tank?		
2.8.4R	Are tank connections and tank valves accessible for inspection, in good condition and free of signs of leaks?		
2.9	**Fuel tank balance lines**		
2.9.1R	Are multiple petrol tank systems free of balance lines?		
2.9.2R	Are balance lines on diesel tank systems made of suitable materials and are they in good condition and free of signs of leaks?		
2.10	**Fuel feed return and on-engine lines**		
2.10.1R	Are all fuel feed, return and on-engine pipes made of suitable materials?		
2.10.2R	Are all fuel feed, return and on-engine hoses suitable for the fuel used and fire resistant?		
2.10.3R	Are all feed, return and on-engine pipes secure and in good condition?		
2.10.4R	Are all fuel feed, return and on-engine hoses properly supported and in good condition?		
2.10.5R	Do the injector leak-off (spill rail) arrangements meet specified requirements?		
2.11	**Fuel feed return and on-engine fuel line connections**		
2.11.1R	Are all fuel line connections of the correct type and free of signs of leaks?		
2.11.2R	Are all fuel line connections, cocks, valves fittings and other components secure?		
2.11.3R	Are fuel hose connections made with hose clips or clamps effective and in good condition?		
2.12	**Fuel filters**		
2.12.1R	Are fuel filters in good condition?		
2.12.2R	Are all fuel filters inside engine spaces fire resistant?		

Notes

2.13	**Fuel shut-offs**		
2.13.1R	Is an emergency fuel shut-off installed in every fuel feed line?		
2.13.2R	Are all fuel shut-off valves or cocks, or their means of operation, in a readily accessible position?		
2.13.3R	Are all fuel shut-off valves or cocks, or their means of operation, in open view or their location clearly marked?		
2.13.4R	Are petrol gravity-fed fuel lines provided with the required fuel shut-off facilities?		
2.14	**Carburettors**		
2.14.1R	Are all non-down-draught carburettors fitted with a drip tray?		
2.14.2R	Is the carburettor drip tray in good condition, free of signs of leaks, and easily emptied?		
2.14.3R	Is the carburettor drip tray fitted with effective flame arresting gauze permanently attached along all edges?		
2.14.4R	Is a petrol, petroil, or paraffin engine fitted with flame trap or air filter?		
2.15	**Engine installation**		
2.15.1R	Are all parts of engine mounting systems secure and in good condition?		
2.15.2R	Are the structures and surfaces surrounding exhaust system components free of signs of heat damage?		
2.15.3R	Are all fuel system components in fixed inboard engine spaces permanently installed?		
2.16	**Steam engines**		
2.16.1R	Is the steam engine pressure system supported by an inspection certificate issued by a competent person?		
2.16.2R	Is the steam engine boiler fuel supply system compliant with the applicable BSS requirements?		
2.17	**LPG engines**		
2.17.1R	Are fuel supply arrangements to LPG-fuelled propulsion engines compliant with UKLPG CoP 18, or an equivalent standard, and are any dual-fuel petrol/LPG arrangements of an acceptable type?		
Part 3	**Electrical systems**	E1	E2
3.1	**Battery storage**		
3.1.1R	Are all unsealed or open-vented batteries ventilated to prevent risk of explosion through hydrogen accumulation?		
3.1.2R	Are batteries secure against excessive movement in any direction?		
3.1.3R	Are battery terminals correctly insulated or protected?		
3.1.4R	Are batteries installed away from metallic petrol and LPG system components?		
3.2	**Cable specifications and condition**		
3.2.1R	Are all electrical cables insulated?		
3.2.2R	Are battery cables of a sufficient current-carrying capacity?		
3.2.3R	Are all cables free of damage or deterioration?		
3.3	**Cable location**		
3.3.1R	Are all electrical cables supported in a safe position?		
3.3.2R	Are all cables clear of LPG and fuel supply lines?		
3.3.3R	Are all electrical cable connections above bilge water level or suitably protected?		
3.3.4R	Are spark plug leads free of damage or deterioration and properly supported?		

Notes

3.4	**Cable connections**		
3.4.1R	Are all battery cable connections effective and in good condition?		
3.4.2R	Are all electrical circuit cable connections effective and in good condition?		
3.5	**Fuses and circuit breakers**		
3.5.1R	Are all a.c. and d.c. fuses and miniature circuit-breakers appropriately rated, complete and in good condition?		
3.5.2R	Are all fuse panels, boxes, holders and consumer units complete and in good condition?		
3.6	**Battery isolators**		
3.6.1R	Are battery isolators fitted and are they as close as practicable to the battery?		
3.6.2R	Do all electrical circuits pass through a battery isolator, or are those requiring a continuous supply otherwise protected?		
3.6.3R	Are battery isolators, or the means to operate them, in readily accessible positions?		
3.6.4R	Are battery isolators and connections complete and in good condition?		
3.6.5R	Is the location of all battery isolators, or the means to operate them, in open view, or their location clearly marked?		
3.7	**Two-wire systems**		
3.7.1R	Is the electrical system insulated from the hull?		
3.7.2R	Is a low resistance return cable provided from the engine or starter motor to the battery?		
3.8	**Shore-power and other alternating current (a.c.) electrical inlet and lead connections**		
3.8.1R	Are all a.c. shore-power and battery charging lead inlet connections of the correct type in good condition, and suitably protected from the weather? W?		
3.8.2R	Are all shore-power, battery charging, and other a.c. power source lead connections of a suitable type? W?		
3.8.3R	Are all shore-power, battery charging, and other a.c. power source leads and connectors in good condition? W?		
3.9	**Alternating current systems – multiple power sources and consumer units**		
3.9.1R	Is it impossible to connect simultaneously more than one power source to the alternating current distribution system? W?		
3.9.2R	Do all a.c. electrical circuits pass through a consumer unit?		
Part 4	**Electrical propulsion systems**	E1	E2
4.1	**4.1 Electrically propelled boats**		
4.1.1R	Is the electrical-propulsion supply system compliant with Part 3 as applicable?		
4.2	**Electrical propulsion motor and controller**		
4.2.1R	Are all parts of the electric-propulsion motor mounting systems secure and in good condition?		
4.2.2R	Is the motor and controller equipment adequately ventilated and in good condition?		
4.3	**Battery charging equipment**		
4.3.1R	Is the battery charging equipment ventilated, complete and in good condition?		

Notes

Part 5	Outboard and portable combustion engines and portable fuel systems	E1	E2
5.1	**Portable fuel systems**		
5.1.1R	Do permanently installed fuel systems supplying outboard and portable combustion engines comply with the applicable BSS requirements for the fuel supply system?		
5.1.2R	Are all components of portable fuel systems of suitable proprietary manufacture?		
5.1.3R	Are all components of portable fuel systems complete and in good condition?		
5.1.4R	Are portable fuel systems fitted with a means of shutting off the fuel supply?		
5.2	**Portable petrol tanks**		
5.2.1R	Does the maximum capacity of individual portable petrol tanks permit safe and convenient carrying and removal for refilling outside the vessel?		
5.2.2R	Are all portable petrol tanks stored, when not in use, to ensure that any leaking fuel or escaping vapour will not enter the interior of the vessel?		
5.3	**Spare fuel containers**		
5.3.1R	Are all spare petrol containers stored to ensure that any leaking fuel or escaping vapour will not enter the interior of the vessel?		
5.3.2R	Are all spare petrol containers suitable for the purpose and limited to the permitted volume?		
5.3.3R	Are all spare fuel containers in good condition?		
5.4	**Outboard and portable combustion engines**		
5.4.1R	Are all outboard and portable combustion engines free of fuel leaks?		
5.4.2R	Are all outboard and portable combustion engines with integral petrol or LPG tanks stored to ensure that leaking fuel or escaping vapour will not enter the interior of the vessel?		
5.4.3R	Are outboard engine mounting systems in good condition?		
5.5	**LPG-fuelled outboard propulsion engines**		
5.5.1R	Do the fuel supply arrangements to LPG-fuelled outboard engines comply with UKLPG CoP 18 or equivalent standard and are any dual-fuel petrol/LPG arrangements of an acceptable type?		
Part 6	**Fire Extinguishing and Escape**	E1	E2
6.1	**Portable fire extinguishers**		
6.1.1R	Are the correct number of portable fire extinguishers provided, and do they have the correct fire ratings?		
6.1.2R	Is the performance of all the portable fire extinguishers properly certificated?		
6.1.3R	Are all portable fire extinguishers in good condition?		
6.1.4R	Are portable fire extinguishers distributed around the vessel in readily accessible and safe locations adjacent to escape routes?		
6.1.5R	Are all portable fire extinguishers in open view, or their location clearly marked?		
6.2	**Fire blankets**		
6.2.1R	If the vessel has permanent cooking facilities, is a fire blanket of the correct specification provided?		
6.2.2R	Is the fire blanket located close to the main cooking appliance in a safe and ready-to-use location?		
6.3	**Emergency escape**		
6.3.1R	Is the vessel provided with adequate means of escape?		

Notes

Part 7	Liquefied Petroleum Gas (LPG) systems	E1	E2
7.1	**LPG cylinder storage**		
7.1.1R	Are all LPG cylinders and containers stored in a position where any leakage will be directed safely overboard?		
7.1.2R	Are all self-contained portable LPG appliances stored so that any LPG leakage will be directed safely overboard?		
7.2	**LPG cylinder locker and housing LPG-tightness**		
7.2.1R	Is the cylinder locker, up to the level of the top of the cylinder valves or other high-pressure components, free of any path for leaked LPG to enter the interior of the vessel?		
7.2.2R	Are the sealing arrangements on pipework exiting the cylinder locker of the correct type to ensure LPG-tightness and in good condition?		
7.2.3R	Are arrangements on side-opening cylinder lockers compliant with ISO 10239?		
7.2.4R	Do the arrangements in a self-draining cockpit prevent LPG entering the interior of the vessel?		
7.3	**LPG cylinder locker drains**		
7.3.1R	Is there a drain in the cylinder locker and is the drain outlet above the waterline?		
7.3.2R	Is the drain opening at or close to the bottom of the cylinder locker or is any volume beneath the drain opening minimised by the use of suitable material?		
7.3.3R	Is the cylinder locker clear of any items that could block the drain?		
7.3.4R	Does the drain line fall continuously from the cylinder locker to the drain outlet and are both ends clear of blockage?		
7.3.5R	Is the drain line material, including the connections, in good condition?		
7.3.6R	Does the drain line, or the drain opening, have a minimum appropriate internal diameter or equivalent area?		
7.4	**Protecting LPG cylinders and components against damage**		
7.4.1R	Are all cylinders secured and stored upright with the valve at the top?		
7.4.2R	Is the cylinder locker secure?		
7.4.3R	Are LPG cylinders in a locker protected against falling objects?		
7.4.4R	Is the cylinder locker clear of any items that could damage the LPG equipment or ignite leaked LPG?		
7.4.5R	Is the cylinder locker constructed of material of the required thickness?		
7.5	**Cylinder locker openings**		
7.5.1R	Are all openings to cylinder lockers outside of any engine, battery or electrical equipment space?		
7.6	**LPG system shut-off valves**		
7.6.1R	Are all LPG system shut-off valves, or their means of operation, in a readily accessible position?		
7.6.2R	Are the locations of all LPG system shut-off valves, or their means of operation, in open view, or their locations clearly marked?		

Notes

7.7	**LPG high-pressure system components**		
7.7.1R	Are all high-pressure LPG system components either inside a cylinder locker or in an open location?		
7.7.2R	Where two or more cylinders are connected on the high-pressure side, does each connection have a non-return valve fitted?		
7.7.3R	Are all hoses on the high-pressure side of pre-assembled lengths not exceeding 1m and to the correct specification?		
7.7.4R	Are all high-pressure LPG system components secure and in good condition?		
7.7.5R	Are non-cylinder mounted regulators located to prevent damage?		
7.7.6R	Is the installation free of manually-adjustable regulators?		
7.8	**LPG pipework, joints and connections**		
7.8.1R	Is the LPG pipework made of a suitable material, adequately secured and free from damage?		
7.8.2R	Is the LPG pipe protected where it passes through metal bulkheads or decks?		
7.8.3R	Are all LPG pipe joints accessible for inspection and of the correct type?		
7.8.4R	Are all LPG pipe joints secure, in good condition and competently made?		
7.8.5R	Are all unused appliance spurs properly capped or plugged?		
7.8.6R	Are all LPG pipes running through petrol engine spaces or electrical equipment spaces jointless and in a gas-proof conduit?		
7.8.7R	Is the LPG pipe at least 75mm from exhaust system and flue components?		
7.9	**Low-pressure LPG hoses and hose connections**		
7.9.1R	Are all low pressure LPG hoses accessible for inspection, of the correct material and in good condition?		
7.9.2R	Is all low pressure LPG hose protected against damage where it passes through bulkheads, decks or partitions?		
7.9.3R	Is all low pressure LPG hose at least 75mm from exhaust system and flue components?		
7.9.4R	Are all low pressure LPG hoses used to connect regulators or appliances to LPG supply pipework only, and are they a maximum of 1m in length?		
7.9.5R	Are all low pressure LPG hose connections accessible for inspection, of the correct type, secure and in good condition?		
7.9.6R	Do 'all-hose' systems comply fully with ISO 10239?		
7.10	**Portable appliance connections**		
7.10.1R	Are all portable appliance connection points provided with an isolation valve?		
7.10.2R	Are portable appliance hoses connected with bayonet, plug or screwed fittings, complete and in good condition?		
7.10.3R	Are all unused screwed portable appliance connection points properly capped or plugged?		

Notes

7.11	**Appliance isolation valves**		
7.11.1R	Can all appliance supply hoses be isolated through individual shut-off valves?		
7.11.2R	Are appliance isolation valves of the correct type?		
7.11.3R	Are appliance isolation valves, or the means of operating them, readily accessible?		
7.12	**Testing for LPG system tightness**		
7.12.1R	Is there a LPG test point in the system, or a bubble tester in the cylinder locker or housing?		
7.12.2R	Is the LPG system free of leaks as defined in the tightness test? 		
Part 8	**Appliances and flues**	E1	E2
8.1	**Appliance fuel and power supply**		
8.1.1R	Do the fuel supply arrangements to all installed appliances meet the applicable BSS requirements?		
8.1.2R	Are all liquid-fuelled appliances fitted with shut-off valves, and are the valves or their means of operation, in a readily accessible and safe position?		
8.2	**LPG or paraffin refrigerators on vessels with petrol propulsion engines**		
8.2.1R	Where the vessel has a petrol propulsion engine, is the burner of a LPG or paraffin refrigerator room-sealed, or completely enclosed? 		
8.2.2R	On vessels with petrol propulsion engines that have non-room-sealed fridges with enclosed burners, is the combustion air drawn and exhausted through a suitable effective flame trap, or piped to the appliance as required? 		
8.3	**Installation of appliances in petrol engine spaces**		
8.3.1R	Are petrol-engine spaces free of LPG and/or liquid-fuelled appliances?		
8.4	**Protection against fire risks from appliance installations**		
8.4.1R	Are appliances and surrounding surfaces clear of signs of heat damage and leaking fuel?		
8.4.2R	Are all curtains, blinds and other textile materials near to appliances free of heat damage?		
8.4.3R	Are non-portable appliances properly secured against accidental or unintended movement?		
8.5	**Protection against fire risks from appliance flues and exhausts**		
8.5.1R	Are all vessel structures, equipment, and curtains, blinds and other textile materials near all appliance flues and exhausts free of signs of heat damage?		
8.6	**LPG catalytic heaters**		
8.6.1R	Are all LPG catalytic heaters compliant with a suitable manufacturing standard?		
8.7	**Flame supervision devices**		
8.7.1R	Are flame supervision devices fitted to all LPG and liquid-fuelled appliances that require them?		
8.8	**LPG appliance burner operation**		
8.8.1R	Are all LPG appliance burners in good condition and delivering a proper flame? 		

Notes

8.9	**Ventilation**		
8.9.1R	Is the vessel provided with adequate fixed ventilation?		
8.9.2R	Are warning notices displayed on sea-going boats with closable ventilators?		
8.10	**Appliance flues and exhausts**		
8.10.1R	Are all appliances requiring a flue or exhaust, fitted with one?		
8.10.2R	Are all appliance flues and exhausts complete and in good condition?		
8.10.3R	Do all appliance flues and exhausts terminate directly to outside air?		
8.10.4R	Are all open flues to LPG appliances operating effectively?		
8.10.5R	Are all solid fuel appliances free of unintended gaps?		
Part 9	**Pollution prevention**	E1	E2
9.1	**Engine/gearbox oil leak collection**		
9.1.1R	Will all oil leaks from the engine/s or gearbox/es be collected in an engine tray or oil-tight area?		
9.1.2R	Does the bilge pumping system minimise the risk of avoidable pollution?		
9.2	**Sanitation systems**		
9.2.1R	Is a closable valve fitted in the discharge line of any toilet appliance or toilet holding tank with overboard discharge?		
Part 10	**Specific Hire Boat Requirements**	E1	E2
10.1	**Protection from falling overboard**		
10.1.1R	Are all designated external Crew Areas, companionway steps, and boarding planks provided with suitable slip-resistant surfaces?		
10.1.2R	Are all designated external Crew Area decks provided with suitable handholds in good condition?		
10.1.3R	Is the arc of the narrowboat tiller clearly identified?		
10.2	**Life-saving appliances**		
10.2.1R	Are all lifebuoys in good condition, and is at least one suitable lifebuoy provided and is it positioned in an appropriate location?		
10.3	**Means of reversing**		
10.3.1R	Is the boat provided with a means of reversing operable from every helm position?		
10.4	**Fire-extinguishing & escape**		
10.4.1R	Is the fire blanket fixed permanently in open view?		
10.4.2R	Are all means of escape, other than main doors, clearly marked with a suitable label in good condition?		
10.5	**Ventilation**		
10.5.1R	Are accommodation space fixed ventilators protected by warning labels in open view?		
10.6	**Glazing materials**		
10.6.1R	Is all glazing material of a suitable type?		

Notes

10.7	**Hull openings**		
10.7.1R	Is the weed hatch opening at least 150mm above the normal laden waterline, and are the cover securing and sealing arrangements in good condition?		
10.7.2R	Are all through-hull openings located below the normal laden waterline protected by closable valves, and are the valves readily accessible and free of signs of leaks?		
10.7.3R	Are all through-hull openings above the normal laden waterline either watertight, or is the associated downflooding point the correct height above the normal laden waterline and are any pipes, hoses, ducts or other vessel structures between the hull opening and the downflooding point permanently installed and in good condition?		
10.8	**Smoke, and carbon monoxide alarms**		
10.8.1R	If the vessel has overnight accommodation, is at least one suitable smoke alarm provided?		
10.8.2R	Are all smoke alarms in good condition?		
10.8.3R	If the vessel has overnight accommodation and an installed solid fuel stove, are the correct number of suitable carbon monoxide alarms provided?		
10.8.4R	Are all carbon monoxide alarms in good condition?		

Notes

Section 3 – Appliances, ventilation and portable fire extinguishers

(The following information must be accurate at the time of certification)

Boat name:	Certification Date:

1. Installed appliances, and the minimum fixed ventilation requirement

Note – A record of all appliances must be made, whether they require fixed ventilation, or not.

Appliance type	Nos	Make & model	Flue	Fuel	kW	Ventilation required (mm^2)
Freestanding cooker			**U**			
Separate hob			**U**			
Separate oven/grill			**U**			
Central heating boiler						
Instant. water heater						
Solid fuel stove			**H**			
Refrigerator						
Catalytic heater			**U**			
Max. Crew Number						

Total minimum fixed ventilation requirement (mm^2)

Suggested key for Flue column: U = Un-flued, F = Flued, B = Balanced flued, H= Solid Fuel Stove

Suggested key for Fuel column: D = Diesel, G = LPG, S = solid fuel, E = Electric

2. Total effective area of fixed ventilation. Hire boats ventilation *must* be compliant at time of certification

Location of vent	Vent type/specification	Area per vent (mm^2)	No. of vents	**High Level** Sub-Total area (mm^2)

Total effective area of fixed ventilation at high level (mm^2)

Location of vent	Vent type/specification	Area per vent (mm^2)	No. of vents	**Low Level** Sub-Total area (mm^2)

Total effective area of fixed ventilation at low level (mm^2)

Fixed ventilation requirement (in mm^2) = [2200 x U] + [650 x P] + [550 x H] + [440 x F]

Ventilation compliant Yes: No:

3. Portable fire extinguisher details

Location	Make & model	Fire rating	Cert. mark

Broads Authority Hire Boat Operator Licensing Conditions

Broads Authority Hire Boat Operator Licensing Conditions

This document sets out the Hire Boat Operator Conditions that need to be satisfied if a licence is to be granted by the Broads Authority. The licence will be issued under Section 94 of the Public Health Acts Amendment Act 1907 and Section 40 of the Broads Authority Act 2009. Each licence will enable the operator to let for hire, or use for carrying passengers for hire, the vessels listed in a Schedule. Attention is drawn throughout to the attached hire boat operator notes for guidance.

In this Licence the following definitions apply:

"the Authority" means the Broads Authority

"the Operator" means the person or body named above

"the Vessel" means any vessel listed in the Schedule

"Skipper" means the person identified at the time of the hire as the person to have command of the Vessel during the period of hire.

The Conditions

1. (a) Each Vessel is licensed to carry the number of persons indicated against the Vessel in the Schedule.

   (b) The number of persons that the Vessel is licensed to carry must be conspicuously displayed on the Vessel using a notice or notices provided by the Authority.

   (c) A Vessel must not carry any number of persons in excess of that permitted by this Licence.

2. The Operator must hold and maintain throughout the period of this Licence

   (a) current Public Liability insurance cover with a minimum indemnity of two million pounds.

   (b) The Operator must, when required by the Authority to do so, make a self-declaration regarding this insurance in relation to any Vessel.

3. The Operator must not cause or permit any Vessel to be let for hire in weather conditions which, at the time of the commencement of the hire, are likely to pose a threat to the safety of those on board the Vessel.

4. The Operator must not hire any Vessel which is mechanically powered to any persons under 16 years of age.

5. The Operator must not hire any Vessel to any person or persons who are or appear to be under the influence of alcohol or drugs at the time of the commencement of the hire.

6. (a) The Operator must on a regular basis carry out a suitable and sufficient assessment of the risks associated with the activity of hiring vessels. The frequency of this assessment will depend on the nature of the risk but must be no less frequently than annually.

   (b) The Operator must promptly act upon the findings of any such assessment where a risk is identified.

   (c) The Operator must ensure that these assessments are fully documented and readily accessible for inspection by an authorised representative of the Authority.

7. The Operator must keep proper records which show:

   (a) When any Vessel has been hired out.

   (b) The number of persons carried and details of the lead member of the party.

   (c) The expected time of return.

   (d) The emergency procedures to be implemented on the failure of a Vessel to return.

8. The Operator must make available for inspection, to any person authorised by the Authority for this purpose, any records required by this Licence.

9. (a) The Operator must ensure that before using a Vessel the Skipper is given:

   (i) An appropriate briefing in accordance with British Marine Federation (BMF)/Association of Inland Navigation Authorities (AINA) /Maritime and Coastguard Agency (MCA) Code for the Design and Construction and Operation of Hire Boats, Part 1, Section 5.2 Handover Procedures (September 2009) (or as subsequently amended).

   (ii) A proper demonstration on how to fit, wear and use the buoyancy aids or lifejackets provided with the Vessel.

   (iii) An instruction to advise those on board the Vessel in the use of the buoyancy aids or lifejackets.

   (b) The Operator must record in writing and retain details of all briefings, demonstrations and instructions given under paragraph 9 (a).

   (c) The Authority will be entitled to carry out sample audits of the handover arrangements referred to in paragraph 9 (a).

10. If any changes occur in the ownership or particulars of any Vessel during the term the Licence, the Operator must give written notice of such change(s) to the Authority within 14 days of the change(s).

11. (a) The Operator must report to the Broads Authority, in writing, and as soon as is reasonably practicable, (and in any case within seventy-two hours of the Operator becoming aware of it), the occurrence of any accident involving the Vessel.

    (b) For the purposes of paragraph 11(a), an accident means an incident resulting in loss of life, or major injury, or serious damage to property or another vessel, or involves:

        (i) Explosion

        (ii) Fire

        (iii) Capsize of a power-driven craft or boat, or

        (iv) Pollution causing significant harm to the environment

    (c) For the purposes of paragraph 11(b) 'major injury' means:

        (i) any fracture, other than to a finger, thumb or toe

        (ii) any loss of a limb or part of a limb

        (iii) dislocation of the shoulder, hip, knee or spine

        (iv) loss of sight, whether temporary or permanent

        (v) penetrating injury to the eye

        (vi) any other injury leading to hypothermia or unconsciousness

        (vii) any other injury requiring resuscitation

        (viii) any other injury requiring admittance to a hospital or other medical facility as an inpatient for more than 24 hours

12. This Licence must not be altered, damaged or defaced in any way.

13. This Licence or a true copy of it may be displayed for public view at the premises from which any Vessel is hired but must be removed from public display in the event that it is suspended, renewed or has expired.

14. The Authority may suspend or revoke this Licence in the event of any breach of any of these conditions if the Authority considers it is necessary or desirable in the interests of the public.

15. This Licence must be returned to the Authority within 7 days if:

(a) The Operator has ceased the activity for which the Licence has been granted, or

(b) The Authority has revoked the Licence.

16. This Licence will remain in force, unless previously suspended or revoked, for a maximum period of one tolls year 1 April – 31 March following year.

17. The Licence is personal to the Operator and is not transferable except with the written permission of the Authority.

18. The Authority reserves the right to modify, alter, revoke or add to these conditions, should it be necessary or desirable in the interests of the public to do so. Such variations will have effect as and when specified by the Authority.

Annex I

Broads Authority Annual Audit Reports for Ferry Marina in November 2017 (Operator and Vessel)

10/11/17

ANNUAL AUDIT: OPERATOR CHECKS

Also in general terms it may be worth showing in a column the particular license condition number etc for cross reference.

For office use only

Boatyard name..... Ferry Marina ..... Contact Name [redacted] Date 10/11/17

Number of vessels Licensed..... 45 ..... Comments Corrective Actions

All boats being operated licensed	(Yes)	No		
Records of handovers available?	(Yes)	No		
Public Liability Insurance cover	(Yes)	No	£2 MILLION	
- Cover whole yard	(Yes)	No		
- Date of expiry	(Yes)	No	Jan 2018	
- Written Risk Assessment of Hiring Activity	(Yes)	No	Review October.	
- Record of Hire out stock available	(Yes)	No	Computer + wall chart.	
Record of issue of lifejackets	(Yes)	No		
- Procedure in place for notifying BA of incidents	(Yes)	No		
Emergency Procedure in place	(Yes)	No		

Handover Procedure

Does the handover cover:

Equipment

a)	demonstration of gas appliances	(Yes)	No
b)	demonstration of electric appliances	(Yes)	No
c)	explanation of sanitary facilities	(Yes)	No

Using the boat

d)	steering	Yes	No
e)	Stopping	Yes	No
f)	Mooring	Yes	No
g)	explanation of access limitations to ensure stability?	Yes	No
h)	explanation of use of swing bridges?	Yes	No
i)	explanation of navigation hazards, including:	Yes	No
-	river flows	Yes	No
-	tidal flows	Yes	No
-	Channel Markers	Yes	No
-	commercial traffic	Yes	No
-	shallow water	Yes	No
j)	explanation of speed limit Care and Caution Navigating at night	Yes	No
k)	explanation of restrictions to navigation notified by navigation or harbour authorities - e.g. Notice to Mariners	Yes	No
m)	Reference to Byelaws		

Safety Equipment

l)	explanation of use of lifejackets	Yes
-	demonstration of fitting of lifejacket instruction given for competent person	Yes

Ferry Marina [redacted] 10/11/17

to instruct part in use of lifejackets Yes
- record of demonstration
- record of issue of lifejacket Yes
(NB – should be provided **every** time for all members of the party)

m) explanation of use of lifebuoys and throwlines Yes.

Briefing Materials

n) is the handover supported by briefing material (eg a Boat Manual) left in the boat showing full information on:

- personal safety	Yes	No
- safety of use of appliances fitted in vessel	Yes	No
- safety on the move	Yes	No
- safety equipment and its use	Yes	No
- navigation rules, including speed limits, speed, giving way	Yes	No
- mooring (where and how)	Yes	No
- dealing with ~~fowled~~ fouled propellers, going aground etc	Yes	No
- navigation features e.g. Bridges, currents, tides etc.	Yes	No
- detailed reference information on how the boat works	Yes	No
- contact information for emergencies	Yes	No

Communications

o) is the handover supported by explanation of using the contact material in the boat manual. Yes / No

p) Dealing with emergencies Yes / No

Is the handover supported by information on dealing with emergencies: Yes

-	man overboard	Yes / No
-	breakdown	Yes / No
-	use of fire extinguishers/blankets	Yes / No
-	emergency contact details	Yes / No
-	recording and reporting	Yes / No

For office use only

Letter sent confirming visit.....date.....	Yes / No
Copy attached?	Yes / No

Post Audit

Corrective action required Yes/No

Check Item Number	Required action	Required completion date	Actual date corrective action completed	Verified	Closed.

You may wish to make reference to any follow up letters sent either confirming the corrective actions or any subsequent follow up letters.

[redacted] 10/11/17

ANNUAL AUDIT: VESSEL CHECKS

For office use only

Boatyard name: Ferry Marina

Number of vessels licenced ..... 45 .....

Boat Safety Scheme: vessels outstanding: Yes (No)
If yes, names/numbers of vessels

Copy of boatyard licence and schedule attached (Yes) No

Any vessels being let for hire which are not on schedule? Yes (No)

If yes, name/number of vessel.....

Any vessels registered but not on licence? Yes (No)

If yes, name/number of vessel.....

Check sample of boats – both day and cabin boats
For each vessel the following to be checked:

Boat name/number C039-7

1	Hire boat plaque		
(a)	is this displayed?	(Yes)	No
(b)	is it valid?	(Yes)	No
(c)	is it in conspicuous placed?	(Yes)	No
(d)	is the number shown on the transom and does it correspond with the number of persons shown on the plaque?	(Yes)	No
2	Is there a valid toll displayed?	N/A Yes	(No)
3	Is there a bilge pump or baler fitted?	(Yes)	No
4	Is the freeboard ≥1m?	Yes	(No)
	If yes, is there facility to re-board the vessel?	Yes	No
	Detail: (e.g. ladder)		
	.....		
5	Is the propeller shaft or moving parts guarded?	(Yes)	No
6	Are there any gas appliances?	(Yes)	No
	If yes, is there a landlord's certificate to the required standard?	(Yes)	No
	Is this available [redacted] tothe hirer?	(Yes)	No
	Detail: 2/3/17		

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7	Does the yard have records of the hand over of the vessel?	Yes	No
	If yes, confirm have seen them.	Yes	No
8	Does the yard have records of the issue of life jackets?	Yes	No
	If yes, confirm have seen them.	Yes	No

Check sample of boats – both day and cabin boats
For each vessel the following to be checked:

Boat name/number

1	Hire boat licence		
(a)	is this displayed?	Yes	No
(b)	is it valid?	Yes	No
(c)	is it in conspicuous placed?	Yes	No
(d)	is the number shown on the transom?	Yes	No
2	Is there a valid toll displayed?	Yes	No
3	Is there a bilge pump or baler fitted?	Yes	No
4	Is the freeboard ≥1m?	Yes	No
	If yes, is there facility to reboard the vessel?	Yes	No
	Detail: (e.g. ladder)		
	.....		
5	Is the propeller shaft or moving parts guarded?	Yes	No
6	Are there any gas appliances?	Yes	No
	If yes, is there a landlord's certificate to the required standard?	Yes	No
	Is this displayed?	Yes	No
	Detail:.....		
7	Does the yard have records of the hand over of the vessel?	Yes	No
	If yes, confirm have seen them.	Yes	No
8	Does the yard have records of the issue of life jackets?	Yes	No
	If yes, confirm have seen them.	Yes	No

Check sample of boats – both day and cabin boats
For each vessel the following to be checked:

Boat name/number

1	Hire boat licence		
(a)	is this displayed?	Yes	No
(b)	is it valid?	Yes	No
(c)	is it in conspicuous placed?	Yes	No
(d)	is the number shown on the transom?	Yes	No

Annex J

British Marine and VisitEngland Quality Accredited Boatyard (QAB) Standard, v3 March 2022

QAB

Quality Accredited Boatyard Standard

Introduction

The QAB Standard, developed in conjunction with VisitEngland, provides clear criteria upon which hire boat operations are assessed. Meeting the requirements of the standard leads to VisitEngland QAB accreditation.

The QAB accreditation shows that hire boat operators are committed to quality and provides recognition for their hire boat operations and gives reassurance to hire boat customers.

The Standard's criteria gives hire boat operators a means of benchmarking and can assist operators to develop their business processes.

The QAB Standard focuses on the systems and procedures hire boat operators carry out in running their hire boat operations, including:

- Health, safety, legal and environment processes.
- Hire boat handover processes.
- Website and brochure offerings.
- Arrival and departure procedures.
- Customer service procedures – onshore and when customers are away from the boatyard.
- Facilities, for example car parking, reception, toilets, etc.

Applying for QAB Standard accreditation is straight forward – details about this can be found on the British Marine website.

A QAB audit is undertaken at the hire boat operator's base. A qualified QAB assessor visits and provides an impartial and professional assessment against the requirements and criteria of the standard. Following the site visit, the assessor produces a report providing feedback on the operator's hire boat processes, whether the operator has attained QAB (met the required criteria) and provides feedback on how the operator's hire boat operations can be enhanced.

All British Marine members who hire out boats (overnight, or day/ or part of day) are required to attain the QAB Standard.

Once QAB has been achieved, reassessment is undertaken every three years to ensure that hire boat standards and processes are being maintained and meet the requirements of the Standard. Reassessment can be undertaken more frequently if there are significant legal changes that impact on hire boat operations.

Operators meeting the requirement of the QAB Standard receive British Marine/VisitEngland QAB logos and a certificate that can be displayed at their premises and on their website providing real promotional benefits.

Further information about the QAB Standard assessment process, the QAB booking process, forms that need to be completed and the associated costs can be found on the British Marine website.

There is an optional Boat Grading Standard that focuses on the quality and condition of individual narrowboats and cruisers offered by hire boat operators and looks at the comfort and ease of use for those hiring them.

Boats assessed are graded between one and five stars.

Having boats graded and advertising these provides customers with clear expectations as to what they can expect on board and can improve the customer experience, which in turn can help hire boat operators achieve success.

Boat grading can only be undertaken if the hire boat operator have a valid QAB accreditation. However, a hire boar operator with QAB accreditation may choose not to have their boats graded, as they might operate their own boat rating scheme. If this is the case the QAB audit will also look at the in-house assessment process to ensure that it is transparent and does not mislead potential customers.

Hire boat operators requesting assessment against the Boat Grading Standard receive an annual visit from an experienced assessor, who will assess the boats against the national boat grading star rating criteria, which is based on the expectations of quality and comfort and standards in the industry.

Following the visit, the assessor provides feedback on how individual boats meet the boat grading criteria and how the quality might be improved upon to enhance customers' experience and help improve business.

Operators who have their boats graded and awarded star ratings receive British Marine/VisitEngland Boat Grading logos that can be displayed at their premises and on their website and other marketing material.

It is easy to apply for Boat Grading, for instructions on how to apply for Boat Grading and the associated costs please look on the British Marine website.

Completion of forms

The relevant forms for both QAB and Boat Grading can be found on the British Marine website, or via contacting qab@britishmarine.co.uk

Costs

Current costs for QAB Accreditation and Boat Grading are detailed on the British Marine website www.britishmarine.co.uk

Quality Accredited Boatyard

The following outlines the range of information that guides the QAB Standard assessment and accreditation process.

The areas that are looked at as part of the QAB Standard accreditation are show below. These areas are also detailed on the QAB self-assessment form that hire boat operators are required to complete electronically and return to British Marine, prior to the assessor's visit.

The QAB criteria applies to overnight hire boats, day boats (those with no overnight accommodation) and those powered boats hired out for example during part of a day. Given this, there are certain criteria that may not have relevance those hired out hourly for example.

Overview of the Boatyard

The number of boats available for hire • overnight • daily • hourly
The range of services provided to hire boat customers, for example: • Direct boat bookings • Customer arrival and departure services • Car parking facilities • Toilet facilities • Housekeeping services • Emergency and maintenance services on the waterway • Quayside services; fresh water, etc.
The number of staff employed in different areas of the hire boat operation, for example: • Reception staff • Engineers • Housekeeping • Handover staff
The range of staff training provided, for example: • Customer service • Accessibility services for customers • Health & Safety • Handover • Boat Maintenance • Emergency Procedures • Other - data protection for example

Health, Safety, Legal & Environmental

There are a number health, safety and environmental areas where information is sought and inspected, many of these requirements are set out in the Hire Boat Code, these include:

Do you have a documented Safety Management System in place?	Requirement
Name of the person who is the Designated Person	Requirement
Confirmation that a valid company Risk Assessment is in place and that it includes boats	Requirement
Do you have Risk Assessments in place for all boatyard and hire operations?	Requirement
Do you have a documented policy on risk assessment review with identified changes in circumstances which would trigger risk review?	Requirement
Who in the company is responsible for ensuring that all of the certification and licences are in place?	Requirement
Confirmation that a valid Fire Risk Assessment document is in place	Requirement
When the servicing of fire extinguishers is carried out and how often	Requirement
That valid boat licences are held for each hire boat	Requirement
That a valid boat safety certificate for each hire boat is held	Requirement
That there are valid Gas Safe certificates held for each hire boat which has gas onboard.	Requirement
That smoke detector(s) are installed on all boats	Requirement
That carbon monoxide detector(s) are installed on all boats	Requirement
Do you have a valid Stability certificate for each boat? CRT by 1st April 2023 Broads by 1st October for Sailing vessels	Requirement
That lifejackets / buoyancy aids are provided to customers where there are tunnels on-routes	Requirement
That lifejackets / buoyancy aids are provided to minors	Requirement
That lifejackets / buoyancy aids are offered to customers	Requirement
Documented policy on how the operator ensures that every boat is in a safe condition for each hire	Requirement
How the operator keeps boat hire customers away from potentially dangerous areas (procedure and practices)	Requirement
Whether a documented Environmental Policy is in place and how it is adhered to	Requirement
Whether recycling facilities are provided on site and on board	Best Practice

Do you have documented emergency procedures for likely incidents?	Requirement
Do you have a documented procedure for conveying information about navigation restrictions or other hazards to hirers.	Requirement
Do you have a documented procedure for reporting relevant incidents and accidents to the appropriate authority?	Requirement
Do you have a documented self audit process?	Requirement

Company Website and/or Brochure

The information available to customers is important so that they can make informed decisions, having been made aware of all relevant facilities and terms and conditions. Because of this the QAB looks at the information on the hire boat operator's website and brochure. The following details the type of information examined as part of the QAB audit.

The correct display of logos and awards e.g. VisitEngland, QAB & star ratings, British Marine & British Marine Inland Boating logos	Requirement
Boat descriptions and any facilities on-board (such as kitchen, sleeping and bathroom arrangements, etc) and how clearly they are explained on the website and in the company's marketing brochure/other materials	Requirement
Pictorial/layout plans for each boat are detailed	Requirement
On-board arrangements and facilities are clearly detailed, for example, pets welcome, provision of buoyancy aids, towels & bedding, TV, etc	Requirement
Details provided as to the type of electricity supply on the boats	Requirement
The terms and conditions of business are clearly laid out and easy to understand, for example: • Deposit and payment terms • Cancellation policy • Insurance • Breakage policy • Data protection policy/privacy statement, etc	Requirement
A clear and unambiguous pricing policy is provided and special offers are clearly detailed	Requirement
The ease of use of the website search and booking functions	Best Practice
The ease in which customers can easily contact the hire boat operator with questions	Requirement
Process for customers to provide feedback	Best Practice
A Boaters Handbook/DVD – is made available on the website or provided via alternative means	Best Practice
Website provision is mobile friendly	Best practice
If an in-house grading scheme is operated, customers are informed that it is operated in-house and how a grading is achieved	Requirement

Office and Boatyard Procedures

On-line Booking System	
The ease by which potential customers/guests can contact the operator with any questions that they may have	
Opportunity for potential customers/guests to seek availability and fully complete a booking on-line and also via other means	Best Practice
Customers/guests are made aware of the Terms & Conditions at the time of the booking, for example: • Deposits • Payment dates • Cancellation Privacy and use of their personal information	Requirement
That on-line payments are carried out securely	Requirement
Accessibility	
Accessible features are detailed in the website or in other promotional material	Best Practice
Deaf customers, or those with hearing impairment are able to communicate and book either on-line, or via email	Best Practice
Whether some of the hire boats are more accessible than others and, where this is the case, this is made clear in marketing and booking information	Best Practice
Staff receive training to assist customers with special needs	Requirement
Arrival Procedures	
Information is sent out to customers pre-arrival and what this information comprises (if relevant)	Requirement
The address of the yard and clear directions to the site are provided to customers/guests	Best Practice
Public transport links to the yard are provided	Best Practice
Where on-site car parking provided, this is clearly signposted, the surface is in good order, and it is well lit and secure	Best Practice
Assistance, or trolleys are provided to assist customers/guest transport luggage to boats	Best Practice
A standard 'Welcome' procedure is followed by staff in addition to Hire Boat Handover	Requirement

Staff are well-presented and welcoming to customers/guests	Requirement
An out of hours procedure is in place and implemented	Requirement
Return Procedure	
A procedure and guidance is in place detailing the condition customers are expected to leave the boats and this is communicated to staff and customers/guests	Requirement
Departure times from the boats are clearly detailed and communicated	Requirement
Recycling facilities are offered and their use encouraged	Best Practice
Customer Satisfaction Survey / Complaints Procedure	
Whether a customer satisfaction survey is operated and communicated to customers/guests. This could be company generated or via social media, e.g. trip advisor, etc.	Best Practice
Whether all customers/guests are invited to provide make comments and feedback	Best Practice
The ways customers are encouraged to complete survey/feedback forms before they depart	Best Practice
The hire boat operator acts on any feedback received from customers	Best Practice
Evidence of any measurable improvement to any aspect of the business, as a result of customer complaints/feedback obtained	Best Practice
Where boats are let on behalf of third party owners, a written report is provided to the owner in order to provide quality feedback and improvement points	Best Practice
Whether the complaints procedure is clearly detailed and provided to customers/guests and how this is done (e.g. via the website and/or in written material)	Best Practice
How the operator deals with complaints if they are raised during the holiday	Best Practice
How the operator deals with complaints if they are raised following the holiday and departure from the boatyard	Best Practice
Any complaints received are monitored and analysed in order to identify weaknesses in procedures, or individual boats	Requirement
Housekeeping	
How the company ensures a high standard of housekeeping is maintained throughout the fleet	

How the housekeepers receive training and the type of training	Best Practice
Supervisory housekeeping staff employed	Best Practice
Spot checks are undertaken	Best Practice
The standard of housekeeping is included in the customer satisfaction survey	Best Practice
Boat Maintenance	
How the operator ensures that every boat goes out in good working order every time	Requirement
Whether a maintenance log is kept for each hire boat	Requirement
Whether worksheets are generated for mechanical and domestic defects and how these are generated	Requirement
What the servicing regime is	Requirement
Who is responsible for managing the boat maintenance	Requirement
Who conducts the boat maintenance	Requirement
A procedure is in place for responding to boat breakdowns or emergencies on the water	Requirement
A process is in place for checking for invasive species	Best Practice

In-House Boat Assessments (if company policy)

How often each boat is assessed	Requirement
The criteria used for the assessment	Requirement
Whether the assessment process takes account of quality as well as facilities	Requirement
Provision of a clear explanation of the assessment scheme provided for customers	Requirement
Clear information as to whether an in house assessment is undertaken and detailing that it is not connected to VE or British Marine	Requirement

Boat Handover

Customer Log & Information	
All customer log information is legible	Requirement
The specific name of the boat being hired is detailed on the hire boat handover document	Requirement
The date of hire is detailed	Requirement
The name of booker is detailed (it is also signed and dated)	Requirement
The name of the skipper is detailed (it is also signed and dated)	Requirement
The mobile phone number & car registration of hirer's are detailed	Requirement
The names of all other persons in party are detailed	Requirement
Previous experience of those comprising the hiring party is detailed	Requirement
The number of non-swimmers in the party is detailed	Requirement
The age of any under 18's in the party is detailed	Requirement
Life jackets/buoyancy aids are issued, as appropriate	Requirement
The route the party plan to take has been recorded	Best Practice
Name of handover staff is detailed	Requirement
The time the party arrived is recorded	Best Practice
The time that the handover started is recorded	Requirement
The time the handover was completed is recorded	Requirement
1 additional crew member has been given emergency operation guidance	Requirement

Handover Staff	
How many staff conduct the handover duties for the operator	
The knowledge & experience that the individual handover staff	
The training handover staff have received	

Boat Acceptance Certificate

The following information is the minimum requirement

Operators may add other relevant information

Safety on board

- People on deck
- Falling overboard
- Lifejacket/buoyancy aids
- Smoke detectors
- Carbon monoxide detectors
- Fire extinguishers
- Dangers of alcohol and being on and near the water

Boat handling

- Boat manual
- Other waterway users
- Steering, stopping and mooring
- Route being taken

Engine

- Maintenance
- Controls
- Weed hatch instruction/use

Appliances on board

- Gas
- Electric
- Toilets
- Energy saving

Environment

- Speed limits
- Rubbish/litter/recycling
- Reed/shallow water
- Single use plastics avoidance during term of hire

Contact details

- Breakdown
- Emergency
- Accident

Waterways features (where appropriate) • Locks • Fixed and/or swing bridges • Tides
Conditions of boats being hired • Return time and state of boat
Signatures • Skipper and one other instructed • Hirer • Handover staff