



Team Event Safety Management Plan (SMP)

SAFETY STATEMENT & POLICY

The Ability Experience's Team Events are planned, monitored and conducted with safety in mind. We expect all team members to exhibit personal accountability and responsibility while encouraging leading by example. While we cannot guarantee a person's safety, their protection, health, and well-being are a top priority of The Ability Experience.

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Adapted from DuPont/Shell Oil work on the subject - modified for non-business applications.

I. Leadership Responsibilities

A. Safety Statement & Policy

The Ability Experience's Team Events are planned, monitored and conducted with safety in mind. We expect a team member's personal accountability and responsibility while encouraging leading by example. While we cannot guarantee a person's safety, their protection, health and well-being are a top priority of The Ability Experience.

B. Visibility in Endorsing & Supporting the Plan

All team members and project participants receive, sign and agree to the Safety Management Plan (SMP) upon acceptance and in-person at respective orientations. This is in addition to Policies and Procedures, accident and liability waivers, and hold harmless waivers. Anyone requesting a copy of the SMP itself should request one from The Ability Experience office. The contents of this document are open to anyone.

C. Cycling Event Safety Leadership Responsibilities

Cycling event safety roles are used to describe the responsibilities and objectives of those who actively affect participant safety. These divisions are then broken down to individual positions and give the duties, roles and responsibilities of each. This is to serve as an overall summary and does not represent all responsibilities.

Executive Director of Programs

- Collaborates with President & Executive Director on leading all Safety Committee work
- Manages all program/event staff
- Oversees directions and route verification process for cycling events
- Responsible for cycling and safety equipment management and inventory
- Work with staff to prepare an assessment of issues/concerns at fall retreat

Director of Team Services

- Oversees the interviewing, hiring and training of Project Managers
- Oversees the team member education plan for all team members, including Orientation
- Responsible for all pre-trip team member preparation, including fundraising, training and administrative support

Special Events Coordinator

- Assists Director of Team Services with pre-trip team member preparations and support
- Oversees training and on-the-road management/support of crew members
- Responsible for event feedback surveys
- Communicates daily with Project Managers during the event regarding items such as logistics, safety and addressing any team issues
- Responsible for the completion of rack and accident logs for all teams

Director of Logistics

- Responsible for the planning of all cycling events, including lodging, meals, Friendship Visits and other activities
- Oversees all communication to cycling event volunteers throughout the year

Cycling Event Project Managers

- Participate in pre-trip training and preparations lead by Ability Experience staff
- Responsible for daily team management during event, such as team operations, safety, and more
- Responsible for team accountability and enforcement of the Safety Management Plan
- Serve as team's primary contact for all event volunteers (i.e. lodging, meals, Friendship Visits, etc.) during the event
- Communicate daily with the respective staff member on team updates

- Maintain regular communication with Crew Chief to support team while on the road
- Document daily activities during the event to review, offer suggestions and make recommendations for future events
- Oversee all crew members and their completion of all required daily tasks

Cycling Event Crew Members

- Support cyclists on the road through monitoring of performance and safety
- Provide safe crew stops with adequate food and water to help keep team properly hydrated and nourished
- Provide positive reinforcement to all team members while supporting a positive team culture
- Enforce all Policies & Procedures and Safe Cycling Guidelines while on the road
- Oversee proper documentation of all accidents, near misses and racking of cyclists
- Document daily activities during the event to review, offer suggestions and make recommendations for future events
- Complete daily activities to support team operations, such as route scouting, filling of water coolers and more
- Complete daily tasks to share the team's experience with others (i.e. team journals, photographs, thank you letters, etc.)

Cycling Event Cyclists

- Prepare and properly train for event as outlined in team expectations and pre-trip requirements
- Support other cyclists on the road through self-vigilance and monitoring of overall team performance and safety
- Hold fellow team members accountable to the Safety Management Plan
- Report all accidents and near misses as they occur
- Provide positive reinforcement to all team members while supporting a positive team culture
- Assist with daily activities to support team operations, such as route scouting, filling of water coolers and more, as requested
- Provide feedback and recommendations to crew and staff for future consideration

II. Resource Utilization

A. The Ability Experience Safety Committee (Safety Committee)

The Safety Committee meets, at a minimum, SEMI-ANNUALLY (spring/fall) to review The Ability Experience Safety Management Plan, safety statistics and all policies of note. The Safety Committee consists of the President & Executive Director, Executive Director of Programs, designated event-related staff members, members of the Board Safety Committee and any other appointed members.

B. Identified Safety Staff and Resource Person

All safety issues for events will be reported directly to the Director/Coordinator of Programs and then disseminated to other staff as necessary and relevant.

**For more information on the roles of staff members, please refer to Sections I - C and I - D*

C. Team Events Safety Committee (TESC)

Members

- Crew Chief (Chair of Committee)
- Cyclist/Team Member 1 (Appointed by staff and/or cycling coaches)
- Cyclist/Team Member 2 (Appointed by staff and/or cycling coaches)
- Cyclist/Team Member 3 (Appointed by staff and/or cycling coaches)
- Crew Member
- Ability Experience staff member

* The Safety Committee meetings are open to any team member who wishes to attend or has a topic that they would like the committee to address or advise on.

Goals

- To have cyclists/team members hold each other accountable and in compliance with the Safety Management Plan, Policies and Procedures, Safe Cycling Guidelines
- To decrease the number of accidents and instill better event skills
- To make the Project Manager and crew members aware of issues and concerns going on out on the road and facilitate communication amongst entire team
- To provide both a crew member and cyclist/team member point of view on team issues
- To provide the Project Manager, Crew Chief, and staff with feedback on team issues
- To bridge the gap between the crew members and team members

Agenda Topics

- Previous discussion topics and progress/changes that have been made (old business)
- Positives from preceding week; things that are being done well
- Where team stands with current safety (identify areas for improvement)
- Review the Near Miss/Accident forms
- Performance of cyclists/team members (How can cyclists/team members help crew and Project Manager?)
- Where team stands with bike/tool maintenance (identify areas for improvement)
- Performance of crew members (How can crew better serve cyclists/team members?)
- Review any Safety Management Plan and policies and procedures relevant to safety and present the “Three Safety Facts of the Week” at the team meeting
 - *The three facts will be from the Policies and Procedures or Safety Management Plan and will be relevant to current topics in the meeting. They can be areas for improvement or areas where the team is currently excelling.*
- Any actions that need to be taken on any old or new issues

Operations

- The TESC will meet on a weekly basis, but will not go longer than 10 days between meetings; they will meet more frequently as warranted by circumstances
- The TESC will be responsible for all completion and reviewing of near miss and accident forms prior to submitting to The Ability Experience office
- The Project Manager will provide an advisory role and observe meetings whenever possible
- The Crew Chief, with help from Project Manager and staff, will set the agenda for the meetings
- The Crew Chief will field any cyclist’s/team member’s concerns about crew members from the TESC meeting, discuss them with the Project Manager and bring them to the crew meetings

Reporting

- The Crew Chief will lead the TESC meeting and keep records of topics or items discussed and the outcomes of the committee’s discussions. The Crew Chief will report to the Project Manager and The Ability Experience office on issues discussed.
- One team member will report on any safety concerns prior to the next cycling day at circle up (if no team meeting is held before hand).
- Two team members from the TESC will be appointed each week to give a full report of the areas of concern and the areas where the team is excelling at the next team meeting. They will also present any action items that come from the meeting

III. Training and Development

A. Safety Training

This section will outline what training mechanisms are utilized to offer the greatest opportunity for safe skills and applications in The Ability Experience’s events. It will outline the educational side of the SMP. This is used to teach our team members, participants, volunteers, etc. about our SMP and purpose. The Ability Experience will promote an open forum regarding discussion of safety for its team members and participants. It is very important for those injured to tell a staff member, facilitator,

Project Manager, etc. about the incident so they can be cared for and future incidents can be prevented.

Pi Kapp College for Chapter Officers

If team members attend a Pi Kapp College for Chapter Officers location, they will meet with an Ability Experience staff member to review their fundraising and training progress when possible.

A Team Member Summit may be held in conjunction with Pi Kapp College for Chapter Officers for team members to attend for additional fundraising coaching and event support.

Cyclist Training

Cycling events team members are required to go through a comprehensive training and safety program which highlights training, situational awareness, techniques, nutrition, equipment and proper bike mechanics with an emphasis on safety. This may include required virtual modules, meetings, training miles, and opportunities for personal instruction.

Project Manager Training

Project Manager training occurs throughout the spring and includes aspects of the SMP and all appendix items as they are implemented during the summer. This includes the near miss and accident forms, city log, route log, incident reporting, emergency procedures, preventative actions and on the road training.

Crew Training

Crew member training may begin with conference calls in the spring after their acceptance to the team. They are briefed on the duties of crew members, the responsibilities of the individual positions and the crew. Before each team event, all crew members are required to get certified in CPR and First Aid from a program approved by The Ability Experience staff. Crew members will attend a Crew Training prior to specific team orientations that cover practical application of summer execution responsibilities and a time for crews to prep equipment for teams.

Team Communication and Education

Team members will receive regular communication once they have been accepted on to the team. All team members will be required to complete various assignments leading up to the start of the event. These assignments may include, but are not limited to, videos, webinars, calls with staff, small group calls and review of relevant documents. Additional manuals and resources will be available online.

Orientations

Team members review and fine tune their skills before beginning their respective event. This is primarily done with skills assessment and practice rides when each cyclist is tested to assess his bike handling skills. Any team member who does not pass the skills assessment will not be permitted to ride until basic cycling competence is achieved. Staff members and cycling coaches will work with him on basic cycling skills. If competence cannot be displayed, the team member will not be allowed to participate as a cyclist.

B. Training Development & Tracking

Training Progress Reports

Team members are responsible for completing the provided training. Training progress will be monitored by Braveheart Coaching and The Ability Experience. This will be used by staff members throughout the year and at orientation to further assess team members. All cyclists must log their training miles in the Strava app. Failure to keep an updated training log and show training progress may result in removal from the roster or being placed on a modified training plan to begin the trip.

Near Misses

Near misses are an opportunity to improve safety practice based on a condition or an incident with potential for more serious consequences. An incident in which the parties were not injured, but the event circumstances could have led to a minor or serious accident is a near miss. Near misses are looked at seriously and used as teaching tools for the team or group.

Accidents

An accident is any unplanned event that results in personal injury requiring first aid or in property damage. A minor accident requires little or no treatment such as scrapes or bruises. A serious accident may result in permanent, partial, or temporary time away from the event (lost time: off the bike or work site).

The failure of people, equipment, supplies or surroundings to behave or react as expected causes most of the accidents. Accident investigations determine how and why these failures occur. By using the information gained from an investigation, we work to prevent another accident from occurring and learn from the incident.

Near Miss and Accident Prevention

Near misses and accidents are usually complex events. Both may have many factors that can be causes. Analyzing a near miss or accident will normally reveal three cause levels: basic, indirect and direct.

Most near misses or accidents are preventable by eliminating one or more causes. Investigations (Section V.) determine not only what happened, but also how and why. The information gained from these investigations can prevent recurrence of similar or perhaps more disastrous accidents.

Rack Log

A designated crew member will work with staff to fill out a team's rack log daily, tracking which cyclists are off the road for categorical reasons such as (medical, discipline, accident, near miss, mechanical, misc). Additional notes may be added to further explain situations. All team racks due to road conditions, weather, timing, etc. will also be documented. This data is reviewed throughout the summer by The Ability Experience staff and again during the safety retreats to provide insight.

Route Log

The Crew Chief is responsible for filling out the daily route log to provide real-time feedback on schedule, road conditions, lunch mile, and any additional information that is deemed important for future teams to know about getting from one city to the next along the trip. The Ability Experience staff will ensure this log is filled out on a daily basis.

City Notes Log

The Project Manager is responsible for filling out the City Notes Log on a daily basis. This form provides pertinent information about lodging, meals and friendship visits along the trip for staff and future event planners to review. The purpose of this form is for the Project Manager to describe each and the compatibility of each with our program safety standards.

IV. Ability to Make Improvements (Proactive Measurement System)

Surveys

Surveys may be administered throughout the year and at several times during the event itself. These surveys are to gain feedback from team members to improve training materials, event preparation and event execution. Surveys will also be sent to volunteers following a team's interaction with the volunteer to get feedback on the team's performance.

At the end of each program a survey is distributed to all participants, camp directors and anyone else who participated in our program directly or that would be applicable. The survey asks about safety

procedures and how safe the participant felt during the event. Any feedback and suggestions on how to improve safety will be instrumental in improving our processes.

Scorecard

Each area will record their relevant safety statistics for the year. The statistics should offer information that can point out critical areas that require attention. The following categories of incident type will be used:

1. Near misses
2. First aid accidents
3. Lost work day / restricted activity day accidents
4. Serious injury accidents
5. Fatality

V. Process/Procedure Safety

Route Scouting Procedures

On the road route scouting for cycling events is done by an assigned squad the day before the team is to cycle on said route. Up to the first 30 miles of the route will be scouted prior to the team starting that day's ride. The purpose of this is to observe and report on the route the cyclists are to follow. The route will be confirmed the day of departure by the Project Manager as he drives ahead of the team. Police may also be contacted for assistance or police escorts when necessary.

Morning Circle-Up

Morning circle-ups take place each day to inform and prepare the team for the day ahead. Along with other components, it includes of safety report of the route that was previously scouted. This could include, but not limited to, road conditions, road hazards, shoulder size, anticipated traffic and any other instructions.

Communication

Daily Project Manager Calls

Project Managers will communicate each day with their respective staff lead on the status of the team's safety, logistics updates and more. This communication is important for the safety of the team during their travels. Project Managers are the staff members' liaison to the teams and are expected to communicate any information between the team and staff as necessary.

Equipment

All crew members and event facilitators are to have a cellular phone. Any communication equipment provided by The Ability Experience is not for personal use.

Team Meetings

All teams will hold weekly team meetings, led by the Project Manager. These are designed to review team logistics and upcoming events. The team also reviews any safety issues the team faced and reviews any potential issues or hazards. These meetings are very important for the team and any issues will need to be relayed to The Ability Experience office during the next daily Project Manager call.

Mid-Summer Visits

The Ability Experience staff members will conduct at least one mid-summer visit for Journey of Hope. A mid-summer visit for Gear Up events will be conducted as needed. The visits are designed for the staff members to obtain a first-hand account of the team on the road. The staff also evaluates the teams' daily management, safety and cohesion.

Investigative and Reporting Procedures

The actual procedures used in an investigation depend on the nature and results of the near miss or accident. Crew members and The Ability Experience staff will serve as, or appoint, an individual to

oversee the investigation. A near miss or accident investigation is not complete until a report is prepared and submitted online for staff review. Links to the online near miss and accident forms are available from each crew member and should be filled out directly following any near miss or accident. Blank paper forms are attached in the appendix of The Ability Experience's SMP.

Investigator steps

1. Define the scope of the investigation/compile a preliminary briefing:
 - a. Description of the accident with damage estimates
 - b. Normal operating procedures
 - c. Location of the accident site
 - d. List of witnesses
 - e. Events that preceded the accident
2. Visit and inspect the accident site to get updated information
 - a. Do not disturb the scene unless a hazard exists. If so, secure the area.
3. Interview each victim and witness as well as those who were present before the accident and those who arrived at the site shortly after the accident. Keep accurate records/notes of each interview.
4. Determine what happened
 - a. What was not normal before the accident
 - b. Where the abnormality occurred
 - c. When it was first noted
 - d. How it occurred
5. Determine why it happened
 - a. Why the accident occurred
 - b. A likely sequence of events and probable causes (direct, indirect, basic)
 - c. Alternative sequences
6. Determine the most likely sequence of events and the most probable causes
7. Fill out the near miss or accident report, including the recommended actions to prevent a recurrence. This should then be given to the staff, Project Manager or group facilitator.

Insurance

Insurance for The Ability Experience's team events is needed in some circumstances for the teams to stay at different lodging venues or chapters to have an event on a city's property. Some of the organizations and places the teams visit will need to be listed as additionally insured and others will not. The Ability Experience staff relays the needed information to The Ability Experience's insurance carrier to arrange any insurance needs of the third party.

VI. Appendix

The SMP Appendix contains the following documents corresponding with different parts of the plan:

Section 1: Policies and Procedures

Section 2: Cycling Event Safety

Section 3: Worksite Safety

Section 4: Crew Systems and Safety Information

Section 5: Crisis Management Plan

Section 6: Incident Forms

Section 7: PM Safety Issues Document

VII. Foot Notes and Revisions

1. Topic: Project Manager Exhaustion

Origin: September 2006 Board of Directors Meeting - Bruce Rogers Memo

Solution: Utilize Director of Logistics to schedule team trips, runs and free time

Incorporation (April 2006): Addition of directors of logistics as **planners and time managers** of team events (**Section I-C and Section I-D**).

Solution: Utilize Director of Logistics to make two-week calls

Incorporation (April 2006): This is a Director of Logistics duty that cuts the number of phone calls made by the Project Manager on the road in half (**Section I-C and Section I-D**).

Solution: Decrease Project Manager duties by increasing crew chief duties

Incorporation (April 2006): Hold weekly team event Safety Committee meetings (TESC) to utilize cyclists on the team to help crew members and to bridge the gap in between positions (**Section II-C**). Crew chief will oversee the team when on the road and in absence of Project Manager, revised crew chief duties can be found in the Appendix (4).

Solution: Assign crew and cyclists tasks before trip begins

Incorporation (April 2006): This is a Director of Logistics safety responsibility (**Section I-C and Section I-D**).

Solution: Use extra crew members and trusted cyclists as alternate drivers

Incorporation (April 2006): Assigning an alternate driver is a crew chief duty listed under crew responsibilities in Appendix (4).

Solution: Use GPS and mapping software

Incorporation (April 2006): This task is assigned to the Project Manager and can be delegated at his discretion in Appendix (4).

2. Topic: Crew Exhaustion

Origin: September 2006 Board of Directors Meeting - Bruce Rogers Memo

Solution: Utilize Director of Logistics to schedule team trips, runs and free time

Incorporation (April 2006): Addition of directors of logistics as **planners and time managers** of team events participants (**Section I-C and Section I-D**).

Solution: Use extra crew members and trusted cyclists as alternate drivers

Incorporation (April 2006): Assigning an alternate driver is a crew chief duty listed under crew responsibilities in Appendix (4).

Solution: Assign crew and cyclist tasks before trip begins

Incorporation (April 2006): This is a Director of Logistics safety responsibility (**Section I-C and Section I-D**).

Solution: Use GPS and mapping software

Incorporation: This task is assigned to the Project Manager and can be delegated at his discretion in Appendix (4).

3. Topic: Balance of Programming and Cycling

Origin: September 2006 Board of Directors Meeting - Bruce Rogers Memo

Solution: Utilize Director of Logistics to condense programming

Incorporation (April 2006): Addition of directors of logistics as **planners and time managers** of team events participants (**Section I-C and Section I-D**).

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I, _____, have read the above statement and recognize that by signing below, I am acknowledging that I have been instructed by The Ability Experience staff, serving as an agent of The Ability Experience Board of Directors, to act in a safe manner at all times on the road. I am also agreeing to comply with this rule. Furthermore, I will not, at any time put myself or my team members in any situation that unnecessarily increases risk to their personal well-being.

I also certify that I have read the Safety Management Plan and all of its supporting documents. I understand the items presented in this plan and was given the opportunity to discuss any questions with Ability Experience staff members. I understand that any consequences described within the document may result from any of my actions.

Signed

Event/Year

Date