

AQUASAIL SAFETY SUMMARY ; EASY TO UNDERSTAND

We are exceptionally happy to have clients who are concerned about safety and seek to understand it in detail. A little about the vision and background of Aquasail and the steps we take to ensure we adhere to the highest levels of safety and comfort are detailed below

Background of Shakeel Kudrolli : MD and Founder of Aquasail

Aquasails vision is to pioneer leisure boating in India creating awareness and access in a safe and responsible manner. Aquasail is inspired by Shakeel Kudrolli a person who has spent possibly more than 20000 plus man-hours on the water over 30 years coaching over 22000 children with no record of any mishap or accident. Aquasail has in the last 5 years had over 25000 adults and kids sailing with us. It is Shakeels personal passion and commitment to safety and to building a world class organization that ensures a safe experience and no compromise in cost, quality or process on the same

Please note we handle small and large groups and people of all ages and fitness levels. A very large % of people who sail with us do not know swimming and many are uncomfortable and scared of being on the water. We ensure the safety and comfort of every person who steps onboard with Aquasail

Below is a quick to understand note about our obsession with safety plus some responses to questions raised by discerning clients. We keep updating our document as we receive more questions and are delighted to have people who are concerned enough to ask for details

- We believe safety is paramount and **Aquasail's vision** reflects this. Our vision is to create access to world class sailing in India in a **safe and responsible manner**. We live by this credo and all our products and processes and business vision is driven by this
- Please understand that rules and norms of sailing v/s swimming etc are different and we would like the client to appreciate that we understand safety requirements for sailing and you would need to evaluate safety based on the activity specifics of sailing
- Our whole premise is that we will provide a superlative quality experience but that it must be done safely. We infact recognize that in India we need **to do more than the norms** set as people are scared and not aware and not comfortable with water unlike abroad where there is far more exposure, people know swimming etc
- Our products and experiences are **designed to engage and get people involved** and hence they will sail and even race themselves but as per the safety framework. This means that a large keel boat or for example a Hobie Catamaran will always have an instructor while a kayak which is within beach limits will allow 2 persons to kayak after instruction within the boundary with rescue close by and a beach master monitoring and with every one wearing lifejackets.
- We have invested a lot of money and time into safety. Our broad framework can be divided into 3 Ps of safety which are

1. P 1 = PRODUCT

- a. The right boats for the Indian market keeping in mind the early stage- they are boats meant for first timers, easy to manage, ideal for training, comfortable yet performing etc.
- b. These have **positive buoyancy** and do not sink and our keel boats are **self righting boats** so they do not capsizes

- c. Our lifejackets are the worlds best – no compromise on cost or quality (CREWSAVER). We have invested in large nos and difference sizes from small kids to extra large to ensure that no one will be without the right fitting life jacket. These are different for different boats and purposes too
- d. We provide beach sailing shoes as we find that people do not bring shoes even after clear instructions
- e. Center and beach and boats are all connected by radio (VHF) for immediate action
- f. Speed boat is always on stand by for rushing someone from Mandwa to Mumbai should we prefer that as a course of action
- g. Rescue boats are the correct boats meant for rescue – low on water, equipped with ropes and other things required for example to help a person trapped with a rope etc, and soft bodies so as not to injure a person while conducting rescue in rough conditions
- h. Crew have with them all relevant items required for safety in case of an emergency from a knife to cut a rope to ropes to pull boats etc
- i. For overnight trips etc flares etc and other equipment is always there in working condition
- j. All boats are certified for capacities, for conditions they can operate in etc and we stick to these

2. P2 = PEOPLE Instructors and team

- a. Our instructors are trained and certified (RYA – Royal Yachting Association) and come from abroad every season at a cost. Am RYA certificate has a first aid training in built yet we do our own for the whole team when they come here. It is customized for us through Saifee Hospital
- b. Indian instructors are coached under Shakeel Kudrolli and have sailed and coached at top levels and have themselves coached many children
- c. All our boating staff from sea faring backgrounds and have handled boats for generations. They are trained in safety and rescue and first aid and other processes in addition to their experience
- d. All instructors come with a first aid certificate as part of their overall certificate training from RYA but we still train them in first aid as again prior to the season
- e. Every instructor and rescue personnel knows how to rescue – whether a capsized boat, a man over board etc. These drills are constantly refreshed

3. P 3 = PROCESSES

Product and People are not important if processes are not in place and followed. We have several processes in place to ensure complete adherence. There is ZERO TOLERANCE for key processes

- a. Equipment is checked regularly for damages or likely breakages that could cause issues. All fittings etc are high quality to prevent any cuts etc and to keep the boat safe
- b. Briefing is done EVERY SINGLE TIME stressing on big issues (how to wear and MUST wear Life jackets) and apparently small factors (drink water/ sunscreen/ cross the road) all of which are important for a safe and positive experience and for prevention rather than post action
- c. Guests are expected through our medical declaration to declare any health problems and the doctor screens this and decides whether to let the guest sail or

not or what precautions to take. This is also necessary in case of an emergency – we know the history (diabetes/ allergies) etc to treat. Doctor for emergency is also required to be declared in the form by each guest

- d. We have strict ratios we follow in terms of guests are crew
- e. We follow strict rules in terms of capacities and all our boats are certified for number of people/ how far they can go/ what conditions they are meant to handle etc and we do completely abide by these
- f. 2 crew members with the experience have empowerment to decide to call off any activities or stop these should they feel any safety is compromised due to weather/ guests not co operating etc
- g. No alcohol is permitted prior to or during sailing for safety reasons. We do not compromise this
- h. No motorized craft like Jet skis etc are used which are typically what can cause harm and safety issues
- i. Medical emergency
 1. We have invested in deposits with a hospital in Mumbai and in Alibagh to be close to both sailing venues so that we get immediate access to emergency aid. We have a tie up for immediate ambulance services
 2. A doctor with an ambulance and para medic is stationed at our center during programs and is at the beach during on water activities
 3. Ambulance and doctor are present at all times during on water activities
 4. Speed boat is available for rushing a person in emergency from Mandwa to Mumbai if needed
 5. There is easy access to medical boxes which are kept in boats, on beach, with beach master, in rescue boats and at the center
 6. Staff are all first aid trained with refreshers

SPECIFIC ANSWERS TO OFTEN ASKED CLIENT QUESTIONS

1. What if someone is scared and does not want to sail.

No one is forced to do any activity if he / she is scared of it (especially if someone is scared of water). However in our experience once people see the care we take they get onboard and enjoy the fact that they did.

We fully respect a persons choice of doing or not doing an activity especially in engagement formats. However, we would encourage people and understand their fear/ apprehensions and address concerns. Most people after these inputs actually want to experience and have always thanked us for encouraging them. However **NO ONE IS FORCED** (physically or mentally put under pressure through any means) to do an activity he or she does not wish to

It is also important to note that **NO ONE WILL BE PERMITTED** to try things we consider unsafe or if we find they are not fit to do even at the request of the senior most member of your team. We equally expect that our safety rules are respected by participants. So if our doctor believes someone should not sail, even if they want to take the risk we **WILL NOT ALLOW IT** and expect the client to appreciate this

If for any reason we believe the weather is not fine to continue we will stop the activity and expect the client to understand that it is for their own safety and must appreciate that we cannot predict this and we will not be forced to sail or continue the program against our best judgment. We will go by our judgment and experience will stop the activity if we believe it must be done

2. Life guards

Aquasail is a SAILING company and every safety norm to be followed by a sailing company as per internationally recognized rules is followed. Sailing Companies do not have life guards. We do not permit swimming. Life guards are not trained/ qualified to manage rescue while sailing (for example when a person is trapped in a boat or how to right a boat).

Sailing rescue norms require the requisite number of correct rescue boats with trained personnel and equipment which we have. Instructors are trained to right a boat and bring back people on board who may have fallen off for example. It is also important to understand that lifeguards are required for swimming because swimmers do not wear life jackets while when sailing it is compulsory. With the rescue boats patrolling we reach faster to a person in distress than a lifeguard who is swimming can.

Our rescue boats are of the correct type – soft rubber so as to not hurt a person when rescuing if the seas are rough and low on water to be able to pull a person up fast and to maneuver.

Every instructor on every boat is trained in rescue and first aid. It is imperative that the boat is ready and our boats will reach a person in distress faster than a lifeguard can.

All personnel go thru refresher training constantly. All rescue staff is fully trained. We do not SWIM out to people who need to be rescued and hence do not require lifeguards – if someone should need rescue we rescue them with boats and relevant equipment.

Other safeguards and procedures followed include a beach master who has hailers and radio etc for ensuring that rescue is managed should there be a need and is in constant connect with personnel on water

Every person on water be it a guest or a Aquasail team member wears a life jacket (see next point) and is geared for situations should they arise

3. All personnel to be provided with and also wear the protective gears like - helmets, life jackets ensuring proper fittings.

We have only invested in the best of the lifejackets – CREW SAVER life jackets of various sizes including for very small children and large adults

All people are shown how to wear the life jackets and how to adjust to make sure they fit well and correctly and this is always checked

For beach sailing shoes are essential and we provide these for those who do not bring appropriate footwear

Kids lifejackets include whistle and are colorful to attract attention etc

Crew have ready with them equipment for safety (relevant knife for cutting ropes/ ropes to pull out people/ etc)

For overnight trips (which this is not) other aspects of safety from a night sailing perspective are all adhered to (flares etc)

Am not sure if you are talking about helmets as an example in general – for sailing helmets are not recommended. They would be in your way should you fall in the water, you require to have be able to hear etc. Some of our boats have something called a Boom which is a metal rod that could hit your head in strong wind if you stand up but precautions are taking and our boats being of highest quality have very light weight booms that do not typically cause injury. Helmets would do more harm than good.

4. Capacity of the equipment to ensured - no overloading to be allowed.

We have strict adherence to these and tho some boats look spacious and guests often ask us to take more people as there appears to be space we do not do this and expect our guests to understand that this is for their own safety in case of an emergency. All boats have clear certification on no of people/ weather conditions etc and we abide by these strictly

5. Availability of first aid kits

First aid kits are available at the center/ on the beach/ on the boats. these are checked for expiry/ replenishment etc on a weekly basis and also prior to any program

A doctor and ambulance and paramedic stationed at our center during programs

A tie up with an ambulance company is done for emergencies in mumbai

A speed boat is kept on stand by for bringing an emergency case back to mumbai

We have a hospital tie ups with Saifee Hospital in Mumbai and with Kotekar in Mandwa and also with Topsline for emergency ambulance services and in Goa with Manipal Hospital

6. No one is allowed to drive / maneuver speed boat, or other equipment which he / she is not authorized to drive.

All boats have trained instructors

For guests we use sailing boats. The program is designed for people to sail the boats (steer etc) but all with the instructor and crew onboard

No motor craft is allowed to be handled by guests even if they claim to know how to ad request the same

7. A safety briefing

It is done before and during and there are constant reminders at all times. We take a lot of time to do this. Safety instructions are placed everywhere and are repeated when a person gets onboard

We don't only focus on safety aspects but comfort too example ensuring that loose items are stored away (rings etc) so that there is no loss or event the danger of these things hurting the participant. Also provide things like spectacle ties etc for specs etc

8. The time of return is after dark - it would be good if all reach the gateway of India around Sun set. Plan it accordingly (relevant to Mandwa)

We close sailing much before dark as per our norms and rules

The ferries may be boarded at around 5.30 to 6.30 and you may come back in the dark on the ferry

The program timing can be changed for this should you wish to

9. Other aspects

- a. We do not permit alcohol for safety reasons and expect adherence to this- during and prior to sailing time
- b. We expect people will adhere to our rules and reserve the right to refuse to take on a participant who will not respect our rules
- c. We insist on the medical declaration and ask people to be honest so that we know what we have to deal with

