

LEAPS

Leisure Equipment & Asset Protection Scheme

SCHEME OPERATING PROCEDURES 1.4

INSPECTION BODIES WORKING TO BS EN 15567

CONTENTS

INTRODUCTION	7
REFERENCES	7
RESPONSIBILITIES	8
SCHEME OPERATING PROCEDURES FOR ROPES COURSE AS DESCRIBED IN BS EN 15567	8
INSPECTIONS	8
BS EN ISO/IEC17020 CONFORMITY ASSESSMENT – IB OPERATION REQUIREMENTS	11
ASSURANCE	13
SCHEME REGISTRATION ON THE DIB	15
MISCELLANEOUS	17
APPENDIX 1	18
APPENDIX 2	20

Record of Amendments and Changes			
Version	Date	Incorporated by	Checked by
Original	01/2022	JR	MS
Version 1	07/2022	JR	MS

FOREWORD

This document is one of a series of Scheme Operating Procedures (SOPs) that sets out the operational and governance details of the Leisure Equipment Asset Protection Scheme (the Scheme) operated by Leapscheme Limited (LEAPS) including how the Scheme is managed and run. This SOP details the Scheme regulations with regards to the inspection body (IB) that inspects leisure assets that are listed on the Directory of Assets (DA) that is controlled by LEAPS.

This SOP refers to assets that will operate in accordance with BS EN 15567 Sports and Recreational Facilities, Ropes Courses. Other SOPs will apply to other asset types and this SOP should be read in conjunction with those.

DEFINITIONS

Asset	An item of equipment that requires certification and recording on the DA.
Assurance Activities	A series of activities that together assure compliance with the Scheme and as referred to in Paragraph 65.
Assurance Assessments	Written assessments produced by independent third-party auditors. These will be produced using such information and evidence as the auditor thinks appropriate but may include evidence of an Inspection and/or work produced and/or Assurance Activities undertaken by an IB.
Certification	Set of specified scheme requirements to be complied with to establish or maintain registration on the LEAPS Digital System.
Controller	The person or organisation having overall control of an Asset (including maintenance and safe use). This may be either an individual or corporate body owning an Asset that is listed on the DA.
Design Risk Assessment (DRA)	The process of assessing the hazards that an asset might pose, the likelihood of those hazards causing a risk and the control measures that are necessary to control those risks adequately.
Directory of Assets (DA)	The directory listing Assets that have been declared by an IB to be safe to operate and in which each Asset is identified by a unique identifier that is married to the Asset for life.
Directory of IBs (DIB)	The directory listing IBs that have been certified by LEAPS as being competent to carry out inspection work.
Directory of Operators (DO)	The directory listing Controllers/operators which comply with the relevant SOPs.
Due Process	Fair treatment through the application of LEAPS' procedures to ensure a respect to the legal rights owed to the Inspector or IB.
Inaugural Inspection	Certification by a Type A or Type C (ISO 17020) IB that a leisure site conforms with BS EN 15567.
Inspection	An inspection undertaken by an IB in respect of an Asset and in accordance with the Publications
Inspection Body (IB)	An inspection body that is competent to certify Assets and is recorded on the DIB.
Inspector	A person who is or is employed by an IB or formally contracted to work under its QMS.

LEAPS	The private company (company registration number 13421227) called Leapscheme Ltd the registered office of which is at Ivanhoe Business Park, Ashby de la Zouch, Leicestershire, LE65 2AB.
LEAPS Digital System	The DA, DIB and the DO.
Quality Management System (QMS)	A formalised system that documents processes, procedures and responsibilities for achieving quality policies and objectives.
Scheme Operating Procedures (SOPs)	A series of documents comprising of the Scheme rules and procedures. These include documents for IBs, Controllers and Inspectors who are competent to control or certify Assets as being safe for use.
The Scheme	The Leisure Equipment Asset Protection Scheme (LEAPS) for Inspection and Certification of Assets, including but not limited to the SOPs and such other matters that are notified by LEAPS to the IBs from time to time.

INTRODUCTION

- 1 The Scheme is operated by LEAPS.
- 2 The Scheme is for the recording of inspections and certifications of Assets, it is designed for use by owners, managers, Controllers, operators and Inspectors of Assets (not only in the UK) but throughout the world.
- 3 The Scheme has been designed and developed to assist Controllers complying with their legal duties to ensure that the use and/or operation of Assets complies with all relevant legislation when in use by Controllers or the public.
- 4 The legal duty for ensuring the safety of Assets belongs to the Controller. For instance, The Management of Health and Safety at Work Regulations 1999 and HSG 175 *Fairgrounds and amusement parks – Guidance on safe practice*, puts the responsibility for ensuring the competence of the IB on the Controller. The DIB lists those IBs which have been accepted onto the Scheme in respect of categories of Assets and which undergo Assurance Activities regularly thereafter to ensure their competence to work on such Assets. IBs who are listed in the DIB provide inspection services to Controllers. The responsibilities of IBs are set out in this SOP. LEAPS will carry out Assurance Activities to ensure the relevant standards, guidance and legislation are being followed/complied with by IBs and that their management systems comply with BS EN ISO/IEC 17020.
- 5 The Scheme's governance documentation includes the following:
 - Directories of IBs, Controllers/operators and Assets.
 - An Agreement for Controllers and IBs.
 - Details of the different types of Inspection which comprise the SSOA as defined in HSG 175 to which LEAPS adheres.
 - Details of documentation which should be held by Controllers/operators.
 - Assurance Activities to confirm the competence and performance of IBs.

REFERENCES

- 6 There are other SOPs that may be used if relevant depending upon the Asset type. IBs should rely on the most appropriate and relevant SOP, standard or guidance.
- 7 The following standards and documents contain guidance, policies and rules which are incorporated by reference into this SOP and which shall be followed by IBs where relevant:
 - BS EN 15567-1: 'Sports and recreational facilities – Ropes courses – Construction and Safety requirements.
 - BS EN 15567-2 'Sports and recreational facilities – Ropes courses – Operation requirements'.
 - HSG 175 Fairgrounds and amusement parks – Guidance on safe practice.

- BS EN ISO/IEC 17020 – Conformity assessment. Requirements for the operation of various types of bodies performing inspection.
- ISO 17024 - Conformity assessment - General requirements for bodies operating certification of persons.
- ISO 17842 – Safety of amusement rides and leisure equipment.
- UKAS RG0 – Guidelines on the competence of personnel undertaking engineering inspections.
- Regulations that govern those listed in the DIB.
- Technical and safety bulletins issued by the industry, regulator, manufacturers or other competent body.
- ISO 9712 – Non-Destructive Testing.

(Together referred to as "the Publications")

8 Where a reference is made to a publication the current version is being referred to.

RESPONSIBILITIES

9 LEAPS is responsible for the following:

- Management, implementation and regulation of the SOPs.
- Ensuring that IBs and Assets are recorded within the LEAPS Digital System.
- Where necessary appointing suitably trained and experienced external consultants to carry out quality assurance of those listed within the DIB.
- The provision and maintenance of the LEAPS Digital System.

10 As a condition of being recorded within the DIB, IBs are responsible for ensuring and certifying the continuing competence of their Inspectors and their work.

11 IBs and all Inspectors employed or appointed by them shall comply with the Scheme and must be able to demonstrate that they are fully conversant with the contents and requirements of the Scheme and all other factors that might affect the Inspection and Certification of any Asset.

SCHEME OPERATING PROCEDURES FOR ROPES COURSE AS DESCRIBED IN BS EN 15567

INSPECTIONS

12 IBs shall inspect Assets in accordance with BS EN 15567 or LEAPS SOP 1.2 whichever is the most relevant and with the agreement of the Controller.

13 Inaugural Inspections (as defined in BS EN 15567) shall be carried out before any Asset is used for the first time in the UK or following any safety critical modification(s) thereafter. This

set of Inspections can only be completed by IBs that have attained and maintain appropriate registration on the DIB.

- 14 Inaugural Inspections are accepted by IBs that are registered as either Type A or Type C in accordance with BS EN ISO/IEC 17020. Those Type C registered IBs that hold registration for Inaugural Inspections are required to have a written procedure to ensure their independence of Inspection from any other areas of their organisation that require it.
- 15 Over and above the requirements for Inaugural Inspection the Controller should wherever possible obtain a Design Risk Assessment (DRA) from the manufacturer. Where despite best efforts, this has not been possible, or for Assets already in service at the time of its inclusion onto the DA, the Controller should engage a competent IB from the DIB to carry this out retrospectively, but before its inclusion on the DA. The DRA should contain at least:
 - Details of the asset device design for which the assessment has been made.
 - Any relevant assumptions which have been made.
 - The hazards identified.
 - The control measures and any further action required.
 - Residual risks.
- 16 Periodical Inspection is an assessment of the fitness of any Asset for continued use during its operational life. It is a check on the safety critical components of any Asset to ensure that they have not deteriorated to an extent liable to cause danger.
- 17 Unless agreed by LEAPS, periodical Inspections carried out in accordance with the Scheme are valid for a maximum of 12 months, from the date on which the IB declares that the Inspection has been satisfactorily completed and those parts or elements of an Asset inspected by the IB are safe for use.

CERTIFICATION

- 18 Certification for all Inspections of Assets is maintained on the LEAPS Digital System on a rolling basis for so long as the inspection requirements for the Asset have been fulfilled and remain 'in date.' Ownership of all Certification shall at all times remain with LEAPS which shall own all intellectual property rights in respect of it.
- 19 IBs carrying out Inspection and/or certification of Assets are given limited access to the LEAPS Digital System as agreed with the respective Controller and LEAPS so that they can report their inspections on the LEAPS Digital System.
- 20 IBs shall ensure that both they and any Inspectors or staff employed by them respect and maintain the confidentiality of all information supplied to them and shall not allow any other party to gain access to the LEAPS Digital System or any information provided by LEAPS. If the IB suspects or has any reason to suspect that any third party has gained unauthorised access to the LEAPS Digital System, then the IB shall immediately notify LEAPS and shall be responsible for all loss or damage suffered by LEAPS as a result of such access or use.

INSPECTION REPORTS

- 21 IBs shall perform their inspections in accordance with the requirements of the documents listed in Paragraph 7. A written report shall record the results of the Inspections and confirm that all safety critical requirements have been satisfied prior to any certification being awarded.
- 22 Inspection reports shall meet the mandatory requirements set out in the Publications. The LEAPS Digital System will ensure LEAPS staff cannot view these reports without specific permission from the IB. The LEAPS Digital System exists to provide the Controllers and the IBs with a platform to view the reports and share information. If an inspection report is required to be removed from the LEAPS Digital System, then it can be removed by the IB that produced it. This may affect the certification of the Asset and should only be carried out for safety and/or engineering reasons.
- 23 Where a regulator formally requires information that is contained within an area of the LEAPS Digital System to which LEAPS does not have access, the regulator will be directed to the relevant IB/Controller.

REQUIREMENTS FOR THE IB

- 24 Applications to join LEAPS are subject to a rigorous and fair initial assessment prior to an applicant being placed on the DIB and IBs confirm the accuracy and completeness of all information supplied by them during the course of the application process.
- 25 The IB shall have adequate insurance in place in respect of all Inspections undertaken by it. Such insurance shall be with a reputable insurer on an occurrence basis and shall cover professional indemnity with minimum cover of £2m per occurrence and unlimited in total, public liability and employer's liability to a minimum of £5m per occurrence and unlimited in total
- 26 IBs applying for a change to their DIB technical scope shall also supply competency records for relevant staff. These will include CVs, references, copies of academic and technical qualifications and any other relevant information that will support the application.
- 27 It is the IB that primarily registers with LEAPS. However, an IB might constitute a single Inspector or several Inspectors. All inspection personnel within the IB who carry out Inspection for the purposes of the Scheme shall also be recorded in accordance with the requirements of the Scheme.
- 28 IBs are not permitted to use Inspectors that have not been registered by LEAPS as part of any LEAPS process or Inspection. Inspectors may be direct employees or employees of other organisations with which the IB has contracts.
- 29 By registering with LEAPS, an IB agrees to comply with the Scheme and the Publications. Notwithstanding any other rights it has, LEAPS reserves the right to remove the IB from the DIB if the IB fails to comply with this Paragraph 27.
- 30 Any substantive changes to the IB's business circumstances (including but not limited to all information provided by the IB to LEAPS in LF2) must be notified in writing to LEAPS within 5 working days. The address provided to LEAPS by the IB should be the IB's registered address and consistent with all other formal business correspondence.

ON GOING MAINTENANCE ON THE DIB

- 31 An IB retains its placing on the DIB on an annual basis from the date of initially being registered on the DIB. IBs are responsible for informing LEAPS in writing if they wish to

discontinue their place on the DIB for the following year. Continued participation in the Scheme conveys agreement to conform with the Scheme.

- 32 When an IB voluntarily discontinues their association with LEAPS, they will be removed from the DIB.

COMMUNICATION

- 33 Electronic communication will be the preferred method for LEAPS to communicate with IBs and vice versa using enquiries@leapscheme.com.
- 34 The IB shall notify LEAPS of a single responsible person or email address for contact regarding all matters relating to the Scheme and for any Inspections carried out or controlled by the IB. It will be assumed that the email address provided by the IB for this purpose is that of the responsible person for the IB. The IB shall advise LEAPS of any contact changes within 5 working days.
- 35 The IB is responsible for monitoring all communications and responding promptly to content as required.
- 36 The IB is responsible for internal communications to all their Inspectors and any other relevant personnel of all matters relating to the Scheme.

FORMAL ACCREDITATION

- 37 In order to prove to LEAPS that the IB has the accreditation required to undertake the relevant scope of Inspections, LEAPS shall recognise any accreditation issued by a national body that is a signatory to the IAF-MLA.
- 38 The competence and integrity of an appropriately certified IB by LEAPS will also be recognised by other IBs as part of an inaugural or periodical Inspection without further recourse. Any documents provided by an IB will be accepted unless LEAPS believe there is evident cause for concern.
- 39 Any IB that has accreditation by a national body which is a signatory to the IAF-MLA may nonetheless be subject to Assurance Activities by the Scheme's appointed auditors.
- 40 Since accreditation by a national body that is a signatory to the IAF-MLA demonstrates meeting some of the requirements of the Scheme, any IB with national accreditation may not be subject to proactive assurance of the Inspection activities covered by the scope of its accreditation. LEAPS reserves the right to inspect the IB's national body's reports or certificates that are recorded in the DIB.

BS EN ISO/IEC17020 CONFORMITY ASSESSMENT – IB OPERATION REQUIREMENTS

- 41 Notwithstanding the generality of Paragraph 7, the IB shall comply with BS EN 17020 including, but not limited to, the provisions referred in Paragraphs 43 to 58 below.
- 42 It is recognised by LEAPS that interpretation of the requirements in BS EN ISO/IEC 17020 is necessary in some circumstances to apply them to IBs carrying out inaugural and periodic

Inspection of Assets in accordance with the Scheme. These interpretations, where necessary, will be made by LEAPS acting reasonably at all times.

- 43 In the following sections general guidance is given on interpretation of BS EN ISO/IEC 17020 where it is necessary. Not all the requirements of BS EN ISO/IEC 17020 are covered here. IBs must comply with the relevant requirements of this document and be guided by the requirements of BS EN ISO/IEC 17020.

QMS 17020 8

- 44 Any IB participating in the Scheme shall maintain a permanently constituted and updated QMS based upon the requirements of BS EN ISO/IEC 17020 and any additional requirements of the Scheme.
- 45 The IB's QMS shall be made available for Assurance Activities by LEAPS upon request.

PERSONNEL 17020 6.1

- 46 The IB is entirely responsible for ensuring the competence of Inspectors carrying out work for them or on their behalf. They shall define and document the competence requirements for all personnel involved in Inspection, including requirements for education, training, technical knowledge, skills, and experience. These will depend on the Inspection activities covered in the IB's registration on the DIB. The IB shall also ensure that it has appropriate procedures and processes in place to assess, train and monitor staff against those competences. The Scheme accepts the procedures within UKAS Publication RG 0 – *Guidelines on the Competence of Personnel Undertaking Engineering Inspections* as a framework for a competence management system.
- 47 The IB shall only authorise personnel to carry out Inspections if the Inspections are within the competence of the Inspector as recorded on the DIB. IBs are entirely responsible for ensuring that Inspectors working for them or on their behalf restrict their work to that within the bounds of their competence and registration.
- 48 The IB shall maintain records of qualifications, training and experience, including when each Inspector became authorised to perform specific Inspection activities. Records shall also indicate the classes and categories of Assets within the competence of each Inspector.
- 49 Training shall include knowledge of the equipment and systems including design and manufacture, operation, maintenance, significance of defects, typical problem areas and appropriate method of rectification.
- 50 A training plan created by an IB should as a minimum document the following:
- The range of Assets or competencies for which the Inspector requires training.
 - Details of any qualifications required.
 - Details of monitoring and mentoring requirements.
 - Details of assessments completed and/or proposed.
 - Requirements for further review.
 - CPD details.

- 51 Training and monitoring may be provided to IBs by competent external organisations selected according to their experience and technical competency for the relevant elements of Inspections.
- 52 Personnel responsible for training shall address the following:
- Satisfactory completion of all activities in the trainee's training plan.
 - Any decision related to the amendment of training plans during the training.
 - Appropriate constraints placed upon Inspection or associated activities.
- 53 Inspectors shall be able to interpret and apply the appropriate legislation, regulations, Codes of Practice, national or international standards and guidance to Inspection work covered by the scope of their registration.

SUB-CONTRACTING 17020 6.3

- 54 Where the IB sub-contracts any part of the Inspection, it shall ensure that the sub-contractor is competent to perform the activities in question and, where applicable, complies with the relevant requirements of this SOP. The sub-contractor is not required to register with LEAPS but is to be made known to LEAPS by the IB.
- 55 The IB may evaluate a sub-contractor's competence by referring to the DIB. In such cases the IB shall ensure that the sub-contractor's LEAPS scope of Inspection covers the Inspection types and disciplines to be sub-contracted.
- 56 Sub-contracted Inspection types and disciplines shall not be recorded in the IB's scope of registration but will be displayed on the DIB.
- 57 Individuals or employees of other organisations who are engaged to provide additional resources and expertise and which are formally contracted to work under the IB's management system, are not considered to be sub-contractors and shall be recorded in accordance with the Scheme.

ASSURANCE

- 58 Quality assurance is a critical part of assessing the competence of an IB and as a part of continued registration with the Scheme. Assurance assessments are made to ensure that any work carried out under the Scheme is done diligently and in accordance with legislation and the Publications.
- 59 Should an IB identify material changes of their scope of registration then this may require a reassessment by LEAPS of the IB's (registration) under the Scheme.
- 60 Supporting documents shall be submitted for initial assessment and subsequently if material changes to information contained in the initial application have taken place. Supporting documents should as a minimum contain:
- CVs of relevant Inspectors.
 - Copies of relevant qualifications and training courses attended.
 - References from third parties on competence and standards of work.

- 61 Assurance assessments are carried out by auditors appointed by and independent of LEAPS. On-site witnessing of periodical Inspection will be accompanied by the IB.
- 62 If an IB raises appropriate, evidenced and relevant concerns about the LEAPS appointed auditor then this can be appealed in writing to LEAPS.
- 63 Each IB shall be subject to an Assurance Activity at least once every three years.
- 64 Each IB shall be subject to some form of Assurance Activity to the requirements of the SOPs within 12 months of being accepted onto the DIB unless otherwise agreed by LEAPS.
- 65 The period between Assurance Activities may be reduced at LEAPS' discretion, should the results of Assurance Activity or other concerns be encountered, which indicate the IB is failing to meet the requirements of the Scheme.
- 66 There are five types of Assurance Activities pertinent to IBs working under this SOP:
- Inaugural Inspection against the requirements of BS EN 15567.
 - Competency Assurance – Witnessing of Inspection activities and/or desktop review of Inspection records to assess IB's suitability for entry into the Scheme, maintenance of their registration on the DIB or an extension to an IB's technical scope.
 - QMS Assurance against the requirements of BS EN ISO/IEC 17020.
 - Complaint investigation assurance into standards of work.
 - Concerns based assurance.
- 67 LEAPS reserves the right to commence Assurance Activities that could include any of the above following information received from external sources, e.g., enforcement authority.
- 68 During these Assurance Activities, the IB shall:
- Allow LEAPS to undertake an Assurance Activity of, amongst other things, the recorded business, the QMS, the Inspection records and to facilitate witnessing of Inspection activities within the specified timescale. This activity could take place virtually at LEAPS' discretion.
 - Make all documentation including the QMS and records of Inspection work available to LEAPS, as well as any other information that ensures Inspection work is performed competently and diligently.
 - Make the responsible person and the person who completed the Inspection work available upon request for any Assurance Activities.
 - Deal with and correct any non-compliances or non-conformities following the Assurance Activity and submit evidence to LEAPS within the specified timescale.
- 69 LEAPS will monitor IBs for compliance with the general responsibilities outlined in the Scheme. Where it is deemed that an IB has failed to meet its responsibilities under the requirements of the Scheme including failing to address areas of non-compliance, LEAPS may apply appropriate sanctions to remedy the matter.

- 70 IBs should be prepared to demonstrate their competence and diligence periodically through the Assurance Activities. Failure to allow Assurance Activities within a reasonable timescale may be treated as a breach of the SOPs.
- 71 Any non-compliances or non-conformities found as a result of the Assurance Activities will be reported to the IB. LEAPS will monitor for completion of non-compliances and where required arrange further Assurance Activity. Should any action required by LEAPS not be satisfied then appropriate sanctions may be applied following Due Process.

COMMUNICATION REGARDING ASSURANCE ACTIVITIES

- 72 LEAPS will contact the IB to agree a date for Assurance Activities typically giving at least six months' notice. Shorter timescales may be agreed with the IB if that is more convenient or if the urgency of the Assurance Activity warrants a quicker response. The IB is responsible for facilitating the Assurance Activity.
- 73 Following the Assurance Activity, a report will be provided to the IB including any non-compliances or non-conformity against any relevant standards, guidance or the Publications. Failure to complete the required action(s) within the specified timescales may result in sanctions being applied.

SCHEME REGISTRATION ON THE DIB

GENERAL

- 74 The IB and anyone carrying out Inspection work on behalf of the IB shall ensure that:
- All Inspection work completed by any Inspector meets the requirements of the Scheme.
 - It notifies LEAPS of any breaches of the Scheme where such breaches may affect safety.
 - It does not do anything that would bring the Scheme into disrepute.

PERSONNEL

- 75 The IB shall be wholly responsible for the compliance with the Scheme of all personnel employed or contracted by them and for any sub-contractors engaged by the IB who are not recorded on the DIB.

DOCUMENTATION

- 76 The IB shall ensure that:
- An up to date QMS is maintained and is made available to LEAPS without delay when requested.
 - All relevant reports shall be provided to the relevant Controller no later than 28 days after the date the Inspection work was completed.
 - Records and reports relating to all Inspection work carried out shall be submitted to LEAPS upon request within the specified timescale.
 - Certification of the relevant Asset is confirmed within a reasonable timescale following confirmation that all required Inspections have been satisfactorily completed.

PROBATIONARY CONDITIONS

- 77 IBs extending their scope on the DIB are to comply with their individual probationary conditions.

PAYMENT OF FEES

- 78 Payment of fees will be due annually in advance on the anniversary of the IB being registered on the DIB. Within 30 days of receiving a proper and valid VAT invoice from LEAPS, the IB shall ensure that LEAPS receives full payment of all Scheme fees and charges relating to the IB in line with LEAPS' payment terms. Any IB that does not pay the fee within the agreed timescales may have their access to the LEAPS Digital System restricted and ultimately be removed from the DIB.

DATA PROTECTION

- 79 Where required to do so by law, LEAPS may share information with others as set out in the SOPs. If this happens then the IB shall be informed by LEAPS.
- 80 LEAPS is committed to the principles and processes required to ensure full compliance with GDPR and any relevant UK data protection legislation (collectively the "Legislation"). As such it has trained its employees and directors on the requirements of the Legislation. Any breach of the Legislation by employees, workers, sub-contractors or IBs will be dealt with immediately and may lead to immediate termination of registration, employment or any contractual agreement with a worker or third party.
- 81 IBs should ensure that all and any data is always kept in a secure location and that any papers or hand-held devices are secure and have the relevant level of security in place. This includes any documentation containing personal, sensitive data held at any home or residential address. If any party has reasonable grounds to believe that there has been, or is likely to be, a breach of the Legislation then they are to report it to LEAPS immediately. LEAPS reserves the right to undertake spot checks in relation to data protection issues of any IBs, workers or third parties performing services or duties under the Scheme.
- 82 LEAPS retains the right to remove or restrict access to the LEAPS Digital System with immediate effect if it has reasonable grounds for believing that a breach of the Legislation may have taken place.

COMPLAINTS

- 83 Formal complaints against IBs or Controllers shall be in writing and marked for the attention of the LEAPS General Manager.
- 84 LEAPS will investigate complaints and allegations thoroughly and objectively. Where sufficient evidence is found to indicate unsafe work or actions that breach the Scheme or may bring LEAPS or the industry into disrepute, appropriate and proportionate sanctions may be applied after Due Process.
- 85 In the event of a complaint being made against an IB or Controller, the recipient shall:
- Co-operate fully with any investigation carried out by LEAPS including any Assurance Activity.
 - Provide all documentation requested without delay.
 - Comply with the SOPs.

- 86 Issues beyond the Scheme's remit may be referred by LEAPS to the appropriate enforcement authority for investigation with information about the allegation.
- 87 LEAPS reserves the right to determine matters which constitute disrepute.
- 88 LEAPS will operate an appeals process for those IBs or Controllers that have a complaint upheld against them.
- 89 If there is a complaint made against the Scheme, then it is to be made in writing addressed to the LEAPS General Manager. If a complaint is made against the General Manager, then it is to be addressed to the Directors of LEAPS.
- 90 All complaints should be sent to enquiries@leapscheme.com

SANCTIONS

- 91 LEAPS reserves the right to apply sanctions on any IB, Controller or Inspector after Due Process.
- 92 Failure to demonstrate that the IB or Controller is working in accordance with the provisions of the SOPs or to the appropriate standards may result in the immediate suspension or removal of the IB, Controller or Inspector (as appropriate) from the relevant directory.
- 93 The IB or Controller concerned shall be given written notification of the suspension or removal with reasons. The IB or Controller concerned may apply to LEAPS to lift any such interim measures by a notice in writing to LEAPS, setting out clearly the reasons why the interim measures should be lifted. This shall be reviewed by LEAPS acting reasonably.
- 94 An IB, Controller or Inspector who after Due Process has been removed or suspended from the LEAPS directories for any reason may not apply for being listed on the directories until such time set by LEAPS as part of the removal or suspension process.
- 95 LEAPS reserves the right to impose conditions or to reject an application where an enforcement authority has prohibited or placed restrictions on an applicant's Inspection work or where that IB has been prosecuted for an offence in the last 5 years that is pertinent to their registration as an IB with LEAPS.

MISCELLANEOUS

- 97 LEAPS reserves the right to amend the SOPs and/or the Scheme at any time. Notwithstanding this, LEAPS may consult with Controllers/operators, IBs and regulators in respect of such amendments.

APPENDIX 1

ASSET CATEGORIES

The Asset categories listed below provide a framework for Controllers to categorise most High and Low Ropes course constructions. If further clarification is required, then this should be sought from LEAPS.

Asset category 1 to 7 definitions can be found in SOP 1.1 and relate to equipment listed in Table 2 of HSG 175.

An element on a High Ropes course is defined as an area within the course which has a defined activity. An example of this would be a high ropes course which has a Jacobs ladder, leap of faith and a climbing wall. These would be captured as three separate elements under LEAPS.

If one element can be used for multiple activities, then this is only classed as one element. For example, if one pole/tree is used for a trapeze but also a leap of faith to strike a suspended item then this would be one element.

ASSET CATEGORY 8 A

- 3 or less elements.

ASSET CATEGORY 8 B

- 4 to 15 elements.

ASSET CATEGORY 8 C

- 16 to 30 elements.

ASSET CATEGORY 8 D

- 31 or more elements.

ASSET CATEGORY 9

- Low ropes course.

APPENDIX 2

INSPECTOR CLASSIFICATIONS

Inspector classifications A to G can be found in LEAPS SOP 1.2.

LEAPS reserves the right to deviate from these Inspector classifications should an IB of outstanding quality apply for registration but does not meet all of the criteria listed. This will be on a case by case basis.

INSPECTOR CLASS H

An Inspector with the relevant qualifications, knowledge and experience to carry out Inaugural Inspections and Periodical Inspections as assessed by LEAPS.

INSPECTOR CLASS I

An Inspector with the relevant qualifications, knowledge and experience to carry out Periodical Inspections as assessed by LEAPS.

INSPECTOR CLASS T

This class of Inspector is a trainee who must be working under the IBs QMS. This person cannot work unsupervised.