



## **SAFETY MANAGEMENT SYSTEM**

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## 1.0 INTRODUCTION

This document has been compiled with the purpose of defining the Safety Systems that are currently in practice within IBT Travel. It details IBT Travel's commitment to the management of safety on tours and to educate suppliers, and is therefore an important document for all group leaders.

The Safety Management System is undertaken to pro-actively enable all IBT Travel personnel involved with the provision of an IBT Travel tour to act with due care and diligence towards all aspects of safety.

The Department for Education and Scottish Executive guidelines relating to Health and Safety on Educational Visits state that the LEA, Local Authority or governing body should advise schools to ask tour operators for a copy of their Safety Management System and details of the external verification.

Whilst the Department for Education & Scottish Executive's guidelines only technically cover state schools, the advice they contain and the information regarding the Safety Management System will undoubtedly be of interest to any institute in the United Kingdom which undertakes educational visits, in the interests of establishing and following best practice.

IBT Travel Limited are fully bonded members of ABTA (ABTA no. V0847) and are subject to the ABTA code .

Our air holidays and flights are ATOL protected by the Civil Aviation Authority. Our ATOL number is ATOL 5916.

IBT Travel Limited has public liability insurance of up to £10,000,000 arranged through RSA.


A current copy of this document will assure group leaders, that they are following current best practice with regard to the selection of IBT Travel as a reputable operator.

### 1.1 Glossary of Terms

|                                 |   |
|---------------------------------|---|
| <b>IBT Travel / The Company</b> | IBT Travel (or "The Company") refers to IBT Travel Ltd which is a specialist educational and group travel company.        |
| <b>STF</b>                      | School Travel Forum.  |
| <b>Agent</b>                    | Intermediary through whom accommodation and/or other services are sourced and contracted for IBT Travel.                  |
| <b>Argent</b>                   | The health and safety expert organisation contracted to advise the STF and its members.                                   |
| <b>Coach Company Audit</b>      | On-site safety audit for coach suppliers undertaken by trained auditors in compliance to STF requirements.                |
| <b>HSG65</b>                    | "Successful Health & Safety Management", HSG65 Health & Safety Executive. ISBN 0-7176-1276-7.                             |
| <b>Regular Use List</b>         | A List of Coach Operators who have been inspected to the standards established in the Coach Company Audit.                |
| <b>Standard Audit</b>           | Self-audit safety system for accommodation specified by the School Travel Forum. Scored and assessed by trained auditors. |
| <b>Supplementary Audit</b>      | On-site safety audit for accommodation undertaken and assessed by trained auditors in compliance with STF requirements.   |

## 2.0 POLICY STATEMENT

- IBT Travel sets out in this document its commitment for the provision of a safe and healthy environment and working conditions for staff, as well as to visitors and contractors working on its premises or in connection with its travel activities.
- IBT Travel attaches great importance to the proper management of health, safety and fire related risks (hereafter referred to as 'Health and Safety'), treating them as seriously as other company objectives. This importance is reflected in the pro-active approach adapted to the management of health and safety and the implementation of Company Policies and Procedures, Recommended Codes of Safe Working Practice and the detailed arrangements established in this Health and Safety Policy. It is through such arrangements that the positive effects of this Policy and the identification of any further action required will be established.
- IBT Travel's health and safety duties will be conducted in accordance with the requirements of the relevant statutory provisions and Company Policies and Procedures, and in doing so the resources necessary to discharge such obligations will be made available. Staff, contractors and visitors to IBT Travel must meet their own legal responsibilities and not do anything that may prejudice the health, safety and welfare of themselves or others and co-operate with the Managing Directors to achieve the objectives contained in this Policy, Company Policies and Procedures and Recommended Codes of Safe Working Practice.
- In establishing this positive and progressive approach to health and safety, IBT Travel recognises the need for the support of staff and for them to be consulted and involved, particularly where allocated specific health and safety functions. An essential tool in this communication process is IBT Travel Health and Safety Committee, which draws together management and staff to achieve the common objectives of a safe and healthy place of work.
- Information, instruction, training and support will be provided to those charged with specific responsibilities under Section 2, subsections 1) and 2) above, and any other person charged with specific health and safety duties (for example, Manual Handling Assessors, Fire Marshals, etc.). Training will also be provided to those who may be subject to potential risks to their health and safety in order that they are able to competently recognise and manage such risks.

|        |   |          |                  |
|--------|---|----------|------------------|
| Signed |  | Date     | 3rd January 2020 |
| Name   | Iain Black  | Position | Director         |

### 3.0 SMS (SAFETY MANAGEMENT SYSTEM) MONITORING & REVIEW

This formal policy document sets out how IBT Travel is to ensure that the company safety objectives are being managed and reviewed. Our Safety Management System is established and maintained to conform to the requirements of the School Travel Forum.

#### 3.1 Identification of Responsibility and Procedures

##### Policy Making and Planning

- Iain Black has total responsibility for developing and managing the safety management systems.
- Our safety management system will be established and maintained to conform to the requirements of the School Travel Forum.
- Iain Black will ensure that adequate resources will be provided by the Company to ensure policies are implemented.
- Every effort will be made to ensure that Iain Black is kept up to date with the safety requirements and practices applicable to the provision of tours.
- The management will ensure that all staff are trained and competent in the requirements of the Safety Management System.

##### Review Procedures

- Iain Black will monitor the standard of accommodation and facilities provided by agents.
- IBT Travel will establish a monitoring and feedback system, including post visit contact with party leaders and a review of feedback forms provided to party leaders and coach drivers.
- To ensure IBT Travel is kept up to date, contact will be maintained with the STF and ABTA, training seminars and by reference to travel industry publications.
- Iain Black will carry out an annual review of the Safety Management System, identify trends and ensure implementation of any remedial action required.

##### External Auditors

IBT Travel have appointed A&B SQE Consultants to annually audit the content and implementation of our Safety Management System within the framework of the HSG65 standards.

The verification process will include sampling of IBT Travel paperwork and processes and spot-checks of constituent elements of the Safety Management System operating in the forum.

### 4.0 ORGANISATION AND ARRANGEMENTS FOR CARRYING OUT THE POLICY

Iain Black has overall responsibility for the management of health and safety. The post holder is supported in this task by IBT Travel Health and Safety Coordinator. Aurelia Peddie has prime operational day-to-day responsibility for ensuring the health, safety and welfare of staff, and for meeting the specific requirements identified in this Policy, Company Policies and Procedures and Recommended Codes of Safe Working Practice, thereby facilitating the proper management of risk. These company arrangements, as they relate to lines of communication and levels of responsibility, are detailed below.

##### Iain Black assisted by A&B SQE Consultants is responsible for:

- Ensuring that departmental activities are conducted in accordance with College, legislative, and other relevant standards.
- The production of safe systems of work and the procedures for carrying out this Company Health and Safety Policy.
- Organising supervision to control the working environment and the maintenance of safety standards.

- Investigating accidents with the object of establishing the cause and preventing recurrence.
- Ensuring the safety induction of new staff and that information, instruction and training is provided to meet individually identified needs.
- Identifying, allocating and monitoring the adequacy of the specific health and safety responsibilities of staff and adjusting these as is identified necessary.
- Identifying staff having health and safety duties and responsibilities, and the measures that may be necessary to ensure that their roles and responsibilities are met.
- Identifying recommended Code(s) of Safe Working Practice and effecting arrangements for their implementation on a day-to-day basis, where identified necessary by risk assessment.
- Reviewing the above arrangements at appropriate intervals and making such adjustments as may be identified necessary.

### **IBT Managers**

Shall assist Iain Black with the responsibilities identified above by ensuring that their activities are conducted in accordance with both Company and Legal Health and Safety Standards. Prior to the commencement of any work activities, the relevant manager must consider the health and safety implications, and where necessary, undertake risk assessments to ensure that associated risks are identified and appropriately controlled.

### **All Departmental Members of Staff**

Will co-operate and comply at all times with the safety information, instruction and training provided and bring without delay to the attention of the person they are directly accountable to (i.e. Manager, Health and Safety Co-ordinator) any hazards identified, or improvements they think necessary. They do, therefore, have a duty to take reasonable care for the health and safety of themselves, and of other persons whom their acts or omissions may affect.

They must co-operate with the company managers to enable that person, or any other, to comply with any duty or requirement imposed by the Health and Safety at Work Act 1974, and any other relevant statutory provisions.

### **Health & Safety Co-ordinator has been appointed and will:**

- Assist Iain Black in the execution of the above duties.
- Assist Iain Black in the production of safe systems of work and the procedures for carrying out this company Health and Safety Policy.
- Assist with the investigation of accidents with the object of establishing the cause and preventing recurrence.
- Assist with the safety induction of new staff and the provision of information, instruction and training to meet individually identified needs.
- Assist in the identification of Recommended Code(s) of Safe Working Practice and arrangements for their implementation on a day-to-day basis, including where identified necessary by risk assessment.
- Assist with the review of the above arrangements at appropriate intervals and in making such adjustments as are identified necessary.
- Attend the Company Safety Committee meetings so that the views and concerns of IBT Travel are brought to its attention and discussions and decisions of this committee are reported back.
- Liaise and co-operate with Iain Black, and the Company Health & Safety Consultant, in accident/incident investigations and health and safety audits.
- Assist in the development of company arrangements which identify the action required in cases of emergency such as those related to fire, accidents or security issues.

## Health and Safety Information

Comprehensive information, including copies of Health and Safety Executive publications relating to all subjects likely to be relevant to company activities, is available for reference from A&B SQE Consultants and should be requested through IBT Travel Health and Safety Co-ordinator.

### Health & Safety Procedures IBT Travel School Tours

Iain Black and Staff of IBT Travel recognise that client safety is a primary part of our business. We are committed to ensuring that all reasonable measures are taken so that clients are assured of a high level of safety throughout their tour.

Iain Black has 32 years' experience of managing a school travel company, of undertaking hotel, venue and coach inspections, of training staff and of advising group leaders regarding school visits abroad.

#### We shall achieve this by ensuring that:

- IBT Travel establish and maintain a written Health and Safety policy and Safety Management System which comply with the recognised standards for school travel.
- IBT Travel will facilitate and promote a positive health and safety culture throughout our own staff, our clients' and our suppliers' organisations world-wide, by actively researching and reviewing our tours and visits and maintaining communications with our clients.
- Iain Black is committed to provide both finance and resources to implement the safety policy.
- We will actively encourage higher standards from our suppliers by ensuring they are fully aware of the safety standards we require.
- Our Safety Management System will set standards which meet the needs of our clients and which are measurable, achievable and realistic.
- IBT Travel will measure and review the performance of our compliance with the standards set in the Safety Management System by regular monitoring and a full annual review by Iain Black.
- In addition to our own review we will engage the services of a suitable qualified external expert to carry out a formal annual review.

## 5.0 TRANSPORT

IBT Travel or our appointed agent will hire coaches from well-established reliable companies.

IBT Travel will endeavour to select coach operators who belong to recognised industry bodies such as the confederation of passenger Transport CPT, Guild of British Coach Operators or are coach marquee accredited operators.

All coach companies used will sign a contract in which they confirm that they comply with all national, local, trade regulations, rules and codes of practice plus other laws. This contract also stipulates a set of safety standards regarding regulations, rules and codes of practice, drivers' hours, driver vetting, insurance cover and vehicle age to which the coach company must agree prior to their usage by IBT Travel.

We obtain and keep on record prior to first use and thereafter on expiry, current copies of motor and liability insurance plus operator's licence.

Each coach company contracted by IBT Travel is required to take responsibility to establish that their drivers do not have a material criminal record or detrimental employment history.

IBT will only contract coach companies that will confirm that their tour drivers are vetted accordingly as per coach supplier audit.

All itineraries for IBT coach tours are prepared taking into account current legislation on drivers' hours.

All UK coaches will be fitted with seat belts. In the event of a vehicle breakdown, if it necessary to provide a replacement vehicle the coach will be fitted with seat belts if it is a UK coach. However, due to the different legislation in countries outside the UK, this may not be possible if a non-UK coach is supplied.

## 5.1 Coach Safety Audit

Our audits will request that coach companies supply information under the following headings:-

- Operating license
- Maintenance regimes and records
- Enforcement records
- Records of drivers qualifications
- Systems for monitoring drivers competence and license
- Vetting of drivers for suitability of working with children i.e; CRB
- System for ensuring drivers are fully aware of drivers hours regulations
- Drivers health check records
- Contingency plans in the event of coach breakdown

### Coach Company Audit Training

Training will be provided for those staff members identified to carry out Coach Company Audits. Before being allowed to undertake Coach Company Audits independently, new auditors will be assessed as competent by an already existing auditor.

## 5.2 Regularly used UK Coach Companies

- For companies on IBT Travel main operator list (regular list) – this is companies used 5 or more times in a year, an audit will take place at least once every three years. The company or our agent will hold on record a copy of their operating license, motor vehicle and public liability insurance.
- All companies on the Regular Use List will be inspected prior to first use and thereafter at least every 3 years. The inspection will be in accordance with the IBT Coach Company Audit Form.
- A schedule of the audit status of UK coach operators will be maintained and reviewed on an annual basis.

## 5.3 Infrequently used UK Coach Companies

If a company is used on an occasional basis, (less than 5 times a year), where possible an audit will be completed. If this is not possible, IBT Travel or our agent will request the company to complete an audit on a “self-declaration” basis and forward copies of their operating license, motor vehicle and public liability insurance.

It is the intention of IBT Travel to use coach companies from the Regular Use List whenever practical. The following are circumstances in which we may select an infrequently used company:

- In peak periods when availability is strictly limited
- Where the location of departure would be best served by an infrequently used company
- When a last-minute breakdown or other unforeseen event from a regular use company necessitates a subcontracted company
- When a coach breaks down on tour and has to be replaced by another vehicle
- Where a client specifically requests a company not on our Regular Use List

Senior Management will be responsible for ensuring that coach operators are audited. The audit will be completed for the company and not for all the vehicles within the company's fleet.



## 5.4 Overseas Coach Companies

IBT Travel will hire coaches from established reliable companies, the majority of whom we have worked with for many years.

All companies will complete a Coach Contract for non-UK operators in which they confirm that they comply with all applicable national, local, trade and other laws, regulations, rules and codes of practice. This contract also stipulates a set of safety standards regarding drivers' hours, driver vetting, insurance cover and vehicle age to which the coach company where possible, must agree to prior to their usage by IBT Travel.

Seat belts will be available for all pupils on British coaches. The regulation regarding seat belts is a British regulation; this does not apply to foreign coaches although efforts are made to ensure European & North American Coaches are also fitted with seat belts.

## 5.5 Regularly used Non-UK Coach Companies Booked Direct

We will establish and maintain a list of regularly used non-UK coach operators, the "Regular Use List". This will include all companies that we anticipated using for 5 or more groups in any calendar year.

All companies on the Regular Use List will be inspected and audited at least every 3 years. The inspection will be in accordance with the IBT Coach Company Audit Form.

IBT Travel will make every effort to obtain on an annual basis, and keep on record, a copy of the operating license, motor vehicle and public liability insurance.

## 5.6 Non-UK Coaches Booked via Agents and Group Handlers:

All agents providing non-UK Coaches will sign a contract in which they agree that the companies they select will comply with all applicable national, local, trade or other laws, regulations, rules and codes of practice. This contract should also stipulate a set of safety standards regarding drivers' hours, driver vetting, insurance cover and vehicle age to which the coach company must agree where possible, prior to usage by IBT Travel.

## 5.7 Coach Company Requested by a Client

If a client requests a specific coach company this can only be provided if the coach company provides information of an acceptable standard to IBT Travel or our agent. The client will be advised that IBT Travel may not be able to carry out an inspection of the operator in question and as a result IBT Travel may request a self-assessment audit along with copies of their operating license and public liability insurance.

## 5.8 Seat Belts

All UK coaches will be fitted with seat belts. In the event of a vehicle breakdown, if it necessary to provide a replacement vehicle the coach will be fitted with seat belts if it is a UK coach. However, due to the different legislation in countries outside the UK, this may not be possible if a non-UK coach is supplied.

## 5.9 Coach Drivers

All IBT Travel itineraries are completed taking into consideration EU drivers hours regulations.

## 5.10 Unforeseen Circumstances

### Breakdown

In the event of a mechanical breakdown the priority will be to move clients to a place of safety. Coach operators have agreements with overseas repair services that will be called to diagnose and complete the repair. If a lengthy delay is to be protracted then an alternative vehicle will be supplied. IBT Travel will provide assistance where necessary. Please note, it is possible this vehicle will not be supplied from an audited company in view of the extenuating circumstances. Where a continental vehicle is used it may not have seat belts, as the regulation regarding seat belts is a British regulation.

## **Driver Illness**

With regards to driver illness etc, again, it may not be possible to comply with the terms outlined above and IBT Travel reserves the right to find the best available alternative.

### **5.11 Sub Contracting**

It is part of the contractual agreement with our coach companies that they do not sub contract to other companies unless there has been an agreement in advance to this arrangement. Any sub contracted vehicle must adhere to the same safety measures as non sub contracted vehicles.

### **5.12 Public Transport**

Public transport is regulated by the appropriate authority in each country. It is not felt that IBT Travel can take any additional measures.

### **5.13 Ferries and Eurotunnel**

All ferries (and Eurotunnel) are regulated nationally. For major British ferry companies used, IBT Travel Ltd will check on an annual basis that levels of on board safety are being maintained and a record of such discussions will be kept.

### **5.14 Rail Transportation (including Eurostar)**

Rail transport complies with the independently set safety standards of the countries through which the train travels. It is, therefore, not possible for IBT Travel to audit rail transport and therefore it is not felt that IBT can take any additional measures.

### **5.15 Airlines**

All air transport to and from the UK is regulated by the Department of Transport and the Civil Aviation Authority. These bodies operate to a very strict safety criteria and no additional practical measures can be undertaken by IBT Travel. Flights originating in other jurisdictions are governed by the laws and regulations of the country in question.

## **6.0 ACCOMMODATION CONTRACTED BY IBT TRAVEL**

For all accommodation used or featured by IBT Travel, our Contracts Managers will ensure that:

An accommodation contract or agent agreement is signed confirming (as a minimum) that the accommodation conforms to local and national fire, safety and hygiene standards and will have current liability insurance cover for the duration of the contract. The contract will include, additionally, a set of specific safety standards aimed at further improving clients' safety. Wherever possible, copies of the relevant documents will be obtained.

All accommodation (used or featured) will be subject to a Standard Audit prior to first use and thereafter at a maximum of 3-year intervals. A Standard Audit will not be required if a Supplementary Audit has been carried out in the last 3 years.

The Standard Audit result will be assessed by an auditor trained in accordance with the STF guidelines and assisted by a common scoring scheme. Where the Standard Audit results indicate areas for concern, the auditor should instigate appropriate addition action, which may include the use of a Supplementary Audit, before use.

Based on the results of the audit analysis and any subsequent investigation, the result will be recorded as one of the categories defined in 6.4.

IBT Travel shall complete random sample spot checks of Standard Audits annually. The results will be analysed by a trained auditor and, where significant discrepancies are identified, corrective action will be undertaken before accepting any further Standard Audits from that source. Records of these checks will be maintained.

In addition to the above Standard Audit, if it is clear that an accommodation unit will be used for 5 or more groups in

any one year, it will be listed as "frequent use" and, within a maximum of 12 months of the frequent use criteria being established, will receive a Supplementary Audit.

A Supplementary Audit can only be carried out in situ by an auditor trained in accordance with the STF guidelines. A frequent use property will be re-audited to Supplementary Audit standard every 3 years.

Based on the results of an audit analysis, the result will be recorded as one of the categories defined in 6.4.

In addition to the audit IBT Travel will further complete and endeavour to obtain:

A General Accommodation information sheet Evidence of Public Liability Insurance

A copy of the Fire Certificate if available (if either is unavailable a signed declaration from the hotelier indicating that all local fire standards have been met and that insurance is in force will be obtained)

### **6.1 Accommodation Requested Directly by the Client**

If the requested accommodation has never been used before, IBT Travel would undertake to obtain a fire certificate and other such safety/security information via the agent or ourselves to enable all concerned to make an informed decision regarding the use of the accommodation for the group.

### **6.2 Accommodation Booked by an Agent**

All accommodation that has been booked through a local Agent will be handled in exactly the same way as if it had been booked directly by IBT Travel.

### **6.3 Special Needs**

Where properties do not or may not be able to meet the requirements of customers who have Special Needs, IBT Travel will endeavour to identify the lack of facilities in advance of the booking.

The customer/client is obligated to bring to the attention of IBT Travel any special requirements at the time of the initial bookings.

### **6.4 Monitoring of Accommodation Audits**

Following the completion of an Accommodation Audit, we will record audits as per the following categories:

#### **High Conformity (SMS Status 1)**

Minor or no areas of improvement have been identified. The management will be commended and encouraged to maintain their standards.

#### **Acceptable Conformity (SMS Status 2)**

Room for improvement has been identified, but the defects do not render the building unsafe. During on-site Supplementary Audits the defects will be brought to the immediate attention of the management at the time of auditing. Additionally, for all audits, a copy of the audit including a schedule of remedial action will be sent to the hotelier within 14 days of the audit. The hotelier will be given 4 weeks to reply after which IBT Travel will pursue this with them. If no satisfactory reply is received from the hotelier within 3 months of the date of the audit, the Contracts Manager responsible will review the use of the unit.

#### **Unacceptable (SMS Status 3)**

The accommodation is considered unsafe, even if it conforms to local standards. In this case, IBT Travel will remove the accommodation from its programme and will not consider its reinstatement until the defects have been rectified and the establishment has been re-audited to a standard that is either High or Acceptable Conformity.

A schedule of all units of accommodation indicating the current audit status will be maintained by the Contracts Manager and a copy of the relevant audit will be available to any group considering travelling to the accommodation concerned.

## 6.5 Management of Safety Audit Information

Information relating to Health and Safety audits is held in a central database managed in IBT Travel head office in Prestwick. The database contains records relating to every accommodation unit used by IBT Travel and control sheets will indicate the dates of last audits together with projected dates for future audits.

Hard copies of audits/risk assessments, Fire certificates, insurance details and any declarations together with hotel brochures (where available) and the hotel information sheet will be held as part of our Safety Management system. In the case of agent contracted accommodation the minimum standards declaration will be held.

The database will also include details of the members of staff trained to carry out audits and records of their training.

### Accommodation Audit Training

All in-house auditors will complete an STF approved initial training course.

Before being allowed to undertake Supplementary Audits or assess Standard Audits independently, new auditors will be accompanied during 2 Supplementary Audits and assessed as competent by an already existing auditor.

In addition, a suitably qualified external body will be invited to deliver update training to employees who have been identified to carry out Accommodation Audits.

Refresher training will be carried out and a record of all training undertaken will be maintained.

## 7.0 INSPECTION VISITS

IBT Travel run inspection visits each year and they are available to all group leaders whether or not they have a confirmed booking with IBT Travel.

### Group Inspection Visits

We offer group inspection visits to a variety of destinations on an annual basis where party leaders are accompanied by IBT Travel staff. Visits will include the accommodation we use, sample excursions, ski areas and also an opportunity to discuss any aspects of your tour with key members of IBT Travel sales and administration staff along with local agents.

### Individual Inspection Visits

For tour destinations not covered by group Inspection Visits, IBT Travel offers party leaders (with a confirmed booking) the opportunity to visit their selected destinations at a time convenient to themselves. IBT Travel will assist with any travel plans and pay for 2 nights bed and continental breakfast accommodation for two people in a twin room.

## 8.0 TOUR REPORTS

All clients are provided with Tour Report Questionnaires, which we request are completed and returned to IBT Travel office. A member of the senior management team reviews all Tour Questionnaires. If clients highlight areas of concern regarding Health and Safety these are investigated immediately and appropriate action is taken.

Tour Questionnaire trends are reviewed, as a minimum, on an annual basis.

## 9.0 SELECTION OF OVERSEAS TOUR REPRESENTATIVES

Where tour representatives are available in resorts employed by the IBT Travel, the following criteria will be applied:

The representative will be employed by our Resort Manager.

The IBT Travel will hold on file a self-declaration form completed by the employee relating to criminal record and health matters.

The representative will be given information about emergency procedures and emergency contacts.

The representative may be asked to complete risk assessments on behalf of the company and will receive training in this matter.

The representative will report back to the Resort Manager who in turn will then report any areas of concern relating to safety issues directly back to the Head Office.

## **10.0 ITINERARY / EXCURSIONS & RISK ASSESSMENT**

Preparation of Itineraries

Itineraries are prepared by IBT Travel staff, all of who have understanding on drivers hours regulations. All itineraries are submitted to the coach company for checking prior to dispatch to clients.

A Management system is in place to ensure itineraries are sent to clients in good time.

### **10.1 Safety Management of Visitor Attractions / Excursions**

The majority of attractions/excursions visited by schools on IBT Travel tours are open to the public. Schools visit these attractions/sites at their own risk. Where IBT Travel staff accompanies groups they do so as guides and not supervisors. The site operators are responsible for the health and safety of all their visitors including groups travelling with IBT Travel. If such a visit has been prearranged and paid for as part of the IBT Travel package, such arrangements fall within the scope of the Package Travel, Package Holidays and Package Tours Regulations Act 1992. In such cases, IBT Travel has a duty of care to check safety standards.

### **10.2 Risk Assessments**

To assist with the planning of your trip, we have prepared a number of generic risk assessments to cover the main areas that we are currently aware may be of particular concern to party leaders. In particular:

Travelling by coach, ferry & air Accommodation issues Skiing & après ski activities Remote Supervision

Please be aware that these generic risk assessments are for information only and that each party leader is responsible for their own specific risk assessment documentation.

These documents will be issued to you automatically with your confirmation of booking. If you do not receive a copy please contact our office.

## **11.0 SNOWSPORT TOURS**

### **11.1 Ski Instructors**

We use officially licensed local ski schools which are required to comply with the regulations in force and thus use only instructors qualified in accordance with the norms of the relevant national or provincial authorities.

The use of a national, government-licensed ski school, under the management and control of a government-licensed ski school director (with a grade 1 international qualification), which has close daily working relationships with the ski lift operator and the resort rescue services, is an important consideration for safety on the slopes.

As a key part of our safety management arrangements, we will not employ or use ski instructors who are not under the control of a government-licensed local ski school.

The national ski school licensing authorities carry out spot checks on the slopes including, for example, whether each ski instructor is in possession of the required licence. Any ski school found to be in material breach of a regulation is subject to immediate closure by the authorities.

Our representatives liaise closely with the Directors of these ski schools and feedback on individual instructors is passed between them.

In accordance with the STF guidelines, all local ski schools will have signed a contract confirming that all instructors are qualified according to local and national regulations. This contract will also state the minimum standards that IBT Travel expects of the instructors when working with young people. Should a ski school have been contracted via an agent, then the agent will have signed a contract including the same details.

For Alpine skiing, IBT Travel works on a ratio of 1 instructor per 12 students maximum (free adults are in addition to this ratio). Occasionally abilities within a group may cause variations to this ratio and sometimes it is advisable – depending on all abilities – to consider paying for an additional instructor.

For snowboarding, most ski schools work to a maximum group size of 8 to 10 snowboarders per instructor. Some resorts may specify a ratio lower than this in which case we will work to this ratio.

## 11.2 Ski Equipment

The hire of ski equipment is arranged with licensed suppliers that are legally and contractually required to provide suitable and safe equipment. Virtually all equipment is ski shop supplied, but delivered to and fitted in the hotel (exceptions are when ski equipment is stored in, supplied and fitted in the hotel by the ski school which holds its own ski equipment licence). The ski fit is always done in the hotel with the help of a technician from the ski shop.

All feedback from clients and staff is monitored, and all paperwork relating to the ski hire is logged at IBT Travel headquarters.

Should a ski hire shop have been contracted via an agent, then the agent will have signed a contract including the same details.

## 11.3 Ski Lifts

All ski lifts companies, whose uplift facilities are used, are licensed by the relevant national or provincial authorities in accordance with the current railway and/or transport regulations.

## 11.4 Evening Entertainments

Evening activities can either be included in the package price, or be added at a later stage.

In both cases, the evening activities are recognised entertainments (e.g. swimming, bowling, ice skating, pizza evening, ice cream parlours, folk evening, karaoke, disco etc...). Parties are booked with suppliers that hold the appropriate operating licence. Payment is made either by IBT Travel prior to the group's arrival, or by the group directly to the owners of the facility.

We do not book activities that we deem to represent too high a risk of injury to participants. These include amongst others tobogganing and snow tubing.

We cannot accept liability for the standard of any optional après-ski events which are not booked by our staff or agents. Teachers / Party Leaders must satisfy themselves that any such facilities/services are appropriate for their party to use.

## 12.0 EMERGENCY PROCEDURES

- IBT Travel operates a duty officer system so that a staff member can be contacted at all times when groups are travelling. IBT Travel maintains a fully documented emergency procedure available to all clients and which is operational at all times. All group leaders, drivers of British coaches and agents will be provided with details of how to contact the Duty Officer in an emergency.
- To ensure that any safety issues are brought to our attention IBT Travel have established a procedure for monitoring feedback from groups, including post-visit phone calls and comment forms provided to party leaders and coach drivers. All of these elements are monitored for reported safety issues.
- IBT Travel will supply and complete an accident report designed to include key information. All reported accidents will be investigated. A review of any incidents, accidents and "near misses" reported to the company will be carried out annually. As a result of the annual review the procedures in place will be updated as required.

## 12.1 Serious Incidents

### Company Procedure

When an accident or dangerous occurrence takes place, it will fall into one of the following categories. Proceed as indicated in the accompanying procedures as described below.

### Accidents Involving Injury

- 1) Minor accident to employee.
  - a. Ensure details have been entered in the site accident book B1 510.
  - b. Where an employee is incapacitated from work for more than seven consecutive days, (excluding the day of the accident but including any days which would not have been working days), complete the internal report form and fax to A&B SQE Consultants on 01292 610487, or Email: [billy@absqe.co.uk](mailto:billy@absqe.co.uk) or Call Billy Anderson on 01292 475005 (Office) 07792907162 (Mobile).
  - c. If the injured employee is admitted to hospital and is an in-patient for more than 24 hours, the accident becomes a specified "MAJOR INJURY" and must be notified as such. Inform A&B SQE Consultants immediately. 01292 475005
- 2) Minor accident to a third party: Enter the accident in the site accident book B1 510, complete the internal report form and inform A&B SQE immediately by telephone.
- 3) In the event of a fatal accident or a major injury to ANY person arising out of or in connection with our work, IMMEDIATELY CONTACT A&B SQE on 01292 475005.
- 4) Copies of F2508 or enquiries from the DHSS completed in respect of any accident may be sent to the workplace. These documents must be forwarded to Albion, so that accurate records can be kept.

### General Notes

- 1) An accident resulting in a death or major injury to any person must be notified to the local HSE office immediately.
- 2) Where a person is off work due to a work place injury for seven or more days it must be reported to the HSE on form F2508 within 15 days. A&B SQE will attend to this responsibility.
- 3) Records of all accidents will be kept by A&B.
- 4) Copies of all entries into a site accident book a copy must be forwarded to Albion; this is the site foreman's responsibility.
- 5) A copy of the internal report form, a witness statement, and an extract of the site accident book must be forwarded to A&B SQE for EVERY accident Fax: 01292 610487, or Email: [billy@absqe.co.uk](mailto:billy@absqe.co.uk) or Call Billy Anderson on 01292 475005 (Office) 07792907162 (Mobile).

## 13.0 TRAINING

### 13.1 SMS Awareness Training

Safety awareness training will be provided to all IBT staff within 6 months of joining the company, and will be kept informed of any updates made to the Safety Management System.

### 13.2 Auditor Training

All in-house auditors (accommodation and coach) will receive an initial training course supplied by the School Travel Forum (STF)'s relevant consultants. This will be followed by Refresher Courses as and when recommended by the STF, also provided by the STF's relevant consultants.


### 13.3 Emergency Procedure Training

Emergency procedure training is provided to all IBT staff within 6 months of joining the company, followed by additional training as and when required.

A record is kept of all trainings undertaken as above.

## 14.0 REVIEW OF THE POLICY

The implementation of this Policy and the requirements of STF Policies and Procedures and Safe Working Practice will be reviewed during a formal health and safety audit conducted by the IBT Health & Safety Consultant (Auditor), at least once every year cycle using the STF's standard audit questionnaire. Departmental staff tasked with specific health and safety responsibilities will, in accordance with the relevant statutory provisions and STF Policies and Procedures, carry out a review of departmental arrangements at the required/specified interval.

|        |   |          |                  |
|--------|---|----------|------------------|
| Signed |  | Date     | 3rd January 2020 |
| Name   | Iain Black  | Position | Director         |



## APPENDIX 1

### Code of Conduct

As one of our Booking Conditions, Party Leaders agree to maintain the discipline and supervision of their party. The following points further amplify our requirements and we would be grateful if Party Leaders would ensure that their party complies with this Code of Conduct.

- Pupils may not enter accommodation occupied by other groups or areas designated as private.
- General conduct should be considerate to other guests. Excessive noise and unruly behaviour should be avoided. Noise in hotels is generally not permitted after 22.00hrs.
- We would ask that you respect any hotel rules that are brought to your attention.
- Hotels, coaches, and any equipment provided should be treated with due care and attention. The group may be liable for any damage.
- Children must not behave in a way that places either themselves or any other person at risk.
- Party members must not behave in an anti-social fashion e.g. use offensive or insulting language, threatening behaviour or bullying.
- Alcohol is often the cause of problems between school parties and hoteliers. Continental drinking laws are more relaxed than our own and alcohol may unwittingly be sold to children. As such, Party Leaders are advised to discuss and agree drinking guidelines with party members and their parents prior to departure.
- Smoking is strictly prohibited on IBT Travel coaches. Whilst in resort, Party Leaders are requested to determine their own policies whilst taking any hotel rules and local laws into consideration.
- Any unlawful activities will be reported to the relevant authorities.
- IBT Travel reserves the right to send any party member home for persistent or gross misconduct e.g bullying or possession / use of illicit substances. In such cases, the cost of repatriation will be borne in total by the party in question.
- Children must not leave their ski / snowboard classes without the express permission of their instructor.

## APPENDIX 2

### Definition of Responsibilities for Supervision of Ski Parties

1. The Party Leader is in loco parentis and responsible for the group at all times. They have the ultimate sanction to withdraw students at any time from any programme.
2. There should always be at least one adult member of the party with the party at all times outside of ski lessons.
3. The Party Leader is responsible for requesting that the hotel / accommodation carries out a fire drill / safety induction as required.
4. Head counts are, at all time, the responsibility of the Party Leader.
5. The Party Leader and accompanying adults are responsible for the supervision of their group en route, including the enforcement of use of seat belts.
6. The Party Leader and accompanying adult are responsible for ensuring that their group adheres to the IBT Code of Conduct, any hotel / accommodation rules and has due consideration for all others in resort and the hotel / accommodation at all times.
7. The Party Leader and teachers are responsible for the administration of first-aid to party members on the decision when to refer cases to the doctor or hospital.
8. The Party Leader is responsible for notifying parents of any Doctor, Dentist or Hospital visits or other incident affecting a member of the group, if appropriate. He / she must therefore hold a list of contact numbers for next of kin or have 24 hour access to this information.
9. The teachers authority is delegated to the ski school instructors during activity sessions. Local ski school instructors have the right to withdraw an activity for safety or operational reasons.

We strongly advise that each handover of children between teachers and instructors there must always be a "head count". Handovers should always occur with skis / boards off.

10. The Party Leader and accompanying adults are responsible for ensuring that their group adheres to the Mountain Safety Codes of Conduct.
11. All ski instructors are first aid qualified and resorts have established systems for evacuating injured skiers from the slopes for medical attention.
12. Your IBT representative is there to support the Party Leader and lead the in-house evening entertainment programme, subject to Working Time Regulations. Where IBT staff accompany groups on excursions etc, they do so as Reps and not supervisors.