

Edventure Travel Safety Management System

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Introduction to the Edventure Travel Ltd Safety Management System

Statement of Intent:

Edventure Travel Ltd is a full member of the ABTA and ABTOT and is subject to their related Codes of Conduct. This guarantees our customers financial security and Edventure Travel always ATOL protect flight tours.

Our health and safety policy is to:

- Assist schools and group organisers when carrying out their risk assessments and demonstrate that they have selected a competent Tour Operator.
- Prevent accidents and cases of work-related ill health
- Ensure employees are competent to do their work through training and information
- Maintain safe and healthy working conditions
- Implement emergency procedures
- Review and revise this policy regularly

We have Public, Products and Tour Operators Liability Insurance of £10 million we include and are confident that our Health and Safety policies and systems will meet the requirements of your LEA or governing body. We hope that it will help you in planning your next tour with Edventure Travel.

Martin Mills

MARTIN MILLS - Director

Date: 21 September 2021

Overall and final responsibility for health and safety: Martin Mills (Director)

Day to day responsibility for ensuring this policy is put into place: Martin Mills (Director)

To ensure health and safety standards are maintained/improved, the following people have responsibility in the following areas in the work place: Martin Mills (Director)

Safety, Risk Assessments, Consulting Employees, Accidents, First Aid and Work related ill health: Martin Mills (Director)

Monitoring Accident and ill health investigation, emergency procedures and fire evacuation: Martin Mills (Director)

Maintaining equipment, information, training: Martin Mills (Director)

1. SAFETY MANAGEMENT SYSTEM

Edventure Travel is committed to providing the highest reasonably practicable levels of safety throughout their tour programmes. This document explains the policies and procedures laid down by Edventure Travel to ensure that all School, Group, Sports and Ski Tours operated by Edventure Travel are as safe as is reasonably practicable, and that such policies and procedures are in accordance with the guidelines set out by the Department for Education and Science ("Health and Safety of Pupils on Educational Visits 1998" and the appendices added in 2002) and Local Education Authorities. All employees are required to read, understand and sign our Safety Management System to demonstrate their commitment to our culture of safety management.

Edventure Travel's goal is to ensure that, as far as it is reasonably practicable, the transport and accommodation used during Tours operated by Edventure Travel is clean, fit for its purpose and complies with the appropriate legislation and meets, at least, the minimum standards required by Edventure Travel. Edventure Travel also guarantees that it complies with the requirements for inclusive tours as defined in the Package Travel, Package Holidays and Package Tours Regulations Act 1992. The main requirements are for us to:

- Be bonded to give our customers financial protection - Edventure Travel is protected by the ABTOT (5442) and ABTA (Y6704).
- Have sufficient liability insurance to cover the negligence of our staff, servants, agents and suppliers - Edventure Travel has £10 million cover
- Make clear statements on what is included in the package and what is extra, as well as the basis on which any changes can be made. There are clear statements in all our brochures and quotation documents.

2. OUR OBLIGATIONS AND OBJECTIVES

It is Edventure Travel's responsibility and prime objective to ensure that all our School, Group, Sports and Ski Tours are safe and that all our suppliers are adopting good working practices and comply with current legislation. Edventure Travel will achieve this by:

- Taking every reasonable measure to reduce the risk of accidents
- Maintaining a Safety Management System
- Ensuring that our products and services comply wherever applicable with the current local, national and/or international standards.
- Maintaining accurate and up to date records of Health and Safety audits as they are carried out by appropriately qualified staff.
- Actively promoting a positive health and safety culture, including continual assessment and improvement of operational Health and Safety standards among our staff, our clients and our supplier organisations worldwide. (This will take into account feedback from audits, inspections and previous users.)
- Training our staff annually by the use of both internal and external qualified experts to the degree that they are able to give informed and appropriate advice, make informed decisions and carry out effective assessments of all our suppliers.
- Ensuring all staff are trained to respond quickly and effectively to any information which may prejudice the integrity of this safety management system or which constitutes an emergency.
- Carrying out audits accommodation, transport and other prepaid services.
- Actively monitoring the performance of accommodation and transport and actively seeking feedback from groups travelling to our various resorts and destinations.
- Reviewing the SMS on an annual basis and training staff in any changes.

3. MEETING OUR RESPONSIBILITIES

In order to meet our responsibilities we have developed a formal Safety Management System which sets out the standards which we expect to be maintained for each of the key components of our School, Group, Sports and Ski Tours. Additionally the Safety Management System describes the measures which we take to monitor and review such standards.

3.1 Responsibilities of Edventure Travel Staff within the Safety Management System Records are kept to indicate that all staff involved in Edventure Travel's School, Group, Sports and Ski Tours programme have read this document, had it explained to them and understood it. It is a requirement that any new member of staff who deals with School, Group, Sports or Ski Tours reads and understands this document alongside the general Edventure Travel Policy on Health and Safety and that any areas which are not understood are discussed with a line manager.

3.2 Directors' Responsibilities

3.2.1 The Director is responsible for the creation, implementation, maintenance and monitoring of the Safety Management System. The Director is responsible for co-coordinating and advising on Health and Safety matters.

3.2.2 The Director is responsible for ensuring that an appropriately qualified independent external safety consultant is appointed to ensure the continued integrity of the system and to advise on improvements and best practice.

3.2.3 The Director is responsible for ensuring that adequate funding is available for staff training in Health and Safety and for external verification of the system.

3.2.4 The Director is responsible for ensuring that all staff are trained appropriately in Health and Safety, and for reviewing all systems to ensure that any reported incidents demanding remedial action are reacted to in a timely and appropriate manner, in order to minimise any future risks.

3.3 Managers' Responsibilities

3.3.1 Managers are responsible for ensuring that the Directors policies with regard to the Safety Management System are fully complied with in every respect.

3.3.2 Managers are responsible for monitoring performance of the SMS and providing feedback immediately on any perceived risk that might give rise to concern any serious incidents reported to the business manager by the Hotel Contractors, auditors and other users and generally on any areas where improvement might be beneficial.

3.3.3 Managers are to keep up to date with safety requirements and practices applicable to the provision of group and educational tours.

3.3.4 Managers are responsible for organising and utilising company assets (staff, finance and equipment) appropriately to ensure compliance with the Directors' policies on Health and Safety.

3.3.5 Managers are responsible for maintaining and managing the recording systems relevant to the Safety Management System.

3.3.6 Managers will

- Review feedback forms submitted by group leaders and group representatives and take remedial action to resolve safety issues
- Annually review the issues raised by group leader feedback forms to identify trends and required remedial actions, there occurrences happen more than once look into changing suppliers, process or address the situation with the appropriate person.

3.3.7 Managers are responsible for ensuring any required remedial action is successfully implemented

3.3.8 Managers are responsible for making decisions within the bounds of this policy as to whether an accommodation unit meets Edventure Travel requirements and should be used by any School, Group, Sports and Ski Tours product.

3.4 Hotel Contractors and Auditors Hotel Contractors and Auditors are responsible to the Accommodation Co-ordinator for:

3.4.1 Auditing hotels and youth accommodation in accordance with our standards as set out in the accommodation section of this policy.

3.4.2 Checking that all hotels and youth centres comply with local legislation.

3.4.3 Ensuring that all accommodation to be used by Edventure Travel School, Group, Sports and Ski Tours is covered by current Public Liability Insurance, establishing the level of cover and, where possible, obtaining a copy of the policy. Ensuring that each accommodation unit to be used meets, as a minimum, the criteria specified in the section "Safety Management of Accommodation Units"

3.4.4 Following up on, resolving and taking appropriate action with regard to any reported incident which may bring into question the safety of any accommodation unit being used by Edventure Travel School, Group, Sports and Ski Tours.

3.4.5 Assessing all hotels and making a judgement on whether or not to recommend a hotel to a customer based on all the information available.

3.4.6 Reporting serious incidents immediately to the Accommodation Co-ordinator and keeping the Accommodation Co-ordinator informed when remedial action is needed following an incident and the progress made in taking remedial action.

3.5 Employees

All employees are required to:

3.5.1 exercise diligence in complying with the requirements of the SMS.

3.5.2 carry out their responsibilities in accordance with the training provided by their employer.

3.5.3 bring to the attention of their manager any situation that has the potential for concern to clients.

3.5.4 bring to the attention of their manager any noted weaknesses in the SMS

3.5.5 actively seek out and report any "near miss" incidents.

3.6 Accident Investigation

3.6.1 Accident reporting is compulsory.

3.6.2 All accidents are reported and investigated by a director.

3.6.3 An accident report and investigation form is completed which is designed to capture key information and lead to a conclusion with respect to the causes and the identification and implementation of remedial action.

These forms cover:

- Date, time and place of accident.
- Who was involved
- Witnesses.

- Events leading up to the accident.
- Outcomes of the event, e.g. injury or damage, and the severity.
- Causes of injury or damage.
- Immediate and underlying causes of the accident.
- Emergency action taken at the time to prevent a reoccurrence or to minimise injury/damage.
- Further action required to prevent a reoccurrence.

3.7 “Near Miss” events

Both clients and staff are strongly encouraged to complete an accident report form for an occurrence that could potentially have resulted in an accident. These are classified as a “near miss” and information is used to strengthen the system.

3.8 Incident Reporting

Incident reporting is compulsory.

3.8.1 All incidents are reported and investigated by a director.

3.8.2 An incident report and investigation form is completed designed to capture key information and lead to a conclusion with respect to the causes and the identification and implementation of remedial action.

3.8.3 All accident, near miss and incident reporting is reviewed at least annually with a view to incorporating improvements in the SMS

3.9 Assistance to the client - Safety Information before travel Written practical information is provided to clients before a tour.

4. SAFETY MANAGEMENT OF ACCOMMODATION UNITS

All accommodation contracted by Edventure Travel for, School, Group, Sports and Ski Tours will comply with local legislation with respect to fire and general safety. Accommodation is contracted in the main directly by trained Edventure Travel staff or alternatively through reputable Agents in the area to be visited. Where Agents are used they are advised and trained by Edventure Travel of the high importance of safety in all the accommodation units that they provide for us and Edventure Travel ensures that they complete an Agent’s Contract confirming that Hotels provided for our groups conform to local, national and European standards as appropriate.

Accommodation audits

4.1 Standard Audits

All units will receive a Standard Audit by Edventure Travel prior to being used by Edventure Travel customers to ensure that our minimum requirements in terms of Health and Safety are met. Edventure Travel staff will conduct a Standard Audit of the accommodation which will be recorded on our systems in the main Edventure Travel office in Milborne Port.

Staff conducting such audits will be full trained to School Travel Forum standards with their course training full up to date and refresher training taken in accordance with School Travel Forum membership. Where needed external consultants such as Checkpoint may be used to conduct audits in line with School Travel Forum procedures.

4.3 Home stays

Edventure Travel Ltd uses agencies to find host families for any groups that wish to use this type of accommodation. Both Edventure Travel and the agency will adhere to the following rules and guidelines throughout the various stages:

4.3.1 Selection, Allocation and Information Given to Hosts:

Special consideration will be given to billeting in pairs or multiples and prior confirmation will be obtained with the Group Leader before single billet arrangements are confirmed.

For the selection and allocation of Host Families, the following factors will be considered:

- Gender
- Cultural Issues
- Medical needs and disabilities
- Distance and Facilities available

In order to allow for the most accurate selection of Host Families, the group leader will provide information to Edventure Travel which will then be sent to the agency. This information will include:

- Name, age and gender of pupils plus any special requirements such as food, medical or cultural issues
- Minimum standard of accommodation required
- Visiting schools code of conduct
- Contact numbers, including emergency contacts

4.3.2 Host family information form

When a Host Family has been sourced for a student(s), the agency shall ensure that particular information about the family is taken. This information will be collected using the Edventure Travel Host Family Information Form or the agencies own form incorporating our questions. This information will then be returned to Edventure Travel; it will be reviewed and then made available for the group leader in advance of the tour.

4.3.3 Group Preparation:

It is important that group leaders are able to manage exceptional circumstances whilst away with the group (if applicable). To help achieve this, Edventure Travel shall ensure that the group are in receipt of 24 hour contact numbers for the agency, have written location details of each pupil and have a process and means to move pupils away from unsuitable accommodation or to a place of safety if necessary. Information will also be provided to group leaders in advance of the trip to suggest that they have access to/make arrangements for the following:

- Emergency 'visit at once' code to give to students
- Physical or telephone contact with the students, within 2 hours of them moving in to their host family
- A means to contact students each day
- A means by which accommodation inspections can be carried out on request.

4.3.4 Monitoring

Tour feedback is requested from the group leader which includes a section for comment on the standard of accommodation provided.

4.4 Information Management

All information relating to Health and Safety audits will be held in records relating to every accommodation unit used by Edventure Travel School, Group, Sports and Ski Tours and Accommodation Log will indicate the dates of last audits together with projected dates for future audits.

5. SAFETY MANAGEMENT OF TRAVEL ARRANGEMENTS

The safety of our travel arrangements is of paramount importance in Edventure Travel's operations. We do not charter our own ferries or fly our own airline, as we believe that these are specialist activities that are best left to the experts. The following policies apply to each element of transport:

5.1 British Coaches

British Coach travel is regulated by the Department for Transport. An Operator licence is only granted after satisfying the requirement of professional competence for either national or international operations as appropriate, establishing good repute and appropriate financial standing. Vehicles must be properly maintained, and the Traffic Commissioners look very closely at the arrangements to make sure that they are good enough. The Traffic Commissioner will make sure that the licensee is able to obey the rules which cover speed limits, proper insurance of vehicles and especially drivers' hours rules. The licensee is fully responsible for hired vehicles as if he was the permanent operator and also the employer of the driver.

5.1.1 Compliance is monitored by the Vehicle and Operator Services Agency. Edventure Travel is not responsible for duplicating the work of these regulatory bodies.

5.1.2 Our Transport Manager selects reputable British coach companies for Edventure Travel tours. For all coach operators, prior to first time use, a copy of the operating licence is obtained, together with motor vehicle and public liability insurance. All companies used confirm contractually that they comply with all national, local trade and other laws, regulations, rules and codes of practice including that all their drivers must be DBS checked. All British coaches contracted will meet Edventure Travel minimum standards.

Confirmation that contract conditions are still being met will be obtained by the Transport Manager every 3 years.

In addition to the contract being issued, prior to first time use, all coach suppliers will be subject to a Standard Coach Audit

5.1.3 A preferred list of coach suppliers is maintained including all operators that are regularly used, or anticipated to be used more than five times in any one year.

Any coaches deemed as Unacceptable will be removed from the system and will not be reinstated unless evidence is obtained that any defects have been rectified.

5.1.6 Coaches required for late bookings made within four months of travel, cannot be guaranteed to be selected from the preferred supplier list.

5.1.7 Coaches for school ski courses will be properly equipped for winter conditions, in particular including snow chains and appropriate anti-freeze systems.

5.2 Foreign Coaches

All foreign coaches used for transfers and excursions must conform to all local, national and international standards, including driver hour requirements, with a minimum requirement that the operators hold an Operators Licence, Fleet Insurance and Public Liability Insurance. We request that all reasonable measures be taken to vet driver suitability and we stipulate the maximum age of vehicles to be used.

Prior to first time use, a Standard Coach Supplier Audit form will be sent, information will be reviewed and then a copy kept on file.

Coaches for school ski courses are required to be properly equipped for winter conditions, in particular including snow chains and appropriate anti-freeze systems.

5.3 Coaches – Agent supplied

In countries where we use local agents, our Agents are required to ensure that local standards are met as a minimum. Where Agents are used they are advised and trained by Edventure Travel of the high importance of safety in all transport arrangements that they provide for us and Edventure Travel ensures that they complete an Agent's Contract confirming that transport arrangements provided for our groups conform to local, national and European standards as appropriate.

Confirmation that agent contract conditions are still being met will be obtained every 3 years.

All coach suppliers used by agents will be subject to a Standard Coach Audit prior to first time use and thereafter at a maximum of three year intervals.

5.4 Public Transport (Rail, Bus, Metro, etc...)

The appropriate authorities in each country determine regulation of public transport. Edventure Travel is therefore unable to implement any additional measures.

5.5 Ferries and Eurotunnel

All Ferries and Eurotunnel are regulated nationally and Edventure Travel are therefore unable to implement any additional measures, however, Edventure Travel Managers will hold regular meetings with each of the companies which Edventure Travel contract for Cross-Channel transport. Apart from the normal commercial discussions that will take place, such meetings will also cover topics such as on-board safety and security and codes of conduct for groups and school children on board.

5.6 Air Transport

The Civil Aviation Authority regulates all air transport from the UK. This authority operates to very strict safety criteria, so no additional practical safety measures are considered necessary. EDVENTURE TRAVEL ATOL protect all flight tours.

6. ATTRACTIONS

The majority of attractions/sites visited by schools on Edventure Travel Group, Sports or School Tours are open to the public. Schools and groups visit these attractions/sites at their own risk. Where Edventure Travel staff accompany 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 Edventure Travel. If such a visit has been prearranged and paid for as part of the Edventure Travel package, such arrangements fall within the scope of the "Package Travel, Package Holidays and Package Tours Regulations Act 1992". In such cases Edventure Travel will use reasonable endeavours to obtain from providers of visits and excursions

- Evidence that health and safety has been evaluated
- An outline of any potential remaining risks the provider wishes to bring to the attention of the group

6.1 Incident reports

Working as we do with such a wide range of attractions and destinations, it is impossible for us to be completely up-to-date with all eventualities. We welcome feedback from Party Leaders with current information and ask you to bring any concerns to our attention.

6.2 Monitoring and Review

Prior to first time use all visits and attractions are approached for copies of H&S evaluations and Public Liability Insurance.

Visits and attractions are divided into 5 categories for the purpose of assessing risk.

- EV1 attractions are those that present virtually no risk
- EV2 attractions are those that present some minor risk
- EV3 attractions are those that present greater risk (e.g. swimming pools)
- EV4 attractions, such as adventure activities are classified highest risk (e.g. Caving, Sailing, Riding)
- EV5 attractions, visits, events or excursions which it is not possible to categorise within the above.

All categories of visit are reviewed each time groups are due to visit to establish whether information and evaluations are up to date and new information is requested where appropriate.

6.3 Adventurous Activities:

Adventurous Activities are defined as those which would require licensing by for example AALA. These activities would include, but not be limited to:

- Caving (natural caves, and mines including potholing, cave diving, and mine exploration)
- Climbing (climbing, traversing, abseiling, and scrambling except on purpose built climbing walls)
- Trekking (walking, running, pony trekking, mountain biking, off-piste skiing and related activities when done in moor or mountain country above 600 meters and which is remote (more than 30 minutes drive from the nearest road))

Where an activity is offered which is not covered by the above, but which includes an element of risk, Edventure Travel will conduct an assessment to enable us to decide whether this activity should be included in the tour.

7. SPORTS TOUR ARRANGEMENTS

7.1 Prior to the visit

7.1.1 Edventure Travel will discuss with party leaders their aims and objectives for the visit and take these into account when making preparations for the trip.

7.1.2 Edventure Travel will obtain from the party leader information regarding the ages and skill levels of participants and any potential opposition.

7.1.3 Edventure Travel will establish any specific clothing or equipment requirements with regard to any existing local or international legislation and will advise party leaders of the range of playing surfaces that may be encountered.

7.1.4 Edventure Travel staff will advise party leaders as to the suitability and duration of proposed coaching, games, matches and or tournaments.

7.1.5 Any special needs will be identified with the party leader and appropriate measures taken.

7.2 Insurance

7.2.1 Any insurance offered to the client will have full cover for the sports undertaken or appropriate advice will be given to clients to ensure that any alternative sports insurance may be obtained prior to departure.

7.2.2 Where clients arrange their own insurance, Edventure Travel will endeavour to ensure the suitability of cover for the specific sports and activities undertaken but the group leaders take ultimate responsibility for this.

7.3 Permissions

7.3.1 Suitable information will be provided to the group to ensure that informed decisions on permission by parents and the managing authority can be obtained.

7.3.2 As a matter of policy it is the responsibility of the group leader to contact the necessary sport governing bodies (RFU, FA etc) before touring to ensure that your tour is approved by the appropriate organization. For more information on tour approval your tour manager will be happy to assist.

7.4 Facilities

7.4.1 All facilities offered will be fit for purpose to achieve that which has been discussed in section 1 and to maintain safe standards. In particular, an assessment of the following will be made:

7.4.1.1 First aid facilities

7.4.1.2 Emergency medical processes

7.4.1.3 Changing and welfare facilities

7.4.1.4 Transport access

7.4.1.5 Where due to adverse local conditions the suitability of the actual location of fixtures will also be assessed.

7.5 Staffing and Coaching

7.5.1 The quality of coaching and support staff will be fit for purpose.

7.5.2 For staff employed by Edventure Travel there will be evidence of:

- an acceptable recruitment policy
- references taken up and where possible background checks such as Police reports or DBS checks
- monitoring of performance

7.5.3 Where third party providers are used there will be evidence of:

- Suitable checks with regard to the competence of staff provided and/or the competence of individuals
- A feedback process exists to measure suitability of delivery

7.6 Equipment supplied

7.6.1 All equipment supplied will be fit for purpose and where appropriate there will be evidence of:

7.6.2 Regular Checks

7.6.3 Maintenance records

7.7 Opposition Teams and Events

7.7.1 Where teams are supplied as opposition, they will match the information given under section

7.1.1.2 unless:

7.7.2 The client has later specifically requested a different standard

7.1.2 In exceptional circumstances no reasonable alternative is available and the client has been informed and agrees

7.2 The agent or organiser of the supply of opposition teams will have been made aware of the age and skill level of the client team

8. EMERGENCY PROCEDURES

EDVENTURE TRAVEL maintains and practices emergency procedures to follow in the event of a serious incident. The Emergency Procedure manual is regularly reviewed and updated. A Duty Officer of Edventure Travel is contactable 24 hours per day via either the main office number or mobile phone out of hours whilst groups are on tour. All Party Leaders and drivers will be given information on how to contact the Duty Officer as part of their Final Travel Pack. The Duty Officer will have available at all times details of all groups currently on tour and emergency contact numbers for all suppliers. The Duty Officer will log all calls. If a call represents an incident which has compromised the safety of a customer, an incident report will be completed. These reports are logged and used to review procedures and determine priorities for risk management.

The Crisis Management System is regularly tested and reviewed in the light of incidents, accidents and near misses during the course of a year. Changes and amendments are considered following each incident and appropriate measures noted and implemented as necessary.

New key staff are made aware of Emergency Procedures as part of their induction process. Training is undertaken on an ad hoc basis based upon need.

