

SAFETY MANAGEMENT GUIDELINES



Safety Management Guidelines For School & College Groups Travelling With Interski

Winter 2018/19



INTRODUCTION

GENERAL STATEMENT OF POLICY

Inter School Travel Ltd will ensure, as far as is reasonably practicable, the health, safety and welfare of all employees and others affected by its on-going operations.

In particular, Inter School Travel Ltd will:

- ✓ Provide adequate control of the health and safety arising from work activities.
- ✓ Consult with our employees on matters affecting their health and safety.
- ✓ Provide and maintain safe plant and equipment.
- ✓ Ensure safe handling and use of substances.
- ✓ Provide information, instruction and supervision for employees on matters of health and safety.
- ✓ Ensure all employees are competent to do their tasks.
- ✓ Provide adequate training.
- ✓ Prevent accidents and cases or work-related ill health.
- ✓ Maintain safe and healthy working conditions.
- ✓ Review, and revise as necessary, this policy on an annual basis.



Colin McIntosh
Chairman
Inter School Travel Ltd
24th September 2018

INTRODUCTION

HEALTH AND SAFETY RESPONSIBILITIES

Overall and final responsibility for health and safety is that of Inter School Travel Ltd. As the company operates both in the UK and in Italy, responsibilities for health and safety matters are split between different employees.

THE MANAGING DIRECTOR

The Managing Director has ultimate responsibility for the overall arrangements for health and safety. The Managing Director will ensure, as far as is reasonably practicable, the health, safety and welfare of all employees and others who may be affected by the company's operations.

In particular, the Managing Director will:

- ✓ Ensure there is an effective health and safety policy and that all employees are made aware of their individual responsibilities.
- ✓ To ensure that the company meets its obligations under the Health and Safety at Work Act 1974.
- ✓ To appoint a person responsible for the health, safety and welfare of employees and other persons in the UK.
- ✓ To appoint a person responsible for the health, safety and welfare of employees and other persons in our overseas operations.
- ✓ Ensure funds are adequately appropriated for matters of health and safety.
- ✓ Ensure appropriate training is provided where required

HEALTH AND SAFETY CO-ORDINATOR (UK)

The Health and Safety Co-Ordinator (UK), will be responsible for all matters of health, safety and welfare which affect employees and others at our UK office, whilst assisting the Managing Director.

- ✓ Understand and implement the company health and safety policy.
- ✓ Organise for the company health and safety policy, risk assessments and works procedures to be reviewed annually. In the case of the health and safety policy, this must also be signed by the Managing Director.
- ✓ Keep records of all accidents to employees and others on the premises in the UK office.
- ✓ Keep records of all near misses to employees and others on the premises in the UK office.
- ✓ Assist the Managing Director in ensuring all matters of health and safety affecting the UK office are managed and maintained.
- ✓ Liaise with the Resorts Director (Italy) to ensure all matters regarding health and safety are up to date.
- ✓ Set a good example on matters of health and safety at all times.

RESORTS DIRECTOR (ITALY)

The Resorts Director will be responsible for all matters of health, safety and welfare affecting employees and others in our overseas operations, through the assistance of the management team.

INTRODUCTION

The Resorts Director (Italy) will:

- ✓ Understand and implement the company health and safety policy.
- ✓ Ensure all overseas employees are aware of the company health and safety policy and their responsibilities.
- ✓ Work closely with the resort management team to ensure the company's health and safety policy is implemented by all employees.
- ✓ To report and discuss matters of health and safety with the Managing Director .
- ✓ Keep records of all accidents to employees and others in Italy.
- ✓ Keep records of all near misses to employees and others in Italy.
- ✓ Set a good example on matters of health and safety at all times.

RESORTS MANAGERS (ITALY)

The Resorts Managers are responsible for ensuring the company's health and safety policy is implemented in the overseas operations.

The Resorts Managers will:

- ✓ Understand and implement the company health and safety policy.
- ✓ Work closely with the Resorts Director to assist and ensure safe working conditions and practices for all employees and others affected by the company's overseas operations.
- ✓ Ensure those employees working directly beneath them understand and implement the company's health and safety policy.
- ✓ To report and discuss unsafe working practices with the Resorts Director (Italy).
- ✓ Liaise with the Health and Safety Co-Ordinator (UK) to ensure all matters regarding health and safety are up to date.
- ✓ Set a good example on matters of health and safety at all times.

ALL EMPLOYEES

All employees have a responsibility for their own health and safety and that of others who may be affected by their acts or omissions.

Employees are expected to co-operate with the company to enable it to discharge its own responsibilities successfully.

All employees are expected to:

- ✓ Understand and implement the company health and safety policy.
- ✓ Carry out their duties in a safe manner, in accordance with instructions and with regard to rules regarding safety and procedures, regulations and codes of practice.
- ✓ Report to their line manager any unsafe practice or condition.
- ✓ Obtain and use the correct tools for their work, and not to use anything which may be unsafe .

INTRODUCTION

- ✓ Ensure any safety mechanisms present on any plant or machinery are used correctly and not bypassed in any way.
- ✓ Use protective equipment where required and where provided.
- ✓ Not participate in any horseplay.

INTRODUCTION

GENERAL HEALTH AND SAFETY MANAGEMENT

In attempting to address these areas, Interski has spent many years identifying potential problems and then adjusting our package, staffing levels or policy in an attempt to ensure, as far as reasonably practicable, risks are minimised.

AREAS ADDRESSED IN THIS GUIDE

The following areas of your ski trip are addressed in this guide:

- » Transport
- » Accommodation
- » Snowsports School
- » Après-ski
- » Medical and Dietary Requirements
- » Staffing
- » Child Protection

APPENDIX

- » Risk Assessments For Skiing and General / Après-ski Activities
- » Allergy Cards

TRANSPORT

AIR TRAVEL

Interski school/college packages by air are mainly sold inclusive of flights and continental transfers.

Flights are usually booked with the following airlines:

- » easyJet
- » Jet2
- » British Airways

Occasionally, other carriers may be used.

Please see your airline's website for full details of their booking conditions, policies and frequently asked questions.

At the airport, the students will be the responsibility of the staff leading the trip. If you are taking a large group of students, then you may wish to assign a member of staff to a selected number of students in order to keep supervision to a maximum.

For groups of 10 students or more, we will organise UK airport representation through Servisair Concierge to ensure that your airport experience is as smooth as possible. A Servisair Concierge representative will contact you in the week prior to travel to arrange a meeting point at the airport. On departure day, they will meet you on arrival at the airport and help you through check-in and security. Where available, they will make sure your group are fast-tracked through airport checks and escort you to your departure gate.

COACH TRAVEL

Interski school/college packages are mainly sold inclusive of coach travel. We will pick up a group of 10 or more from any mainland point in the UK (this is our guaranteed policy as advertised in our brochures).

Interski has its own Alliance of coach operators, strategically located throughout the UK to be able to cope with the above stated policy. All vehicles are full executive specification, which provide all the usual expected facilities – seat belts (everyone, child or adult, must wear a seat belt according to UK legislation), reclining seats, toilet and washroom and DVD. They are air conditioned and most are liveried and within four years of first registration. All vehicles are fully maintained and a copy of the fleet insurance is kept in our offices for reference. Interski insists that all vehicles have mobile phones and on departure days the progress of the vehicles is monitored carefully during their route to the channel port and beyond.

Further information on the Interski coach policy can be found in the downloads section of your client login area.

Interski have handling agents at Dover to liaise with the operations department on departure days and to ensure all arrangements for schedules and ferries are carefully controlled. Each vehicle will follow a carefully structured itinerary on its route to Italy to enable the group to arrive in resort at a time both convenient to hotels and to fit in with arrival day procedures. The groups have breakfast provided on the outbound and inbound journeys at pre-determined venues to give greater control and security to group leaders.

CROSS CHANNEL FERRY – P&O FERRIES

Crossings are nearly always in the evening, outbound, and early morning, inbound and the boats can take in excess of 1000 passengers. Whilst it is accepted that reasonable freedom of movement is required, we suggest that party

TRANSPORT

leaders take steps to exercise adequate control by stipulating a meeting place on board and always have a member of staff available at that point.

VEHICLES

Maintenance – All vehicles are required by law to undergo scheduled safety and maintenance checks every 6 weeks. All checks are carried out and signed off by fully qualified mechanics and are also subject to random independent inspection visits. Safety maintenance checks are rigorous and examine or test, as appropriate, all key aspects of the vehicle from safety belts to steering columns.

Full MOT – Performed annually, as with private vehicles.

DVSA (Driver + Vehicle Standards Agency) – All vehicles and operators are subject to roadside spot checks, premises spot checks and scheduled visits by DVSA officials. Any discrepancies in any areas can result in the operator being fined or see the operator lose their operator's licence, effectively preventing them from doing business.

ALL – Vehicles must be equipped with the following as standard:

- » Seat belts – either lap or 3 point
- » Emergency lighting
- » Clearly marked emergency exits
- » Emergency window hammers
- » First aid kits

ALL – Vehicles are contactable by either driver mobile phone or coach phone, to be answered only by the co-driver if the vehicle is in motion. This is a contractual obligation between Interski and the operator.

ALL – Vehicles are equipped with either snow tyres or snow chains or both.

ALL – Operators must have rescue and breakdown provision, appropriate to each vehicle, e.g. Volvo recovery for Volvo coaches.

Passengers – Interski provides an audio CD to be played at the start of the journey with a safety briefing to all passengers covering the various safety equipment, measures and emergency procedure.

COACH OPERATORS

Interski retains a copy of all Operator Licences and insurance.

Coach operators used by Interski are well established. Most have worked alongside Interski for some time and have a detailed knowledge of the Interski programme and requirements.

Operator performance, in terms of vehicle and drivers, is recorded and monitored via client feedback. This is used to assess future partnership.

Operators must demonstrate that their fleet has the required quality of vehicle required for comfort and safety over long distance.

Interski also audits all coach operators in line with our obligations under the membership of the School Travel Forum.

TRANSPORT

COACH DRIVERS

Driving time – There are several aspects concerning the regulation of how long a driver can spend in control of the vehicle.

Drivers are allowed to drive for a combined total of 21 hours in any one journey, shared between two drivers.

Each driver may not drive for any longer than 4.5 hours without taking a break of at least 45 minutes or handing over to their co-driver.

Drivers are responsible for ensuring they are sufficiently rested prior to driving, particularly overnight. Interski ensures there is provision for this on each trip.

Tachographs – All driver hours are strictly governed by European law, enforced by VOSA and monitored by tachographs. Tachograph recording is now mostly digital and cannot be altered or tampered with. Any discrepancies, such as driving over the allotted time, is likely to result in fines and/or driving bans.

Child Protection – All drivers are subject to Criminal Records Bureau checks.

Competence – In addition to the required testing and licencing for each classification of vehicle, all drivers must now complete a Certificate of Professional Competence, issued by the DSA & JAAPT (Driving Standards Agency & Joint Approvals Unit for Periodic Training), without which their licence would be invalid. Units of the driver CPC include courses in First Aid, Tachograph Law and Health & Safety.

Drivers are also required to undergo periodic medical examinations to ensure they are fit and healthy enough to perform their role.

Interski – Additional considerations, specifically required by contract between Interski and coach operator, as follows:

Every tour will have two drivers for the duration and a feeder/relief driver as appropriate, depending on where the vehicle originates from or needs to return to.

Drivers new to Interski must complete at least one tour with an experienced driver before leading a tour themselves.

All drivers should have experience driving abroad and in winter conditions.

TRANSPORT OPERATIONAL GUIDELINES

What Criteria Are Used For The Selection of Coach Operators?

- Operators are hand-picked to cover geographical requirement.
- Interski will source a fleet size which has adequate capacity.
- Most operators are members of CPT – Confederation of Passenger Transport or of Coach Marque – a Confederation of Professional Transport initiative which has strict membership standards on vehicles, staffing and training.
- Established operators, used for a number of years, with each departure carefully monitored and recorded. The performance of each operator is then assessed as a consideration for future work.
- All operators must show that their fleet has the required quality of vehicles for this work.

TRANSPORT

What Training And Information Is Given To Drivers Before Being Allocated To Interski Work?

- Any new driver will undergo his/her first Interski departure with an experienced crew member before taking control of any vehicle.
- Every departure has a driver reference folder with full information.
- Coach operators are selected based on the driver experience they already have.
- The staff support system available to drivers in the Aosta Valley provides full information and reference contacts.

Does Interski Have Any Control Over The Selection Of Drivers?

- Each departure is assessed for driver performance, involving such criteria as appearance, willingness, cooperation and information. These assessments are recorded. Note of any special comments is made, positive and negative. Interski is then able to intervene if necessary.
- All coach companies are asked to submit a list of drivers to be used on the Interski contract and all coach operators are asked to declare their screening processes for suitability.
- Interski will, wherever possible, ensure that if particular requests are made for specific driver staff, these are complied with.

Communication Between Drivers And Clients is Paramount – What Should We Expect To Be Told By Our Drivers?

- All driver crews, whether feeder or tour drivers introduce themselves, give a description of the vehicle and facilities on board, and give details of all safety aspects, including emergency procedures. This may be given by the driver or by means of an audio CD.
- Tour drivers will give full information on the journey schedule, rest breaks, driver changes and ferry details.
- The journey will usually involve a rest stop on the UK side of the channel, a driver change in the middle of the night, a breakfast stop and perhaps a short break before arriving in Italy.
- The return journey is less involved, with a rest stop in France at approx 22.00 hrs and then breakfast on the ferry (pre-arranged) in addition to re-fuelling or driver changeover stops, as required.
- A regular update of the schedule is given, with particular information relating to arrival either in resort or return home.

For A Coach Journey To Italy, How Are Drivers' Hours Allocated, And Will We Need A Feeder Driver To Dover?

- The Aosta Valley is one of the closest ski areas available overland, at just 10/11 hours from Calais. Many Alpine ski areas can necessitate a journey of twice this duration.
- All operators are given adequate notice to plan the operational side of driver allocation, and the planning has to involve tour drivers within tachograph ruling to allow a maximum 21 hour period to reach resort.
- The point of departure and selection of hotel/resort will determine whether a feeder driver will commence the

TRANSPORT

journey, or whether tour drivers will undertake the whole journey. The converse will apply inbound.

What Route Is Used For The Journey To The Aosta Valley In Italy?

- From Calais the route via the French motorway system will take the coaches past Rheims and Dijon towards Geneva. The breakfast stop is scheduled into the journey in the area between Dijon and Geneva. After breakfast the route to the Mont Blanc tunnel passes Geneva on the Autoroute Blanche to Chamonix. Access to the Aosta Valley is via the Mont Blanc tunnel.

How Can Everyone Keep In Touch With Each Other?

- Each coach has a mobile phone on board, which is a pre-requisite of Interski's contractual agreement with the coach companies. The progress of all our coaches is carefully monitored by Interski both on their way to Dover and their 'check in' with our agents at the ferry terminal, as well as being contacted early on the Sunday morning to confirm the arrangements prior to their arrival in the Aosta Valley.
- In the event of difficulty all coach crews have contact numbers [24 hrs] where they can refer problems, ask for assistance or report delays. There should be no circumstances where they cannot get advice or help.

Can We Use An Operator From Our School or Local Authority Preferred Provider List?

- We will always consider any such request, if given in good time. However, due to the demands that we place on operators, the time that it takes to perform our required checks and to arrange contracts, this is not usually possible unless we have used the operator previously.

What provision is made to ensure drivers are sufficiently rested prior to departing resort?

- Drivers' hotel rooms are retained for the duration of departure day to ensure they can rest sufficiently prior to travel.
- Drivers are not supplied with a ski pass for the last two days of the trip and are not permitted to ski on departure day.
- Interski has several members of PCV qualified staff in resort, able to assist with transfers on arrival and departure day to ensure partnership drivers are never required to work longer than their hours.

TRANSPORT - P&O FERRIES

RISK ASSESSMENT & IMPORTANT INFORMATION

P&O Ferries' vessels comply fully with all current international and national Maritime Safety Regulations and we operate a comprehensive and audited Safety Management System.

LOADING & EMBARKATION AREAS IN THE PORT OF DOVER

When travelling through the Port of Dover, including all waiting and loading areas, the Travel Centre and the quayside, please be aware that berth areas are subject to normal road traffic regulations and strict road laws are adhered to under Health and Safety Regulations.

We should also advise that the embarkation areas are extremely busy with freight and tourist vehicles manoeuvring to and from our vessels and you are respectfully requested to instruct your party members to follow the designated black and white walkways whenever moving around the portside to access food outlets and other facilities.

BEHAVIOUR OF YOUNG PERSONS ON BOARD SHIP

HAZARD INFORMATION

Please be aware of the following whilst on board:

- **Bad Weather:** Announcements will be made to advise passengers to stay seated and take extra care when moving around.
- **Wet decks:** Take extra care when using outside decks especially in wet weather.
- **Doors:** Keep hands and fingers clear of hinges and door edges on both external and internal doors.
- **Door sills:** Lots of doors have sills, especially those leading to the vehicle and outside decks. Take care when crossing the sills; step over them; do not stand on them.
- **Stairs:** Take extra care and use the handrails as stairs can be very steep and often become crowded. Please do not push or force your way into congested areas.
- **Young Persons' behaviour:** Boisterous and noisy behavior is not welcome on board ship; it can be offensive and put others at risk. Please do not behave in any way which inconveniences others.
- **Running:** DO NOT RUN on board the ship at any time, either inside the ship or on the outside decks.
- **Moving vehicles:** Take extra care when leaving the stairways and moving around on the vehicle decks as cars, coaches and lorries may have started moving before you rejoin your own vehicle
- **Access:** DO NOT assemble or form groups in numbers which block alleyways (corridors) or stairway accesses. It is essential that routes around the ship are kept as clear as possible.

TRANSPORT - P&O FERRIES

We want your group, along with all our passengers, to enjoy their crossing with P&O Ferries and to be safe. We would therefore be grateful for your co-operation on the following points:

1. On boarding, we would ask you to introduce yourself at the Information Desk with the completed form overleaf. (There is no need to bring your whole group to the desk.)
2. It is important that your group is made aware of the safety information detailed below and that the potential dangers of unruly behaviour are explained. When a meeting point or area has been allocated, please ensure that your group keep together there until both the captain's welcome message and important safety announcements have been played.
3. For the safety and well-being of all passengers and staff, we would request that your group be supervised at all times and that the following points are observed:

DO...

- ✓ Please respect the peace and comfort of other passengers.
- ✓ Please use the waste bins provided and leave the ship as tidy as you found it.

DO NOT...

- ✗ Run, roam around or make noise in alleyways.
- ✗ Allow access to the outer decks during night crossings.
- ✗ Touch any safety equipment or enter areas closed off by watertight doors or access the vehicle decks whilst at sea.
- ✗ Play in the lifts, sit on the stairs or block the alleyways.
- ✗ Congregate at the top of stairways to the vehicle decks until called forward for disembarkation.
- ✗ Congregate at the Information Desk as this area needs to be kept clear.

4. Please note that it is our policy to:

- Not allow anyone under 18 to buy tobacco, cigarettes, wine or spirits, even as gifts. Under 18s are not allowed to buy alcoholic drinks from the bar.
- Not allow anyone under 18 to play on gaming machines or (where provided) to enter casinos.
- Prosecute all incidents of theft.

We ask that you return to your meeting point/area, as agreed with your group leader, 10 minutes prior to arrival and await further information regarding disembarkation.

TRANSPORT - P&O FERRIES

TRANSCRIPT OF SAFETY MESSAGE

“Ladies and Gentlemen, this is an important safety announcement.

“Your attention is drawn to the emergency instruction notices which are displayed in the Assembly Stations and in other passenger spaces. These notices include the location of Assembly Stations; that is the areas where passengers should assemble in the event of an emergency; the method of donning a lifejacket and a description of the general alarm signal.”

“This signal consists of seven or more short blasts followed by one long blast on the ship’s whistle and followed by a similar signal on the alarm bells. If this signal is sounded you should proceed to the nearest Assembly Station. Assembly Stations are located throughout the public passenger spaces and can be identified by a square green and white sign with arrows pointing inwards to a symbol depicting a family group.”

“At an Assembly Station, a crew member will issue you with a lifejacket and instruct you how to wear it. Smaller lifejackets are available for children.”

“You should remain calm and follow the instructions of the crew member.”

“Thank you for your co-operation and we hope you enjoy your crossing.”

ASSEMBLY STATION SIGN



ACCOMMODATION

The Interski schools package provides full board accommodation in carefully selected hotels in the Aosta Valley (breakfast and evening meal normally taken in the hotel, with vouchers for a hot snack lunch at selected mountain restaurants). All rooms have private bathrooms and the occupancy is mostly 2, 3 or 4 to a room. All groups have room allocations and floor plans prior to departure to enable them to allocate rooms to students and to be able to take all considerations into account (gender, floors, staff rooms etc). Single rooms are not normally provided for staff, however, if a single room is required, please let your Account Manager know and they will do their best to accommodate your needs. Please be aware single rooms may attract a supplement. Please refer to the Party Leaders' Handbook for information regarding rooming arrangements at the Residence Planibel.

In the Aosta Valley, each hotel must meet the region's standards with regard to safety, hygiene and fire regulations. The hotels are given a certificate to operate subject to inspection by the Aosta Valley authorities. This is the main criterion that Interski use and forms part of the hotel's obligations as part of our contractual arrangements. Many of the hotels we use have been taking Interski clients for years. All new venues are carefully checked out before any contractual arrangements are agreed. As an additional measure, we also follow and comply with the protocol as set out in the School Travel Forum handbook.

Most hotels have an Interski School & College Co-ordinator staying in the hotel to act as liaison between group, hotel and coach drivers. Information and specific requirements of each group are accessed by the School & College Co-ordinator prior to arrival to ensure all arrangements run smoothly.

He/she will happily arrange for a fire drill to take place on the evening of arrival, should a party leader so require. Where possible each group is located on a separate floor from any others staying in the hotel with rooms for staff interspersed for ease of supervision. Hotels are aware of the need for security and take all necessary steps to ensure the safety of their guests.

All accommodation used by Interski for the benefit of clients is subject to the audit conditions set out by our membership of the School Travel Forum.

SNOWSPORTS SCHOOL

Interski has a unique arrangement and agreement with the Aosta Valley region allowing us to operate a British snowsports school. Most instructors are of English mother-tongue, supplemented by some international instructors who are English-speaking and hand-picked to work within the Snowsports School. All our instructors are familiar with the resorts they are working in, having either worked there in previous seasons or having undertaken appropriate resort orientations and briefings before teaching.

Prior to departure each party leader is asked to provide information about the snowsports experience of each of the participants. Students should be classed according to level, with an aim of creating groups of 8 or 12 for skiing and 8 for snowboarding wherever possible. It is likely that should you not be able to form full groups of the same standard, participants from other parties, of the same ability level, will be mixed in. This information should be submitted to Interski at least ten weeks prior to travelling so it can be passed to the Snowsports School in resort and allow them to make allocations.

The Interski schools package provides a minimum 4 hours instruction per day, plus the supervised lunch break of one hour, giving a total of 5 hours supervision for 6 days by qualified instructors.

The Interski Snowsports School operates from main bases in both of its two key resorts – Courmayeur and Aosta / Pila. These are Interski's own buildings where equipment is owned and issued by Interski. These buildings also operate as a base for all mountain activities. All of the equipment used is new or recent and comprises Atomic ski and snowboard kit, all issued by Interski staff who have attended the relevant technical courses and who have been accredited with the necessary certificate of competence. Each of the two centres has an office which has all the latest technology. All Interski groups are greeted and returned to a pre-determined point at the start and end of the day and instructors hand over their group to the school staff at an agreed time/place.

OPERATIONAL PROCEDURES

What Are Your Staff Operational Procedures In Terms Of Customer Care And Safety?

- All snowsports instructors are trained to minimum standard of Level 2, either through the British Association of Snowsports or other national equivalent.
- All instructors hold valid First Aid certificates.
- All resort staff attend pre-season training.
- All staff are made constantly aware of operational procedures.
- Management structure enables swift and effective problem solving.
- All resort staff have a DBS/CRB/CRD/PVG check.

How Does Your Company Ensure That All Support Staff Are Aware Of The Necessary Procedures?

- Through pre-season training and regular appraisal throughout the operational period.
- All staff are issued with detailed job descriptions and are supported by experienced staff during their initial four-week commencement period.
- All staff are made aware of client feedback to allow for improvement in performance.

SNOWSPORTS SCHOOL

What Measures Do You Take To Ensure The Safety Of The Pupils Whilst They Are Undertaking Snowsports Activities With The Snowsports School?

- Maximum class size of 12 (8 for snowboard groups).
- Constant monitoring of instructor performance.
- High profile of Snowsports School management on the hill during the skiing/snowboarding period.
- Constant monitoring of class numbers and ability.
- Check out and check in by the Snowsports Co-ordinator morning and afternoon.

Who Is Responsible For Ensuring The Snowsports Instructors Are Appropriate To Work With Young People?

- Resorts Manager (Snowsports School)

How Does The Company Ensure That Snowsports Equipment Used Is Fit For Purpose And Correctly Fitted?

- Constant maintenance of all ski equipment by resident ski hire technicians in Interski workshops.
- All staff are Atomic qualified rental technicians.
- Skis/snowboards are fitted according to strict regulation guidelines.

EMERGENCY PROCEDURES

How Does The Company Link To The Snowsports School During Snowsports Activities?

- Our Snowsports School is run as an integral part of the company and is therefore administered and regulated by Interski employees.
- The Resorts Manager (Snowsports School) and Snowsports School Co-ordinators (direct Interski employees) are all in constant contact with resort staff by radio link and phone.

What Is The Procedure For Contacting The Company By The Snowsports School In The Event Of Any Accident?

- All instructors are issued with 5km radius 'walkie talkies' in direct link to the Snowsports School Co-ordinator.
- All instructors are issued with a full list of contact details for Snowsports School Co-ordinators and Resorts Management Team.
- All accidents are reported to Interski by the local rescue services so that we can ensure all clients are taken to the correct 'Interski' doctor.
- Injured parties are then accompanied by the Interski resort rescue personnel (a facility unique to Interski) and are either returned to the Snowsports School, taken to their hotel, or to a hospital for further treatment/evaluation.

SNOWSPORTS SCHOOL

- This decision is only made after consultation with the party leader, circumstances permitting.

In The Event Of A Serious Incident How Does The Company Ensure That The Party Leader Is Informed As Soon As Possible?

- All party leaders are informed as soon as possible by dispatching resort staff with radios to strategic points on the mountain.
- We are also able to locate party leaders over the lunchtime period by phoning the allocated mountain restaurants.
- Contact numbers for party leaders are taken down by resort staff on a Sunday evening and a full contact list is issued to every resort team member on Monday morning. Copies of these lists are also left in our ski hire buildings.

APRES-SKI

As part of the Interski package an après-ski programme is arranged after consideration of the group's needs and the availability of venues. Some of these activities need careful assessment to ensure the provision of adequate supervision, and to ensure that participants have the appropriate clothing.

Every group will have two nights of set après-ski – a pizza evening at a traditional Italian pizzeria and a presentation evening at the end of your stay, when your instructors will come along to your hotel and hand out badges and certificates. Below is a list of possible après-ski activities for the remainder of the week. It is important to realise that the activities are often resort dependent. The programme will be a selection of those activities based on the chosen hotel, and subject to any requests submitted. We will ask you in advance if there are any activities in which your students are unable to participate.

- » Bum boarding*
- » Crêpes
- » Disco*
- » DVD night
- » Ice cream
- » Ice skating*
- » Karaoke
- » Quiz night
- » Snow tubing*
- » Swimming*
- » Town tour

Please bear in mind that some après-ski activities require coach transport. Staff and pupils should be aware of this and have suitable footwear. These activities are sometimes after dinner and travel is in the dark.

Equally, some après-ski activities will be reached on foot. Again, staff and pupils should be aware of this and have suitable clothing and footwear depending on the weather conditions. If you are required to walk to an après-ski activity, it will be along a pedestrianised and well-lit route.

Activities marked with an asterisk have their own separate risk assessment documents which can be found in the appendices of this booklet.

CREPES

- » Some groups will walk to crêperie, others coach
- » One group per venue is normal
- » Please consider any individual dietary requirements of your group members

DVD NIGHT

- » To take place in your hotel
- » Age appropriate DVDs to be shown (Party leader to bring DVDs to watch)

ICE CREAM

- » Some groups will walk to ice cream parlour, others coach
- » One group per venue is normal
- » Please consider any individual dietary requirements of your group members

APRES-SKI

KARAOKE

- » To take place in your hotel
- » Karaoke machines and microphones are the property of Interski, solely for the use of school/college après-ski

QUIZ NIGHT

- » To take place in your hotel
- » Interski will provide quizzes and groups are also welcome to bring their own
- » If you wish to give prizes to the students, you will need to provide your own

PIZZA EVENING

- » Some groups will walk to pizzeria, others coach
- » Replaces evening meal in hotel
- » One group per venue is normal
- » Please consider any individual dietary requirements of your group members

PRESENTATION EVENING

- » To take place in your hotel
- » Instructors will hand out badges and certificates to students

TOWN TOUR

- » Guided tour of shops and any local sites of interest
- » Suitable clothing and footwear required

MEDICAL AND DIETARY REQUIREMENTS

It is the responsibility of the party leader to provide Interiski with details of any dietary or medical requirements that you / parents / guardians feel are relevant to a snowsports trip.

Instructors will be given a list of any dietary and medical requirements for their group at the beginning of the week.

If medication is required upon the mountain (e.g. inhalers, epipens etc.) Instructors are not permitted to hold/keep medication on them; it needs to be kept on the student. All of our snowsports instructors have a valid first aid qualification.

We have French and Italian translation cards for various allergies and dietary requirements, which can be found in the appendices of this booklet. We recommend printing and laminating the cards for ease of use throughout the week.

The hotel will be able to provide a gluten free diet but students may not be offered exactly the same meal as the rest of the group. On pizza night, as gluten free pizzas are cooked in the same oven as the standard pizzas, an alternative meal may be offered. There will always be a gluten free option available at the mountain restaurants. As specialist dietary products are less prominent and more expensive in Italy, we highly recommend that students requiring a gluten free diet take some gluten free snacks with them. They are also welcome to bring their own food items and the hotel will be happy to store any perishables in their fridge.

In cases where requirements are complex or special, students may be required to bring food items with them.

It is strongly recommended that participants with dietary or medical requirements have a thorough understanding of the limitations of their condition i.e. what they can/cannot eat, symptoms of when they may be becoming unwell.

STAFFING

During the snowsports season Interski has a resort infra-structure that consists of approximately 45 full time staff, 22 vehicles and a main office in Aosta which is linked to the UK HQ.

Under our Resorts Director, the Interski resort staff remain in resort for 5 months. They ensure the programme is run efficiently and professionally. Each employee has a specific area of responsibility and there is a clearly defined referral procedure to the Aosta Valley Resorts Director.

Whilst there are significant numbers travelling with Interski in any one season, the provision of staff and resources is carefully planned to ensure the very best for all groups during their stay.

Prior to the commencement of the season, staff training is carefully structured to ensure that staff are fully conversant with procedures and provide support to each other as required. Interski runs training seminars in the UK prior to departing for resort and this is followed by in-resort training in policy and procedures. Interski also issues to all employees a detailed handbook for reference purposes. This document is very comprehensive and it is the company policy that employee suitability is compliant with the handbook contents.

CHILD PROTECTION

The following general principles have been adopted by Interski and all responsible adults in working together for the safety of children.

School staff and supervisory adults remain in 'loco parentis' for the duration of the trip and are ultimately responsible for the safeguarding and welfare of the child.

The primary concern at all stages will be the interests and safety of the child. All children will be given the opportunity to achieve their full potential.

All Interski staff and responsible adults must strive to work in partnership with children and apply the following principles:

- » Treat all children as an adult would wish to be treated, with dignity and respect.
- » Ensure that all responsible adults are aware of the safeguarding principles adopted by Interski.
- » Take care not to infringe privacy any more than is necessary to safeguard the welfare of the child.
- » Be committed to understanding the effects of racial harassment, racial discrimination and institutional racism as well as cultural misunderstanding or misinterpretation.
- » Use plain, jargon free language, appropriate to the age and culture of each person. Explain unavoidable technical and professional terms.

Procedures provide a framework to ensure that responsible adults work together for the protection of children. They are not, and cannot be, a substitute for professional judgement and sensitivity.

If you would like a copy of our safeguarding policy, full details are available on request.