



INTER SCHOOL TRAVEL LTD

SAFETY MANAGEMENT SYSTEM





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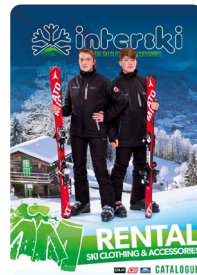
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All information contained within this booklet is correct at the time of publication.

1 INTRODUCTION

Interski and Interschool Travel are trading names of Inter School Travel Ltd company number 00979341.

We've been organising group travel, mainly for the education sector, for over 40 years, giving us a wealth of experience and a strong understanding of how to create the best packages for groups, knowing exactly what a teacher needs to make their trip enjoyable, educational and safe.



We organise trips for thousands of passengers every year, operating a policy of continuous review to ensure we're constantly refining and improving the service we offer. This policy enables all members of the team to provide input to shape changes and assuring everyone is invested and engaged with day to day as well as longer term operations.

This document outlines the steps we take to ensure that all of the trips we organise are done so to the highest possible safety standards. Our systems and standards are audited annually by external consultants who specialise in Health and Safety.

You will find this to be a useful and comprehensive tool to assist with your own planning and risk assessments, as well as reassuring you that you have chosen to travel with a reputable, professional and competent company.



Interschool Travel
EDUCATIONAL & GROUP TOURS

Bespoke School Trips
School trips tailored specifically to your requirements

We specialise in creating bespoke tours, whether that's geography adventures in Iceland, reliving history in France and Belgium, discovering the magic of art in Italy, enjoying sports and culture in Spain or immersing in science in Switzerland.

Any Questions? 01623 572 472
interschooltravel.co.uk | letsgo@interschooltravel.co.uk

Testimonials:
 "My 12 year old son went with his school. He wants to come back next year. He absolutely loved it! Thank you for taking good care of him."
 "My son had the pleasure of this experience for a week with his school, and it was the best experience of his life and he wasn't ready to come home. There was me worrying as it was his first time away from home alone that he wouldn't settle. He cannot wait to return. Thank you!"
 "Amazing company for school groups would recommend to anyone."

2 GENERAL POLICY STATEMENT

We consider safety to be paramount and it is our policy to operate all of our trips to the highest reasonably practicable standards of safety.



To achieve this we will at all times endeavour to:

- Promote a positive health and safety culture throughout the business including members of the team and external suppliers, and promoting a policy of continuous review;
- Dedicate adequate resources to matters of health and safety which include time, labour and money;
- Provide as much information as is reasonably practicable to all group leaders, to assist them in planning and executing their own health and safety arrangements which may extend beyond the scope of our own responsibilities;
- Review and update this document on an annual basis internally, as well as externally by independent third party auditors;
- Train staff to the highest possible standards of health and safety, including emergency procedures;
- Meet the requirements, where applicable, of local and national standards;
- Maintain records of all matters relating to health and safety which includes records of accidents, incidents and near misses as well as annual audits;
- Seek feedback from group leaders, passengers and members of our team to help guide us on matters of health and safety.
- Promote an open and transparent approach to all matters of health and safety.

3 RESPONSIBILITIES

The Directors

It is the responsibility of the Directors to maintain, implement and monitor this Safety Management System. The ultimate responsibility, for all matters of health and safety, lies with the Managing Director.



The Directors will:

- Ensure there is an effective health and safety policy and that all employees are made aware of their individual responsibilities.
- Ensure the company meets its obligations under the Health and Safety at Work Act 1974.
- Ensure reasonable funds are made available for matters of health and safety.
- Ensure appropriate training is provided where required.
- Review and discuss matters of health and safety.
- Ensure records of accidents, incidents and near misses are kept, monitored and reviewed.

All Managers & Heads of Departments

It is the responsibility of all Managers and Heads of Departments to:

- Understand and implement the company health and safety policy.
- Work closely with the Directors to ensure safe working conditions and practices for all employees and others affected by the company's operations.

- Ensure those employees and contractors working directly beneath them understand and implement the company's health and safety policy.
- To report unsafe working practices to the Directors.
- To report any weaknesses of this Safety Management System to the Directors.
- Set a good example on matters of health and safety.

All Employees & Contractors

All employees and contractors have a responsibility for their own health and safety and that of others who be affected by their acts or omissions. Employees and contractors are expected to cooperate at all times in implementing the company's health and safety policy.

All employees and contractors will:

- 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 training, rules, procedures, regulations and codes of practice.
- Report to their immediate 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.
- Ensure any safety mechanisms present on any plant, machinery or tools are used correctly and are not bypassed in any way.
- Use protective equipment where required and where provided.
- Not participate in any horseplay.
- To report any weaknesses of this Safety Management System to their immediate line manager.

School / Group Staff & Supervisory Adults

Where we provide members of our team to either accompany or support a group, we do so in the capacity as guides and not supervisors. School/Group Staff and any Supervisory Adults that form part of the trip remain in loco-parentis at all times.

4 SAFETY INFORMATION BEFORE TRAVELLING & RISK ASSESSMENTS

Before you travel, we will endeavour to provide you with as much information as possible to assist with all practical considerations involved with running your trip.



There is a secure portal on our website where this information can be easily accessed, 24/7. Information is provided at different stages of the process between the point of enquiry and your date of travel. If there is something you require that we do not offer, we will make every reasonable attempt possible to source this for you.

As well as this document, you will also have access to our Party Leader Handbook, risk assessments and allergy/dietary translation cards.

Closer to your actual departure you will be given travel details that will include our emergency contact numbers.

We offer Risk Assessment Visits to party leaders to enable them to undertake their own due diligence in respect of the hotel, the resort and any other locations or excursions that form part of the itinerary. Further details are available from your Account Manager.

5 ACCOMMODATION

Accommodation often forms the backbone of a successful school trip and it is essential that groups have a safe and suitable place to stay. Most accommodation used is sourced directly, but we do also use options that are provided via reputable agents.



For all accommodation we use, there will be a signed agreement in place that will confirm that the accommodation conforms to local, regional and national standards in respect of fire safety and food hygiene and that suitable liability insurance is in place. Where possible, we will obtain copies of the relevant certification. Where accommodation is sourced via an Agent, a similar signed agreement will be in place with the Agent.

Children and adults will be accommodated separately and each passenger will have an individual bed. Where possible and subject to availability, we will work with the hotel to prioritise rooming allocations to meet group expectations.

Standard Accommodation Audits

As a minimum all accommodation used will be subject to the School Travel Forum Standard Audit prior to being used and will be updated every 3 years unless a significant change occurs such as a major structural change or a change of owner.

The Standard Audit will be completed by the hotelier, an agent or by ourselves.

A Standard Audit will not be required if a valid On-Site Audit exists.

On-Site Accommodation Audits

Any accommodation unit which is used on 5 or more occasions, or has more than 250 guests, will be considered 'frequent use'. Within 12 months of the 'frequent use' status being established, the accommodation will be subject to an On-Site Audit carried out by an auditor who has been trained in accordance with the School Travel Forum Requirements.

All 'frequent use' accommodation will have an updated audit carried out every 3 years.

Classification & Conformity

All frequent use accommodation will be recorded on an internal register, in accordance with the School Travel Forum handbook. Each accommodation's conformity will be classed as High, Acceptable or Unacceptable.

High level conformity means there are minor or no areas of improvement have been identified. The management will be commended and encouraged to maintain their standards.



Acceptable conformity means room for improvement has been identified, but the risks, defects or deficiencies identified would not render the accommodation as unacceptable for use. For the avoidance of doubt, this does not mean the accommodation unit has been found to be unsafe.

Unacceptable means the defects identified pose such an unacceptable level of risk that they render the accommodation unsafe for use.

6 TRANSPORT

The majority of packages we organise include elements of transport. Transport can be booked directly by ourselves, through an agent and can also be public transport.

Coach Transport

Coach transport in the UK is overseen by DVSA – the Vehicle and Operator Services Agency – which is a government body. They are ultimately responsible for operator compliance with legal obligations.

We only use reputable operators, the majority of whom have worked with us for many years, understand the nature of our tours and the expectations of our clients.

Coaches used for Snowsport tours will be prepared for winter conditions which will include such measures as the provision of winter tyres, snow chains and appropriate driver training.

Prior to first use each operator will complete the appropriate Coach Supplier Checklist Form. This form exists in multiple languages and should be completed by operators both in the UK and abroad. An updated form will be required every three years, or if a significant change occurs with the supplier e.g. change of ownership.

For any coach operator that is used five or more times during a calendar year, or where they carry more than 250 passengers during the same period, a signed contract will be in place. The contract will confirm compliance with all national, local, trade and other laws, regulations, rules and codes of practice. The contract will also stipulate compliance with safety standard in respect of drivers' hours, driver vetting and suitability, insurance, vehicle age and condition, hygiene standards and subcontracting. All UK-based drivers must be DBS cleared.

Coach suppliers that are used less than five times or carry less than 250 passengers will either sign a written contract or be issued with a purchase order that confirms all of the above. The appropriate STF Coach Supplier Checklist Form (or other STF approved equivalent checklist form/documents) must be completed by either the supplier or an agent supplying the coach services.

Each STF Coach Supplier Checklist Form (or other STF approved equivalent checklist form/documents) completed will be assessed against the STF's Coach Core Values by a trained auditor.

Random sample spot checks of our completed Coach Supplier Checklists will be carried out annually. The results will be analysed by a trained assessor and

where significant discrepancies in the accuracy of the information provided are identified suitable corrective action will be undertaken before accepting any further STF Coach Supplier Checklist Forms (or other STF approved checklist/Checklist form/documents) from the supplier. Records of these checks will be maintained.

The above approach will be used for coach operators directly sourced as well as those sourced via agents.

Coach Transport Classification & Conformity

All frequent use coach operators will be recorded on an internal register, in accordance with the School Travel Forum handbook. Each operator's conformity will be classed as High, Acceptable or Unacceptable.

High level conformity means there are minor or no areas of improvement have been identified. The management will be commended and encouraged to maintain their standards. Acceptable conformity means room for improvement has been identified, but the risks, defects or deficiencies identified would not render the accommodation as unacceptable for use. For the avoidance of doubt, this does not mean the coach operator unit has been found to be unsafe.

Unacceptable means the defects identified pose such an unacceptable level of risk that they render the coach operator unsafe for use.

Air Transport

All air transport to and from the UK is regulated by the Department of Transport and the Civil Aviation Authority. These bodies operate to very strict safety criteria and is not considered necessary for us to undertake any additional measures. Inter School Travel Ltd holds ATOL Licence 1409.

Flights originating in other jurisdictions are governed by the laws and regulations of the country in question.

Rail, Ferries, Ocean-Going Cruise Liners & Public Transport

All rail, ferry, ocean-going cruise liners and public transport is regulated nationally and it is not considered necessary for us to undertake any additional measures.

7 ATTRACTIONS, VISITS, EXCURSIONS & ADVENTUROUS ACTIVITIES

Where visits, excursions or activities are included in a final itinerary, except where the itinerary specifically states the event is not being arranged or facilitated by us, then we will take reasonable steps to ensure that risks have been evaluated and monitored. It is your responsibility to risk assess any arrangements made by you.



Reasonable information on the visits, excursions or activities will be provided to group leaders so that they are able to make informed decisions for their own group. Suitability of visits, excursions and activities is always a decision that must be made by the group leader or school.

We will categorise all excursions and visits included in final itineraries as follows:

Low Risk (EV1)

Locations, attractions, buildings or sites, not involving water immersion or high-risk activities, regularly open to the public, where it can be reasonably expected that:

- there is low inherent risk;
- groups will be more involved in looking (rather than doing) or acting within a controlled environment;
- risks are primarily those associated with group management, which is the agreed responsibility of the group leader;
- venue and activity risks are such that it is reasonable to expect the group leader to be familiar with them from everyday life;
- health & safety law and regulations cover the safety of visitors, including children;
- any issues previously raised by group or staff feedback are now resolved.

Examples are things such as bandstands, parks, cemeteries & churches, galleries, museums & stately homes, sports stadia, theme parks, visitor attractions, shops and shopping centres. This list is not exhaustive and is intended as a guide only.

Medium Risk (EV2)

Locations, attractions, buildings or sites, not involving water immersion or high-risk activities, which may be publicly or privately controlled, where it can be reasonably expected that:

- there are potential risks to groups inherent in the environment, process or activity;
- groups will be directly involved in an activity or process which, if not adequately controlled, may pose risks;
- it is reasonable to expect that the experience will be unfamiliar to groups, including group leaders, resulting in potential risk to individuals and complicating group management;
- health & safety laws and regulations may not adequately deal with the safety of visitors, including children;
- any issues previously raised by group or staff feedback are now resolved.

Examples are things such as visits to hazardous working places without specific visitor facilities, small funfair type operations (as opposed to theme parks run by larger organisations), organised activities not covered by specialised risks category 4. This list is not exhaustive and is intended as a guide only.

Water Immersion (EV3)

Attractions and venues which specifically feature water immersion. Examples are things such as swimming pools, water parks, lidos, beaches, lakes and rivers. This list is not exhaustive and is intended as a guide only.

Specialist Risk (EV4)

Higher risk activities, venues or events that involve an element of activity requiring specialist training, leadership or instruction to ensure safe participation. This includes snowsports, sports tournaments, outdoor & adventurous activities and riding.

8 SNOWSPORTS



Standard Arrangements

We operate in line with the School Travel Forum standards, according to the STF Handbook.

Group leaders and accompanying staff will remain in loco parentis at all times during the ski trip. Ski helmets are included for all participants. A minimum of 4hrs tuition, each day, will be included as part of the trip.

Ski Lessons / Tuition

Where we use external Snowsports schools a written contract or agreement will be in place confirming that they comply with all National Regulations and are certificated to operate locally and have sufficient liability insurance in place.

Whether we use an external Snowsports school or provide instruction via our own instructors, the following will be observed:

- Ratios of students to instructors will not exceed 1:12 for skiing and 1:10 for snowboarding;
- All instructors will be qualified according to local and national regulations and approved by the Director of the Snowsports school, or our recruitment process where provided by us. We operate to a minimum of BASI Alpine Level 2 or National equivalent;
- The runs to be used will be selected to match the needs of the group and level of instruction needed;

We will discuss all arrangements for how Snowsports school will operate with group leaders.

All details of group special needs, including essential medical information, will be discussed with Snowsports schools in advance.

Equipment Hire

We use our own facility and equipment in Pila. In other resorts we use external suppliers.

Where external suppliers are used for supplying equipment, a written contract or agreement will be in place to specify the following conditions:

- Sufficient liability insurance is in place;
- Equipment is of an acceptable standard and is checked every time it is issued;
- Only those who are suitably competent will undertake the fitting of ski equipment;
- Ski bindings will be fitted with due consideration to the age, weight, height and ability of the participant and the manufacturer's instructions. Ski fit records are kept in case of accident investigation;
- At the time of issue, boots are dry and in full working order with no significant damage that could reduce performance and all fastenings are fully functioning;
- Helmets are correctly fitted with no significant damage and where applicable meet local standards;
- All equipment issued is easily identifiable so that children do not mistakenly use the wrong equipment.

Where we supply the equipment through our own facilities, the same conditions will be observed.

We will monitor external suppliers at regular intervals.

Uplifts

All Uplifts used will be licensed and approved to local regulations and be suitable for safe use by school groups with particular consideration to beginners.

Transport

Specialist additional provisions for Snowsports tours are discussed in Section 6.0.

Resorts

Slip, trip and fall hazards will be highlighted to group leaders e.g. slippery footpaths, as well as dangers of traffic risks when disembarking coaches, falling icicles etc.

Accommodation and associated board basis will be appropriate to a mountain environment in winter conditions.

Guidance will be given on appropriate clothing for winter conditions.

We will operate dynamic contingency plans in case of inclement weather.

9 SPORTS TOURS

In The Planning Stages

We will discuss the objectives of the proposed trip with the group leader in order to produce a suitable itinerary. As well as the overall aims and aspirations, we will also discuss:

- The age and skill levels of the group and also that of any potential opposition, if matches are to be included as part of the trip;
- Specific equipment and clothing requirements taking into account any existing international legislation, local rules and the range of playing surfaces that be encountered;
- The suitability of any proposed coaching, games, matches and/or tournaments, including scheduling of matches in tournaments to allow sufficient rest/recovery periods;
- Any special needs of the group or individuals within the group and how they can be catered for.

Insurance

We provide inclusive insurance with all of our trips which will provide full cover for all planned activities that feature on the itinerary including any sports undertaken. Where a group opts out of our inclusive insurance, the group leaders will be reminded that it is their responsibility to source suitable cover. We will advise group leaders to inform parents of insurance cover in order to make individual decisions over suitability.

Permissions

We will provide suitable information to the group to ensure informed consent from parents and the managing authority can be obtained. Where such schemes exist, approval to tour by a UK Sports Governing Body will be confirmed in writing.

Facilities

We will take reasonable steps to ensure that all facilities offered are fit for purpose to achieve the group's aims while maintaining safe standards. In particular, an assessment of the following will be made:

- First aid facilities and provision;
- Emergency medical processes;
- Changing and welfare facilities;
- Transport access;
- Appropriateness of the pitch or court playing areas to the group involved;
- The suitability of the location of fixtures where there may be adverse local conditions.

Staffing and Coaching

Where coaching is provided, the suitability and quality of coaching and support staff will be appropriate.

Where coaches are employed directly by us, there will be evidence of:

- Safe recruitment procedures that include such measures as confirming identity, checking original qualification certificates and, where relevant, coaches are licensed by their NGB and not banned from working with young people;
- References taken up and, where possible, background checks such as police reports, DBS checks and Independent Safeguarding Authority (ISA) registration if appropriate;

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;
- Safeguarding checks/child protection information appropriate to the activity and the particular location of the tour.

Equipment Supplied

Where equipment is supplied, it will be fit for purpose and, where appropriate, there is evidence of:

- Regular checks;
- Maintenance records;
- The size, weight and type of equipment being suitable for the age, ability and physical size of the group members.

Opposition Teams and Events

Where teams are supplied as opposition, we will ensure any parties involved in the organisation will be aware of the age and skill level of our group and that every effort is made to ensure a suitable match.

The only exceptions to this will be where:

- The group leader has specifically requested a different standard;
- In exceptional circumstances, where no reasonable alternative is available and the client has been informed and agrees.

10 ACCIDENT REPORTING

Accidents do unfortunately occur on school trips. Some types of trip are more exposed to accidents due to the inherent risk involved from the nature of the activities that form the itinerary. We make every effort possible to mitigate risks and make activities as safe as possible.



Our CRM has a comprehensive system for reporting accidents, incidents and near misses. This enables us to record all the necessary details of the occurrence including who was involved, where it happened as well as written testimony from any relevant witnesses. This information is kept on our system and can be used in the future to assist with any investigations or insurance claims.

Incidents and near misses, in particular, are periodically reviewed by Directors of the company to ensure that any potential to make safety improvements is embraced and actioned.

11 EMERGENCY PROCEDURES

We have developed an Emergency Procedure which is periodically reviewed and updated as required. This procedure has been developed to enable us to act quickly and efficiently in the event of an emergency situation.



This procedure is reviewed annually and all members of staff are trained in how the system operates through our Crisis Management System.

Duty Officer

All of our tours, as standard, are accompanied by a member of our team, a Course Coordinator, who will remain with the group at all times whilst 'in resort'. On certain tours it is possible for the group to opt out of having a Course Coordinator. On some occasions the Course Coordinator may join the tour en route or at the destination and not travel with the group from the originating point.

At all times when groups are travelling we operate a Duty Officer system who will remain 'on call'. All group leaders are provided with relevant contact information prior to travel, including an emergency number for use outside of normal working hours. The emergency number is manned 24/7 when clients are travelling.

12 SAFEGUARDING



In line with approved best practices, we have developed a separate Safeguarding Policy which is periodically reviewed and available to group leaders.

13 TRAINING



Generally, we are committed to ensuring our staff are fully trained to ensure they are competent in their roles

and that we as a company provide the best possible customer service and meet all reasonable expectations in respect of health and safety.

Where required, we will train members of staff to audit accommodation and coach suppliers. This training is provided by an external training provider, in line with the requirements of the School Travel Forum. Refresher training will take place as required.

All members of staff will be fully trained in respect of this Safety Management System and our Crisis Management System. Refresher training is provided periodically and to all new members of staff.

14 MONITORING & REVIEW



This Safety Management System will be subject to continuous review, but at least annually. As part of our School Travel Forum membership our safety standards are reviewed by an external body every year.

15 ACCREDITATION

We are an Assured Member of the School Travel Forum (STF) and in booking with us you can be secure in the knowledge that we:

- Understand and facilitate the needs of educational travel.
- Have effective Safety Management Systems in place, specifically focused on travelling with young students.
- Offer fair terms and conditions and the best financial security.



To ensure our health and safety standards are maintained, our systems and procedures are fully audited annually by independent experts.

STF Assured Membership is the benchmark for good school tour providers; consequently, it is an Awarding Body for the prestigious Learning Outside the Classroom Quality Badge.

The Outdoor Education Advisors Panel (OEAP) endorses the Quality Badge and requests Local Authorities to recommend the use of Badged Providers, and to require the minimum of additional paperwork where the Quality Badge award is in place.

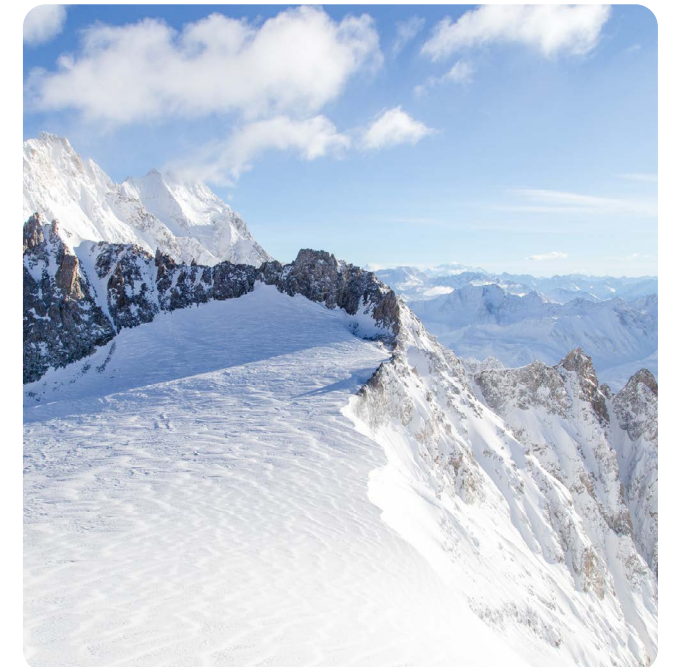
This means that you can book your trip with confidence, meet your organisation's essential due diligence, and reduce the amount of unnecessary paperwork.

For further information, please visit schooltravelforum.com

We are members of ABTA, the Association of British Travel Agents, with registration number V6114. ABTA is the leading body for the travel industry, primarily setup to look after the safety, legal rights and financial security of UK travellers. Membership requires adherence to ABTA's rules, including an annual renewal process.

We hold an ATOL, Air Travel Organisers' Licence, under number 1409. ATOL protects the financial rights of anyone booking package travel that includes a flight.

For your financial security, we operate using a Trust Account system, coupled with a Repatriation Insurance policy. In practice, this means that all money that is paid to us for package travel arrangements goes directly into a Trust Account, overseen by an entirely independent Trustee. The money is only released to us, following the successful provision of your package travel arrangements. In the very unlikely event of our insolvency, all consumer money is safely held in the Trust Account. We believe this to be the most robust and effective way to protect your money.





INTER SCHOOL TRAVEL LTD

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