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**Ski and Sport**

**SAFETY MANAGEMENT SYSTEM POLICY**

**2023/24**

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## **A : Introduction**

Ski and Sports main priority is the safety of its clients and staff. This document is intended to define the Safety Systems that we operate. The Safety Management System is undertaken to pro-actively enable all Ski and Sport staff involved in the supply of a Ski and Sport school tour to act with due care, confidence and regard towards all aspects of safety in their location

Ski and Sport Ltd is a fully bonded members of ABTA Y4964 and are subject to the ABTA code of conduct. Non-air holidays and tours are ATOL protected by the Civil Aviation Authority. Our ATOL number is 10526 Ski and Sport Ltd holds Public, Products and Tour Operators insurance. This policy is reviewed and renewed on a yearly basis and has limits of liability of £10 million for any one occurrence and in the aggregate for Product Liability.

A 1 : Management responsibilities.

Ski and Sport operate to a high level of quality and safety in all its dealings with school groups. Its small but highly experienced management team , with over 100 years of school travel experience between them, is able to deliver consistently tours as booked by the school and continues to monitor and implement best practices in all aspects of school travel.

Ski and Sport Staff Responsibilities are shared as follows .

David Pinder : Managing Director. Responsible for : All health and safety systems of ski and sport, Client feedback, client operations, supplier relationships, finance. David is also the STF appointed contact for ski and sport and responsible for STF implementation and operation of our tours to STF standards. Part of emergency response system.

Ian Pinder : Sales Manager and Overseas operations . Responsible for all aspects of ski and sports sales, including marketing, client pre booking visits, client information, pricing. Additional responsibilities for overseas suppliers in terms of standards, conforming to stf standards and client feedback liaison. Oversees all staff in resorts and is principle contact for our overseas manager. Part of the emergency response system.

Giovanni Zomparelli .Principle agent, based in Italy. Responsible for all aspects of supplier and client services in Europe for ski and sport. Ensures all suppliers have completed stf audits, regular visits to resorts /suppliers to ensure standard are being maintained. Contact with all clients in resort, monitoring of client feedback via midweek and post visit reports. Monitoring of all staff in resort (reps). Regular conference calls with Uk management team weekly, plus seasonal meetings with Uk management team in Europe and Uk to ensure compliance with latest updates re STF and tour operations. Part of the emergency response system.

The above team meet/conference regularly to review and monitor all health and safety auditing requirements of the company/stf.

# **B : Safety Policy Statement & Objectives**

# The safety of our groups is the single most important responsibility of Ski and Sport. We are committed to ensuring that all precautions are taken and all regulations are compiled with, as far as reasonably possible, to provide our customers with the highest possible safety standards throughout our tour product range and at all times.

**B.1. Agent arrangements.**

Ski and sport work with highly experienced and professional agents in their selected resorts. These appointed agents supply the company with ground packages covering all aspects of our tours in resorts they provide. All sign standard agency agreements to stf standards with ski and sport.

Agents are known personally to the management team from many years of close cooperation with them and have an excellent understanding of school travel and local suppliers. They offer only tried and trusted high quality suppliers to ski and sport. Using such agents ensures we do not encounter issues such as overbooking etc forcing schools to be moved from original booked resorts, which can be a problem for larger school companies. All Ski and sport agents have been fully briefed on the policies and procedures of the company, stf operating standards and requirements regarding auditing and contracts. They all have copies of the stf manual, which is used as a reference point for regular discussions with the UK management team. Our agents are responsible for ensuring ski and sport has up to date standard stf audit forms for relevant suppliers and input into management decisions regarding excursion grading etc. In addition agents make regular visits to our resorts in order to ensure standards are being maintained and client feedback remains very positive. A formal review meeting is held annually with agents and the uk management team to ensure latest health and safety requirements are understood and implemented, along with client feedback reports being reviewed.

# **B.2 Accommodation and Activities.**

a All accommodation must be in possession of a current and valid Fire Certificate and accommodation operating certificate or equivalent documentation, where issued by the appropriate licensing authority. Properties should also have documentary evidence that all fire-fighting equipment, fire alarms, extinguishers and/or hoses, emergency lighting systems are in good working order and that they have been regularly serviced, tested and maintained.

b All accommodation should be in possession of a valid Electrical Certificate or equivalent documentation stating that the electrical installation conforms to International and local wiring standards, and is in good safe working order.

c All properties to be in possession of valid indemnity and public liability insurance.

d In all activities featured, our programmes should have an appropriate operating licence and suitable levels of Public Liability Insurance. Furthermore, compliance with the standards set out by the appropriate National Governing Body or Licensing Authority will be required as the appropriate minimum safety standard.

e All our hotels in the North America should be in possession of a Certificate of occupancy.

f Any facility that has a lift must be regularly inspected and certified.

g. We follow and operate to STF guidelines as set out in the members handbook.

h. Suppliers are monitored via senior management visits, agent visits and feedback from representatives and party leaders.

I. All ski and sport accommodation is monitored via a summary chart, showing dates of audits, conformity/grading and any relevant points from management visits/client feedback.

j. Ski and sports will have a member of its management team attend the next hotel auditors course . (Place booked for D Pinder on October 2018 course). A record will be kept of all training relating to this aspect.

**B.3 Transport**

Air – we use airlines that are regulated by the UK Civil Aviation Authority or the appropriate Aviation Authority of their home country and comply fully with international passenger requirements.

Coach – Ski and Sport use coach operators that:

* Hold appropriate licences for the carriage of passengers and are established, experienced companies who wherever possible, have experience of operating successful school tours.
* Employ drivers who are DBS checked.
* For European tours: operate a fleet of quality vehicles, complying fully with all UK transport requirements. Have 24-hour Emergency cover, mobile communication and comprehensive breakdown cover. Seatbelts are fitted as standard.
* North American tours: operate a fleet of quality vehicles, complying fully with all local transport requirements. Outside of Europe it is common for coaches / buses etc. not to have seatbelts fitted.
* Follow a series of best practice guidelines, including pre-tour inspection, safety talks, driver presentation, itinerary monitoring, stopping en-route and customer awareness.
* Our sole provide in the Uk for coaches is Skills Coaches. They hold the Guild of British coach operators award and a copy is on file.
* All overseas coaches are supplied by our principle agents as part of the package who sign an agency agreement confirming standards conform with stf requirements. Each company also provides Ski and Sport agent with a self declaration standard coach audit.

**Rail Transportation** – All rail transport is regulated nationally.

**Ferry and Eurotunnel** – All ferries (and Eurotunnel) are regulated nationally. For major British ferry companies we do check on an annual basis that levels of on-board safety are being maintained.

Use of public transport by parties or individuals during a tour is outside of the control of Visions in Education. However, steps will be taken to ensure that it is appropriate for requirements.

**B.4 Ski lessons**

Ski lessons are provided by instructors from the official and licensed resort ski school and hold valid nationally recognised ski instruction qualifications and who have basic first aid training.

Guidance is given to ski party leaders regarding supervision of groups and communciation with ski school while lessons take place.

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**C : Accident/ Emergency Procedures**

Ski and Sport have a comprehensive and robust accident and emergency procedure in place to provide support/solutions /advise for any of our groups while on tour. The stages of this policy are as follows :

1) Any resort incident to be logged on accident and emergency form. If serious, (cash required/hospital visit) Uk management immediately informed. Initial action is to resolve matter in resort where practicable and record details on form. Form and action taken reviewed by management team within 24 hours of resolution.

1) On route /no resort representative present: party leader Initial call to ski and sport duty officer via our 24 hour emergency number for any incident or emergency. This call is logged and appropriate actions taken. All actions are recorded on the log sheet for the incident. The duty officer assesses if the situation needs to be elevated and involve the rest of the management team. All logged calls are recorded on a standard ski and sport emergency call form and reviewed by management within 24 hours of being resolved.

2) Crisis management : If an incident occurs of major significance , the management will implement a crisis management procedure. This situation involves all the senior management assessing the situation, and taking the appropriate action. Call logs are maintained and strategies are in place to take account of

a) School communications and liaison./parent communication.

b) Resort/supplier communications and liaison.

c) Press requirements.

d) Additional support/web site updates etc.

Training update given on this policy SEE BELOW

External support.

It is recognised by the management of ski and sport that a major crisis often requires significant resources and specialist input. We have a network of contacts in place that have major experience in crisis management for tour operations and can mobilise additional resources as needed (like call centres /press statements) .

Management training and reviews of accident procedures.

An annual accident and emergency review and training day is scheduled after the winter season with all management of the company. This will look at all accidents, incidents and near misses reported to the company during operations. Modifications and recommendations will be logged and implemented where necessary.

**D : Preview Visits**

At Ski and Sport, we encourage that all schools taking school tours with us, make provision for such inspection visits, so that valuable risk assessment and understanding of a resort can be made in advance of the main school tour. We offer both European inspection visits accompanied by our agent/Ski and Sport representative and ad hoc individual visits to our North America venues. All such preview visits are at an additional cost to the basic tour price and can be included in a tour price if the school requests this before the booking is made with us.

# **E: In resort Tour Representatives and general staff training**

Where tour representatives are employed by ski and Sport in resort the following criteria will be applied:

* Ski and Sport will hold on file a self-declaration form completed by the employee relating to criminal record and health matters.

# The Representative will be given information about emergency procedures and emergency contacts.

* The Representative will report back to their resort agent and Head Office regarding any areas of concern relating to safety issues.
* Ski and Sport representatives are required to complete an arrival Health & Safety Inspection report identifying any health and safety issues. In any instance where health and safety features of concern are identified, all specific items are to be discussed with the resort agent and head office to solve the issues.

Ski and Sport will ensure that all staff receive appropriate training and are equipped to carry out tasks assigned to them in implementing our Safety Management System and general safety policies.

**F : Code of Conduct**

Students are expected to be under adult supervision at all times. At no time should children consume or have alcohol in their possession without the written consent from their legal parent or guardian.

The party leader and accompanying staff are responsible for the members of their group and at all times remain *in loco parentis. Ski and Sport* employees/agents/representatives are unable to take any responsibility for students and students’ actions.

At least one member of school staff must accompany the group members on all programmed activities including evening activities organised by ski and sport.

Ski and Sport representatives /employees can at no time be left alone with a minor except in a serious emergency situation.

General ‘no noise’ curfew in rooms is 10.30pm.

In the case of activity sessions or lessons run by qualified instructors (such as ski lessons) a member of staff need not be with the group if this is agreed with the instructor beforehand, and if the relevant Education Authority or Board of Governors permits this. In this case the instructor should be advised how a member of staff can be contacted in case of difficulty and a member of staff must be present at the start and finish of the activity to liaise with the instructor.

The party leader and staff should liaise with the coach driver (where applicable) and must heed his or her advice regarding driver’s hour’s regulations. Any issues should be immediately raised with the ski and sport resort representative and Head office.

The party leader/school is responsible for ensuring that all members of the party have a valid passport and satisfy all visa/entry requirements. The party leader is also responsible for ensuring that all passenger information is submitted to ski and sport no later than the due date specified.

The party leader /should provide Ski and Sport with an Emergency contact number in the UK who can be reached in case of delay or incident. In addition the party leader should have Emergency contact details for the parents/carers/guardians of all members of the party, including partners and/or next of kin for their staff.

All members of the group should be adequately clothed and insured, particularly participants in our Ski and Sports & Active programmes.

**G: Waivers**

When on a ski tour in the North America, often a Party Leader will be asked to sign a ‘Release and Waiver of Indemnity Form’ or similar in most resort. Signature of this type of form does not affect the rights awarded to you under ‘The Package Travel, Package Holidays and Package Tours Regulations 1992’. In all instances where Ski and Sport feature a resort requiring waivers, the party leader is made aware of this in advance of booking, provided with examples of current waivers required for that resort and recommends to all prospective parents of party members the need for these documents to be signed by all members on the trip before they book.

Created by Ski and Sport. 8th December 2018.

Amended by David Pinder on 15th May 2019

Training given on the full policy and overview with any amendments discussed and made

People who attended this were **IAN PINDER** & **DAVID PINDER.**

**STF Training**

Ski and Sport carry out training in line with section 3.3.10 of the STF handbook.

We currently have 2 qualified STF approved accommodation auditors and 1 approved coach auditors.

All auditors undergo a validation process.

Refresher training will be carried out every two years.

All training activities will be recorded in a training matrix/log.

Ski and sports will have a member of its management team attend the next hotel auditors course.Noted that Covid has meant some regular audits can not be carried out for example accommodation validation.

**Summary**

All training that was given and carried out was as per the STF manual specifically points 3.9 – 3.9.2.6 in the STF manual. We had a full review and we were happy with all our policies and also how any accidents and minor incidence were managed.

Reviewed by David Pinder 12th September 2020

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**Amended September 20th 2021**

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**STF Accommodation training and audit**

David Pinder and Chris Philips booked on STF 2 day course and validation to be booked later

**Validation**

Validation process for accommodation audit carried out and completed

Ian Pinder had Coach audit refresher October 2023

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**Reviewed and signed of by David Pinder 1st October 2023**

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