

SAFETY MANAGEMENT SYSTEM

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International Sports Tours Limited

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Tours to Inspire the Next Generation

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The Next Generation in School Ski Travel

an **ist** company

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Introduction

Established in 2004, International Sports Tours Ltd (IST) is a specialist tour operator based in Cardiff, organising sports tours, events and tournaments for schools, colleges and clubs to destinations at home and abroad.

Working in close collaboration with leading professional clubs and exclusively endorsed by schools governing bodies, inspiresport has revolutionised the school and club sports travel sector. We tailor make sports development tours to provide the correct blend of training, fixtures, activities and services so that our clients are part of a once-in-a-lifetime sports development experience.

Our dedicated Youth Development Directors will offer personal support to each group to help get the tour off the ground whilst our specialist Operations Team will be supporting the process up until departure dates to organise flights, accommodation and itineraries. Our Overseas Operation Team also works closely with Head Office and Party Leaders and all our collective experiences and wealth of knowledge provide much reassurance that tours will be enjoyable and educational for the students, players and teachers.

With a growing business and currently carrying some seven thousand passengers a year, we are therefore well aware of the need for the provision of a safe and secure environment for all passengers, especially for children on educational visits.

In collaboration with the School Travel Forum, our internal Safety Consultants carry out inspections to help verify our Safety Management System which not only complies with current guidelines on organising educational visits, but also assist the responsible school or club organiser when carrying out their own risk assessment, and demonstrate that they have selected a competent Tour Operator.

In May 2013 the company announced its collaboration with The Midcounties Co-operative Travel - a perfect fit for inspiresport for its shared vision and ethos and similar approach to delivering a high level of customer satisfaction.

IST is fully financially bonded with ABTA and subject to their related Codes of Conduct. This reflects inspiresport's stability and guarantees our customers financial security.

IST also holds its own Air Travel Organisers' Licensing which means that our tours by air and the flights involved are ATOL protected by the Civil Aviation Authority.

In addition, we have Public and Tour Operators Liability Insurances up to £5 million and are supported by LEA's and governing bodies throughout the UK.

1. Health and Safety Policy Statement

At IST we are committed to providing a safe and secure environment for our clients and staff alike. Our Safety Management System (SMS) is committed to providing the highest reasonable practicable levels of safety throughout the tour programmes. This document explains the policies and procedures laid down by IST 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 the Education and Science (Health and Safety of pupils on Educational Visits 1998/appendices added 202) and Local Education Authorities.

The monitoring and review of our systems are ongoing with a formal review taken on an annual basis to assure our clients of a high level of safety and professionalism throughout a tour. We shall achieve this by:

1.1 - Maintaining a written Health and Safety Policy to the standards required by the School Travel Forum (STF) which is consistent with advice contained within the HSE document (HSG65).

1.2 - Maintaining and promoting a positive health and safety culture amongst staff, clients and suppliers alike.

1.3 - Planning and setting standards which meet the needs and expectations of our clients which are measurable, achievable and realistic.

1.4 - Reviewing our performance internally on a regular basis and by undergoing a comprehensive annual audit by qualified external consultants.

1.5 - Ensuring that our management team and members of staff receive suitable and regular internal and external training to improve their knowledge, competence and professionalism.

1.6 - Ensuring that School Travel Forum (STF) minimum standards for health and safety are incorporated into our Safety Management System.



Steve Butchart, CEO

June 2019, International Sports Tours Ltd

2. Implementation and Review of the Safety Management System

2.1 Implementation

2.1.1 The Safety Management System has been developed by International Sports Tours Ltd (IST) under the guidance of external consultants, for the implementation of the company's Safety Management System policy. In order to meet our responsibilities, this formal SMS sets out the standards which we expect to be maintained for each of the key components of our School, Groups, Sports (and Ski Tours).

2.2 Director Responsibilities

2.2.1 The Director is responsible for the creation, implementation, and maintenance and monitoring of the Safety Managements System.

2.2.2 Whilst the Director retains this collective responsibility, they will coordinate and advise on health and safety matters to the HOO who will communicate to the H&S Coordinator for implementation of required tasks to the Senior Tour Coordinators within the operations structure.

2.3 Head Of Operations' Responsibilities

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

2.3.2 The Head of Operations will monitor the SMS and examine areas where improvements to the system and activities can be made.

2.3.3 The Head of Operations are responsible for organising and utilising company assets (staff, finance and equipment) appropriately to ensure compliance with the Directors' policies on Health and Safety.

2.4 The Head of Operations & H&S Coordinators' Responsibilities

2.4.1 The Head of Operations & H&S Coordinator will ensure Tour Coordinators and Tour Representatives have the knowledge and competence to implement the policy and training is provided where appropriate.

2.4.2 The Head of Operations & H&S Coordinator are responsible for ensuring that all staff are trained appropriately in Health and Safety, and for reviewing all systems to ensure that all reported incidents demanding remedial action are reacted to in a timely and appropriate manner, in order to minimise any future risks.

2.5 H&S Coordinators Responsibilities

2.5.1 The H&S Coordinator is responsible for ensuring that the policies with regards to Health and Safety Management System are fully complied with, in every respect.

2.5.2 The H&S Coordinator is responsible for monitoring the performance of the SMS and providing feedback immediately on any perceived risk that might give rise to concern on any serious incidents reported to the business. H&S Coordinator is required to report on a regular basis to the Head of

Operations regarding the implementation of the SMS including both success and weakness requiring attention and review.

2.5.3 The H&S Coordinator is to keep up to date with safety requirements and practices applicable to the provision of group tours.

2.5.4 The H&S Coordinator is responsible for maintaining and managing the recording systems relevant to the Safety Management System.

2.5.5 The H&S Coordinator is responsible for making decisions within the bounds of this policy as to whether a supplier meets the inspiresport requirements and should be used by any school or group.

2.6 Transport Coordinators', Tour Coordinators' and Tour Representatives' Responsibilities

2.6.1 All employees are required to exercise diligence in complying with the requirements of the SMS

2.6.2 All employees are required to carry out their responsibilities in accordance with the training provided by their employer.

2.6.3 All employees are required to bring to the attention of their Manager any situation that has the potential for concern to clients.

2.6.4 All members of staff are made aware of the need to report any weakness or failures in the SMS to their manager.

2.7 Review

2.7.1 Our safety management standards are regularly reviewed internally by our appointed STF Auditor

2.7.2 Our safety management standards will be independently assessed and verified by an approved external Health and Safety consultant on an annual basis.

2.7.3 Any accidents, incidents or near misses brought to our attention will be recorded and reviewed

2.7.4 The Head of Operations & the H&S Coordinator will review feedback or post tour questionnaire forms submitted by Party Leaders, identify trends and action/amend/implement where necessary.

2.7.5 A formal review of the SMS is held by the Head of Operations & the H&S Coordinator on an annual basis.

3. Risk Assessment Procedure

3.1 A “Party Leader’s Information Model” for Visit Preparation and Risk Management for Sports Development & Educational Trips shall be provided to Party Leaders once the tour has been booked and confirmed.

3.2 The model has been developed for the consideration of venues, accommodation, clubs coaching staff, transportation and visitor attractions that are used by schools for sports development and educational visits, as a standard for the communication of information relating to health and safety management.

3.3 . This information is provided to assist each school in the completion of their own risk assessments prior to the undertaking of sports development and educational visits (enabling them to adopt necessary control measures in managing health and safety risks relating to pupils and staff while they are on the trip).

3.4 Therefore, it is inappropriate for anybody without intimate knowledge of the group (ie us as a company) to attempt to complete this phase of the group management plan on the groups behalf.

4. Accommodation

All accommodation contracted by inspiresport 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 Head of Operations or alternatively through reputable Agents in the area to be visited.

4.1 Self Declaration Audits

4.1.1 All units will receive a Standard Self Declaration Audit Form from inspiresport prior to being used by our customers (at the point of making the booking request) to ensure that our minimum requirements in terms of Health and Safety are met.

4.1.2 The returned Standard Self Declaration Audit forms will be recorded on the system at Head Office in Cardiff as a unit that conforms to local and national fire, safety and hygiene standards and that liability insurance is in place for the duration of the contract. Additional clauses and questions aimed at further improving safety standards for the benefit of our clients may be added at our discretion. Confirmation that the contract conditions are still being met will be obtained every three years.

4.1.3 For all accommodation centres secured by agents or ground handlers, IST will ensure that an agent contract is completed confirming that the accommodation they are providing conforms to local and national fire, safety and hygiene standards and that liability insurance is in place for the duration of the contract. Additional clauses aimed at further improving safety standards for the benefit of our clients may be added at our discretion. Confirmation that the contract conditions are still being met will be obtained every three years.

**The results will be assessed by an IST auditor or approved external auditor, who is trained to the levels required by the STF and has also been verified as competent in accordance with those standards **

4.2 Supplementary Onsite Audits

4.2.1 All accommodation used on 5 or more occasions in a year (between 1st September – 31st August) is listed as “frequent use” and a supplementary audit will be carried out by IST. A supplementary audit is a more in depth audit carried out on location by an auditor qualified in this capacity.

4.2.2 The STF Supplementary Audit is a detailed written report on the property, examining safety, security and hygiene. It is completed by staff who have undertaken training both in the form of fire/safety seminars offered by recognised external Health and Safety specialists, and have attended courses and onsite practical exams as well as internal training courses. This may be undertaken by suitably qualified IST personnel, or external consultants when trained and qualified to STF standards.

4.2.3 IST will carry out a Supplementary Audit of all “frequent use” units of accommodating at least once every three years.

4.2.4 A comprehensive summary document of all accommodation used is maintained, indicating the current audit status of each is regularly updated.

5. Transportation

The safety of our travel arrangements is of paramount importance in IST's operations.

5.1 Self Declaration Audits

5.1.1 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. IST holds a licence from the CAA allowing us to operate individual and group tours by air (ATOL 6053)

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

5.1.2 Ferries and Eurotunnel – All ferries and Eurotunnel are regulated nationally and comply with independently set safety standards and no additional practical measures are undertaken by IST in this respect.

Our “transport specialist” will however discuss with each company topics such as on board safety and security and codes of conduct for groups and school children on board.

5.1.3 Public Transportation - All public transportation is regulated nationally and by the appropriate authorities in each country. No additional practical measures can be undertaken by IST in this respect.

5.1.4 Railways - All rail transport is regulated nationally by the countries through which the train travels. No additional practical measures can be undertaken by IST in this respect.

5.1.5 Coaches – British Coach travel is regulated by the Department for Transport. An Operator License 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 insurances 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.

5.1.5.1 IST will endeavour to hire coaches from well-established and reliable companies who belong to recognised industry bodies such as the ‘Confederation of Passenger Transport’ (CPT), the ‘Guild of British Coach operators’ or are ‘Coach Marque’ accredited.

5.1.5.2 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 DRB checked. All British coaches contracted will meet IST minimum standards.

5.1.5.3 All coach operators will receive a Standard Self Declaration Audit Form from inspiresport prior to being used by our customers (at the point of making the booking request) to ensure that our minimum requirements in terms of Health and Safety are met.

5.1.5.3 We endeavour to obtain and keep on record prior to first use and thereafter on an annual basis, copies of motor insurance, liability insurance and the operator's licence.

5.1.5.4 All IST itineraries are compiled to take into account of the current EU legislation governing drivers' hours and discussion between our Senior Tour Coordinators and coach operator takes place on a regular basis

5.1.5.6 Should a breakdown occur whilst on tour it will be the drivers' responsibility to ensure our clients are not endangered in any way and that the itinerary disruption is kept to a minimum. All coach companies contracted have 24 hour emergency breakdown cover.

5.1.5.7 Coaches deemed as Unacceptable will be removed from our system and will not be reinstated unless evidence is obtained that any defects have been rectified.

5.1.5.8 Coaches for school ski tours will be properly equipped for winter conditions, particularly including snow chains and appropriate anti-freeze systems

5.1.6 Non-UK Coaches

5.1.6.1 as with UK based coach operators, IST will endeavour to hire coaches from well-established and reliable companies who shall complete a Coach Contract for non-UK coach operators, in which they confirm that they comply with all applicable national, local, trade and other laws, regulations, rules and codes of practice. This Contract also stipulates a set of safety standards regarding drivers' hours, driver vetting, insurance cover and vehicle age to which the coach company must agree prior to usage by IST.

5.1.6.2 All coach operators will receive a Standard Self Declaration Audit Form from inspiresport prior to being used by our customers (at the point of making the booking request) to ensure that our minimum requirements in terms of Health and Safety are met.

5.1.6.3 All IST itineraries are compiled to take into account of the current EU legislation governing drivers' hours and discussion between our Senior Tour Coordinators and coach operator takes place on a regular basis

5.1.6.4 If it is necessary to supply a replacement coach in the event of a vehicle breakdown in an overseas country, seatbelts may not be fitted due to the different legislation in other countries.

5.1.6.5 Should a breakdown occur whilst on tour it will be the drivers responsibility to ensure our clients are not endangered in any way and that the itinerary disruption is kept to a minimum. All coach companies contracted have 24 hour emergency breakdown cover.

5.1.6.6 Coaches deemed as Unacceptable will be removed from our system and will not be reinstated unless evidence is obtained that any defects have been rectified.

5.1.6.7 Coaches for school ski tours will be properly equipped for winter conditions, particularly including snow chains and appropriate anti-freeze systems.

5.2 Supplementary Onsite Coach Operators Audits

5.2.1 For coach operators that IST treat as 'frequent use' (used 5 or more times a year) in addition to the above, a physical audit will take place once every 3 years. A record of each meeting will be kept and will include details on certification and trade affiliation; insurance; regulations and drivers; tachographs; operator history and maintenance; breakdown recovery and sample vehicle inspection.

5.2.2 As with the Accommodation Supplementary Audits, these onsite visits may be undertaken by suitably qualified IST personnel, or external consultants when trained and qualified to STF standards.

5.2.3 A comprehensive summary document of all coach operators used is maintained, indicating the current audit status of each is regularly updated.

6. Services Supplied by Agents and Ground Handling Companies

Where Agents are used, they are advised by IST and Head of Operations of the high importance of safety in all the accommodation units that they provide for us, and inspiresport ensures that they complete an Agent's Contract confirming that suppliers provided for our groups conform to local, national and European standards as appropriate.

6.1 Accommodation

6.1.1 Agents and Ground Handlers will be asked to complete an Agent Contract confirming that the accommodations which they provide have a current fire certificate or the local equivalent, the appropriate insurance cover and have attempted to obtain a hygiene certificate or the local equivalent.

6.2 Non-British Coaches

6.2.1 All Agents and Ground Handlers providing non-UK coaches shall sign a contract in which they confirm that the companies they select will comply with all applicable national, local, trade and other laws, regulations, rules and codes of practice. This Contract also stipulates a set of safety standards regarding drivers' hours, driver vetting, insurance cover and vehicle age to which the coach company must agree prior to usage by IST.

6.3 Other Services

6.3.1 Where Agents or Ground Handlers provide other services that would be the subject of a safety review if booked directly by IST, such as visits and excursions, they shall sign a contract agreeing to use the same standards as had these been sourced directly by us.

7. Sports Tour Arrangements

A comprehensive “Guide to organising a tour...” has been created for Party Leaders outlining in depth pre/during/post aspects of arranging a sports tour which in turn include areas such as:

7.1 Prior to the Tour/ Selling the Tour

7.1.1 There will be discussions with, or information will be provided to, the group leader which will cover the group leader’s aims and objectives for the tour, as well as considerations of:

- a) the age and skill level of the participants and potential opposition in relation to that of the tour group
- b) specific equipment and clothing requirements
- c) existing international legislation - local rules and the range of playing surfaces that may be encountered
- d) the suitability and duration of proposed coaching, games, matches and/or tournaments including where available indications of proposed match schedules in tournaments to allow consideration of rest and recovery periods
- e) any special needs.

7.1.2 Emergency contact details and school procedures for parental contact

7.1.3 An indicative itinerary for parents will be supplied to the group leader early after the booking stage

7.2 Insurance/ Prior to the Tour

7.2.1 Any insurance offered to the client will have full cover for the sports undertaken.

7.2.2 Group Leaders will be reminded that it is their responsibility to ensure the suitability of any alternative insurance cover arranged separately. An Indemnity Form and copy of respective insurance certificate will be requested and kept in the group’s tour folder.

7.2.3 The tour leader will be advised to inform parents of the detail of the insurance schedule of cover so that they may make additional arrangements if they so wish and to contact the Health Check line to discuss any pre-existing medical conditions.

7.3 Permissions

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

7.3.2 As a matter of policy it is the responsibility of the Party leader to contact the necessary sport governing bodies (RFU,FA etc) before touring to ensure that the tour is approved by the appropriate organisation..

7.4 Sports Venues, Facilities and Equipment

7.4.1 All facilities offered will be fit for purpose in order to meet the needs and expectations of the group and maintain safe standards. In particular, an assessment of the following will be made:

- a) Pitch or court playing areas will be appropriate to the age group involved
- b) first aid facilities and emergency medical process
- c) changing and welfare facilities

- d) transport access
- e) shelter/shade for adverse weather or excessive sun and heat

7.4.2 In each resort/destination, we carry out a “Host Club/Sports Venue” Standard Self Declaration audit. IST staff frequently visit these clubs, venues etc and our Destination Reps will also carry out “onsite checks” and report back to the designated person responsible for overseeing standards.

7.4.3 IST shall use these sports venues for events or festivals (and friendly matches) whenever possible, practical and appropriate, but many circumstances determine the use of other ‘nonfrequently’ used venues. Such occasions include the matching of teams in terms of age and ability; the availability of teams, officials and venues; weather and other local conditions and factors. Due to the enormous number of miscellaneous venues used, many used on a one-off or infrequent basis, IST will not inspect these or carry out a ‘sports venue audit’ prior to using them. However, they may well have been recommended by our local agents who are responsible for the organisation of ad hoc fixtures and as stated above, all Reps accompanying tour groups have received training in carrying out “spot checks” and know what aspects of playing areas and sports facilities safety is required. Reps have the authority to delay/cancel a fixture/ training if they deem the area/surface/environment unsuitable.

7.4.4 All equipment supplied will be fit for purpose and the size, weight and type of equipment is suitable for the age, ability and physical size of the group. Where appropriate, there will be evidence of regular checks and maintenance records.

7.5 Sports Fixtures, Tournaments and Festivals/ During the Tour

7.5.1 All IST staff or agents appointed by us will endeavour to ensure that the sports fixtures that are organised are only arranged with teams of a comparable age and ability. In exceptional circumstances, alternative arrangements will be put in place once the client has been informed and agrees.

7.5.2 All IST staff or agents appointed by us will endeavour to ensure that all sports fixtures are organised with clubs or teams with a suitable reputation and appropriate facilities. In exceptional circumstances, alternative arrangements will be put in place once the client has been informed and agrees.

7.5.3 Group leaders will be advised of any ‘Code of Conduct’ requirements and regulations that may be available

7.5.4 In staging tournaments, festivals and roadshow events that are owned, managed and organised by IST, our event managers will ensure that in respect of personal wellbeing:

- a) No adults other than those who have been appropriately vetted or given specific approval should be allowed close access to the pupils participating
- b) Adults should avoid being alone or ‘one to one’ with a pupil
- c) Staff should be aware of the basic requirements of the Children Act 1989
- d) The taking and using of photos of children will only be with prior consent of the school.

7.5.5 In staging tournaments, festivals and roadshow events that are owned, managed and organised by IST our event managers will ensure that in respect of our sports arrangements

- a) Care will be taken in the programming and scheduling of matches
- b) Whenever practical, advance written notification of these schedules will be given
- c) No participating pupil should be subjected to unreasonable levels of physical activity given the nature and duration of the activity
- d) Sufficient rest periods are provided to allow for recovery between matches

e) Any contingency arrangements will be put in place with the least disruption practically possible to the overall programme.

7.5.6 In booking teams into tournaments, festivals and events that are not owned, managed and organised by IST we will endeavour to ensure that we only select events that are reputable and suitable for our groups.

7.5.7 Prior to attendance tournaments, festivals and roadshow events Party leaders/responsible staff will inform IST of any medical or dietary issues concerning their pupils and, pupils should be responsible for having any personal medication to hand on the day, and have the general fitness and physical maturity to meet the demands of the activity.

7.6 Coaching Staff and Festival Staff/ During the Tour

7.6.1 The quality of all coaching and support staff will be fit for purpose and staff will have the necessary qualifications, training and experience to fulfil the role expected of them. Individuals will be National Governing Body licensed where appropriate and will not have been banned from working with young people.

7.6.2 Event representatives and coaching staff appointed by IST will be subject to an application and interview process and references and identity checks requested. Where possible background checks such as police reports, DRB checks and Independent Safeguarding Authority (ISA) registration are also made, if appropriate.

7.6.3 Where third party providers are used we will ensure that the competence of staff provided and/or the competence of individuals along with any additional safeguarding/child protection information that may be available and appropriate to the particular location of the trip.

7.7 Post Trip Reports

7.7.1 A feedback process via the “Post tour questionnaire” completed by the party leader and an “End of Tour Report” completed by the Tour Representative is in place to ensure that the suitability of delivery and the monitoring of performance of staff and individuals can be reviewed and supplementary/remedial action taken as appropriate.

8. SKI TOURS

8.1 Ski Instruction

8.1.1 All Ski Instructors will be qualified according to local and national regulations and approved by the local Director of the snow sport school. Normally our groups will be allocated instructors from a local nationally recognised ski school. These ski schools are governed by national governing body standards and are required to hold appropriate insurance and apply appropriate safety standards. Should the ski school have been contacted via our agents, the inspection of insurances and safety standards will have been incorporated in the agent's contract. All ski schools will have been approved by their National Governing Body. IST will normally work to a maximum 1:12 ratio of pupils to instructors (free adults are in addition to this ratio) - however abilities and experience within a class may cause some variations to this ratio. IST recommends a maximum groups size of 8 for beginner snowboarders and 10 for intermediate and advanced. Some resorts may specify a ratio lower than this, in which case we will work to this ratio.

8.1.2 Helmets and 4 hours Ski tuition will be offered as standard.

8.1.3 The ski runs used will be selected to match the needs of the groups and level of instruction needed.

8.1.4 Ski schools will be informed of any special needs, including medical information, in advance of the tour.

8.2 Equipment Hire

8.2.1 IST use local Ski Hire suppliers for all its Ski equipment. The member of staff adjusting bindings will have completed and passed an approved Manufacturer's Ski Binding Course or equivalent training. Other members of staff will assist in other areas of ski and boot fitting. Should agents' contract ski hire organisations on behalf of IST, they are required to ensure that the staff have completed and passed an approved Ski Binding Course. All IST supplied equipment receives a visual check by a ski technician prior to each fitting and, on its return to the store: all equipment is checked and repaired if required. Bindings will be fitted with due consideration to the age, weight, height and ski ability of the participant. Records will be kept in case of accident investigation. Boots will be dry and in full working order with no significant damage that could reduce performance, all fastenings will be fully functioning.

8.2.2 Skis and boots will be easily identifiable so that children do not use the wrong equipment.

8.2.3 Ski helmets are offered as standard in all resorts - they will be correctly fitted with no significant damage and where applicable will meet local standards.

8.2.4 All Ski Hire suppliers will have sufficient liability insurance.

8.3 Standards of Uplifts and Ski-runs

8.3.1 All ski lift systems will comply with and be licensed according to local regulations, and providers will ensure suitable ski safety and evacuation patrols will be in operation to assist any injured skier.

8.3.2 Resort lifts will be assessed by IST as suitable for school and youth groups, particularly beginners.

8.3.3 IST will bring to the attention of Party Leaders any chairlifts without foot-rests or restraining bars and any old style T-bars or drag lift crossing steep or difficult terrain (particularly when the piste cannot easily be reached in the event of fallers).

8.4 Accommodation and Transport in ski resorts

8.4.1 All Accommodation at ski resorts will follow the Accommodation Audit procedure as mentioned in point 3

8.4.2 All Transport will follow the Transport Audit procedure as mentioned in point 4 and be appropriate to a mountain environment in winter conditions (including snow chains, an appropriate anti-freeze system and appropriate driver training).

8.5 Evening Entertainment

IST includes a basic package of evening entertainment at ski resort, and may also be able to prebook additional après-ski social events for school groups at a supplement. We cannot accept liability for the standard of any options après-ski events that are not booked by our staff or agents. Teachers/Party Leaders must satisfy themselves that any such facilities/services are appropriate for their party to use.

9. Excursions and Attractions Visits

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

9.1 IST will ensure that all visits and excursions that are included within our tours or directly promoted by us are considered safe for group activity.

9.1.2 Wherever possible we will ensure that the providers have evaluated health and safety to a satisfactory degree.

9.1.3 We will advise schools of any potential additional risks which the provider wishes to bring to the attention of school and youth groups.

9.1.4 Where excursions fail to demonstrate reasonable safety measures for visitors, including children, IST shall not offer that excursion and/or make such information available to group leaders who are considering using the excursion independently.

9.1.5 If we become aware that a visit or excursion is considered unsafe, we will remove it from our programme or list of optional extras even if it conforms to local standards, until evidence that the defects have been rectified is in place.

9.1.6 Excursions will be checked in accordance with our Excursion procedure and be categorised via risk as follows:

- a) Category 1: Attractions such as sports stadiums and theme parks regularly open to visitors, where there is low inherent risk and health and safety laws and regulations are in place within a reasonably controlled environment
- b) Category 2: Locations and attractions that may not be so regularly used to large visitor groups, where there are some potential risks and health and safety laws and regulations may not be clear or principally directed to the safety of children
- c) Category 3: Attractions and venues which feature water immersion such as swimming pools, water parks and private beaches
- d) Category 4: Attractions and venues that require specialist training such as ski schools, sports courses or adventurous activities.
- e) Category 5: All other attractions, visits, events and excursions where individual assessments of risk need to be completed.

9.1.7 Where areas are not covered by a specific code of practice, individual risk assessments which assess instructor competence, means of safety management, external assessment, operating licences and liability insurance cover will be implemented.

9.1.8 Party leaders should ensure that any activity or visit that they select is appropriate to the age, ability and size of their group. Party leaders are responsible for the conduct of their group, overall supervision and for ensuring that their students are following all safety guidelines and instructions.

9.2 Adventurous Activities

It should be noted we do not offer Adventure Activities

10. Staff Training

10.1 General Staff Training

10.1.1 IST will ensure that IST staff members receive initial and ongoing training in all areas for which they are responsible. This ranges from detailed product knowledge through to assessment of all components of a tour such as accommodation and transportation for appointed staff.

10.1.2 Members of staff are encouraged to participate in additional training provided by independent suppliers which are offered as and when appropriate.

10.1.3 Members of staff are also trained in those areas of the Safety Management System for which they may be required to exercise responsibility. All employees are made aware of the principal commitments and responsibilities of the Safety Management System.

10.1.4 Only senior members of the management team are selected as Duty Officers and anyone so appointed receives the appropriate training before carrying out this role and where necessary to fulfil this responsibility.

10.2 Auditor Training

10.2.1 Selected staff whose role it is to oversee and assess accommodation units receive suitable training to undertake such audits, provided by suitably qualified and approved safety consultants. This enables them to analyse the results of a Standard Accommodation Audit and conduct a Supplementary Onsite Audit.

10.2.2 New accommodation auditors will be accompanied by an auditor with a minimum of 2 years' experience whilst undertaking their first 2 audits, and ensure they are deemed competent (verified) before being allowed to undertake these tasks unsupervised.

10.2.3 All IST qualified auditors will complete refresher training by suitably qualified and approved safety consultants at least every 2 years.

10.2.4 Selected staff whose role it is to oversee and assess coach operators receive suitable training to undertake such audits, provided by suitably qualified and approved safety consultants. This enables them to analyse the results of a Standard Coach Operator Audit and conduct a Supplementary Onsite Audit. Again staff will be accompanied when undertaking their first audit to ensure they are deemed competent (verified) before being allowed to undertake these tasks unsupervised.

10.2.5 A list of IST qualified auditors will be maintained and training records maintained for a minimum period of 5 years.

10.3 Emergency Procedure Training

10.3.1 All staff members on full permanent contracts receive training in the Company's emergency procedures.

10.3.2 A test incident is carried out annually to ensure the quality of the Emergency Procedure.

11. Emergency Procedures and Crisis Management

11.1 Emergency Procedure

11.1.1 IST maintains and practices emergency procedures to follow in the event of a serious incident. The Emergency Procedure Manual is regularly reviewed and updated which clearly defines the role that all staff may need to carry out in the event of a serious incident involving IST clients on tour.

11.1.2 A Duty Officer of IST is contactable 24 hours per day via either the main office number or mobile phone out of hours whilst groups are on tour. This is supported also by the Head of Operations and Head of Overseas Operations

11.1.3 All Party Leaders, coach companies and agents/suppliers will be given information on how to contact the Duty Officer as part of the group's Final Itinerary and Travel Pack.

11.1.4 The Duty Officer will have available at all times details of all groups currently on tour and emergency contact numbers for all suppliers.

11.1.5 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.

11.1.6 Should an incident escalate, the Duty Officer will call on the advice and support of an external crisis management team which should circumstances dictate, provide an extended team of people including a number of specialists to the scene of the incident to assist in differing capacities including linguists, medical staff, lawyers and trauma psychologists.

11.1.7 The Crisis Management System is regularly tested and reviewed in the lights of incidents, accidents and near misses during the course of a year. Senior Management will make changes and amendments following each incident and appropriate measures noted and implemented as necessary. External training on crisis management may also be recommended for senior management when appropriate.

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

11.2 Accidents, Incident Reporting and Near Misses

11.2.1 The reporting of all incidents, accidents and "near misses" is compulsory. A prepared report form needs to be completed, as it is designed to capture key information and lead to a conclusion with respect to the causes and the identification and implementation of remedial action.

11.2.2 This form is completed by the Tour/Group Representative.

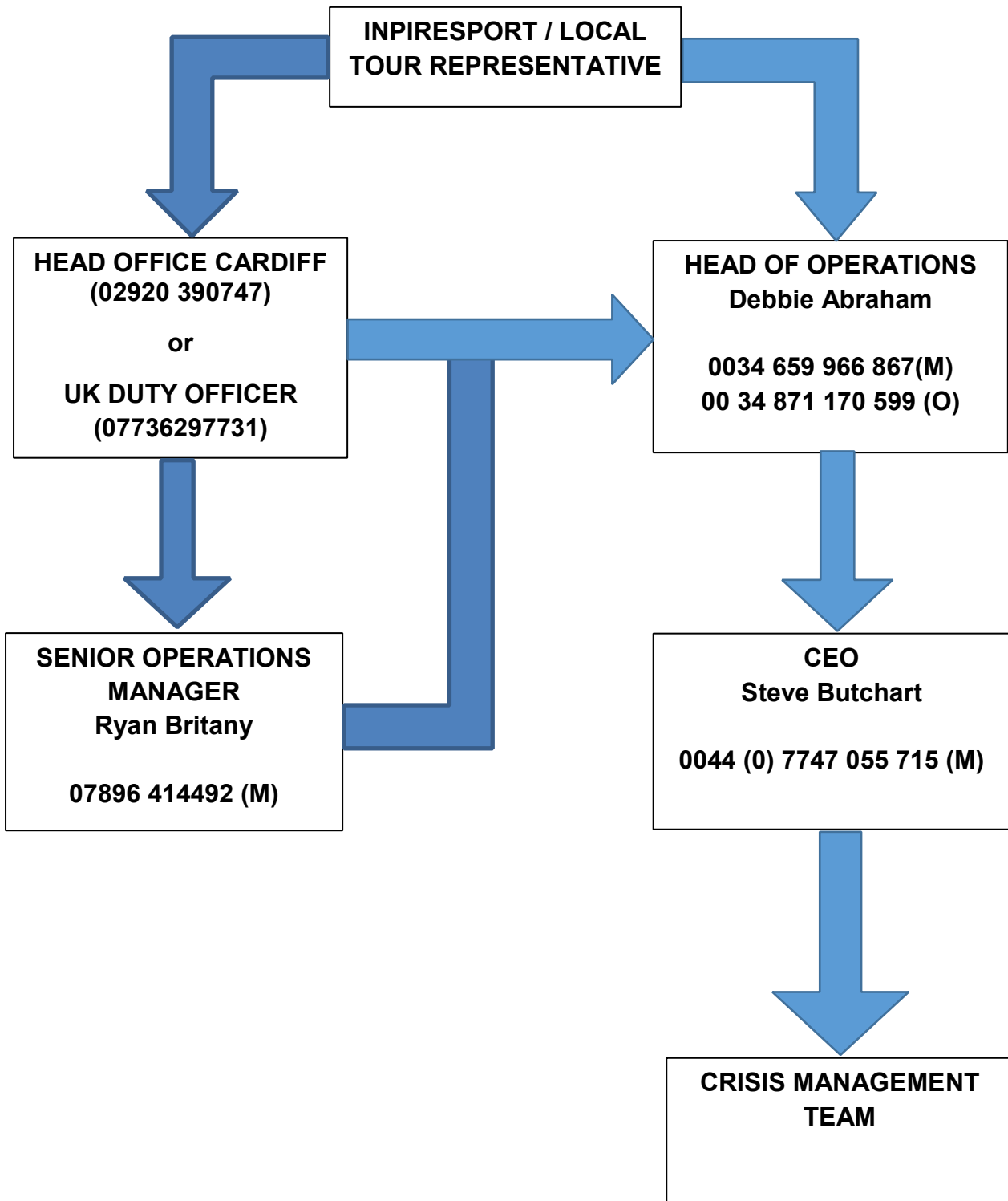
11.2.3 Tour/Group Representatives also carry an additional "Check List" whilst with the groups to note any changes/possible concerns relating to any tour aspects that differ to their last visit to the site/facility/pitch/attraction ect

11.2.4 IST will keep a record of all accidents, incidents and near misses of which it becomes aware or which are brought to its attention. All reports will be reviewed and an investigation undertaken if appropriate.

11.2.5 Members of staff are encouraged to discuss incidents arising at the fortnightly internal staff meeting in order that lessons can be learned where appropriate.

11.2.6 An annual review of all accidents and incidents considered as serious will be undertaken by the Company directors and measures put in place to remedy and improve procedures where deemed appropriate.

EMERGENCY PROCEDURE



12. Additional information policy

12.1 It is a requirement of the IST Safety Management System that all groups travelling provide their account manager with an additional information form (see page 24), this is to be received from the group no later than 2 months prior to travel.

12.2 The document will contain the following information and will be actioned on as stated

12.2.1 Dietary Issues

All dietary issues must be communicated to the account manager, this information is passed onto all relevant services of the tour in which food is handled and there is risk of allergens being ingested.

Airlines must be notified of any passengers with allergies at least 96 hours before departure, failure to do this will result in the company not being able to guarantee the absence of allergens in the plane and a waiver will be required by the relevant passengers acknowledging the risk of potential allergens still present.

If the individual is unwilling to sign the waiver they may not be allowed entry onto the aircraft.

The in destination rep will be made aware of any dietary requirements of the group but is not responsible for the monitoring of the participants diet throughout the duration of the tour, this responsibility lies with the individual and their guardian(s).

12.2.2 Medical Issues

All medical issues must be declared to the account manager prior to travelling.

This information is passed onto all relevant services where knowledge of existing medical conditions can assist first aiders in providing appropriate treatment efficiently.

Examples include but aren't limited to; Overseas teams, sport clubs, airlines, adventurous activity providers etc.

The in destination rep will be made aware of any medical conditions of the group but is not responsible for the monitoring of the participants condition throughout the duration of the tour nor should they be entrusted with any medication(s) that the individual may require, this responsibility lies with the individual and their guardian(s).

12.2.3 Potential risk imposed by stated issues

All information required must be graded by Party Leaders using the below matrix.

	Severity of Medical Condition			
		Minor	Intermediate	Major
Likelihood of condition affecting individual during tour	Highly unlikely	Low	Low	Medium
	Likely	Low	Medium	High
	Most likely	Medium	High	High

After communicating ALL conditions to the appropriate services the following, each condition must be actioned as stated below depending on its risk rating.

Low Risk – No further action required due to the benign nature of the condition.

Medium Risk – Party leader will be contacted to and be offered additional information about destination with specific focus on the medical condition(s).

High Risk – Party leader will be contacted to discuss the nature of the condition(s), Inspiresport will offer additional information about destination with specific focus on the medical condition(s). The condition will be directly communicated to the sport clubs and adventurous activities the group will be visiting on the tour and information on whether the activity is suitable for the individual or not, the result of this will be communicated to the Party Leader for them to make an informed decision.

12.3 Whilst Inspiresport will do its best to accommodate for people with specific food allergies, we cannot guarantee when visiting venues that the environment will be completely free from allergens, and due diligence should be taken on behalf of the individual and guardians.

13. Travel Insurance, Liability Insurance and Financial Protection

13.1 It is a requirement of the IST Safety Management System that all party members of every group travel with adequate travel insurance cover. A comprehensive travel insurance designed for the needs of our tour groups is offered by IST through Endsleigh Insurance.

13.2 A copy of the Insurance Policy and related documents is saved electronically on the system under Operations Management > Insurance
Hardcopies of current policies and documents are also kept in a folder in the Safety Management Cupboard.

13.3 It is the party leader's responsibility to check the travel insurance cover meets with the requirements of their group and to advise the Health Check Line (or their own insurers) without delay of any factors that may affect the cover, such as pre-existing medical conditions.

13.4 If the Party Leader decides to use the school/LEA's own Insurance cover and not take Insurance through IST and Endsleigh, the Party leader is then required to complete and sign an Insurance Indemnity Form that will be kept within the group's tour folder.

13.5 IST has Tour Operator's Combined Liability Insurance (see appendix) which provides cover of up to £5,000,000.

14. Pre-Tour Safety Information and Inspection Visits

14.1 IST issues all tour parties with a 'Final Tour Pack' prior to travel which includes a final itinerary, tour contact details and additional information specific to the tour.

14.2 IST encourages Group Leader Inspection visits. Full details are available in our brochures/website and promotional material. Official IST staffed inspection trips are offered to our most popular destinations at selected times of year. Where no official inspection visit is scheduled, IST undertakes to offer ad hoc trips instead. These offers apply to group leaders who have already confirmed a booking with IST. Inspection visits are designed to increase group leader awareness of a destination in advance of a tour and to enable risk assessments of accommodation, excursion and visits to be undertaken



IST is a full member of the School, Travel Forum, which is a group of leading school tour operators who promote good practice and safety in school travel. All full members of the STF adhere to a rigorous Code of Practice and Safety Management Standards which meet the requirements of DfES guidelines and are externally verified each year by suitably qualified independent Health and safety professionals. The School Travel Forum Code of Practice has been developed in consultation with all major Teachers 'Associations and Unions, including NAHT, SHA, ATL, NASUWT, NUT, PAT and by the Outdoor Education Advisors Panel.



The Government strongly supports the principle of Educational Visits through the Learning outside the Classroom (LotC) manifesto. Government support for the STF is underlined by the STF's status as an awarding body for the Learning outside the Classroom quality badge, launched at the end of 2008, which aims to provide "for the first time a national accreditation scheme combining the essential elements of provision-learning and safety"



IST is a member of ABTA (Association of British Travel Agents) which is dedicated to raising standards of quality, safety, service and financial security.



Air tours and flights arranged by IST are ATOL protected by the Civil Aviation Authority. Protection extends primarily to customers who book and pay in the United Kingdom.