



**Adaptable Travel**  
leisure & learning

# Safety Management System

**Policy Document**





## CONTENTS

### 1 INTRODUCTION

### 2 HEALTH AND SAFETY POLICY MISSION STATEMENT

### 3 IMPLEMENTATION OF THE SMS

- 3.1 IDENTIFICATION OF RESPONSIBILITIES
- 3.2 REVIEW OF THE SMS

### 4 ACCOMMODATION AUDITS

- 4.1 ACCOMMODATION CONTRACTED DIRECTLY
- 4.2 ACCOMMODATION BOOKED THROUGH AN AGENT
- 4.3 ACCOMMODATION REQUESTED BY A CLIENT
- 4.4 MANAGEMENT OF ACCOMMODATION AUDITS
- 4.5 REGULARITY OF ACCOMMODATION AUDITS

### 5 TRANSPORT AUDITS

- 5.1 UK COACH COMPANIES
- 5.2 NON UK COACH COMPANIES
- 5.3 COACH COMPANIES REQUESTED BY A CLIENT
- 5.4 AIRLINES
- 5.5 RAIL TRANSPORTATION (INCLUDING EUROSTAR)
- 5.6 FERRIES & EUROTUNNEL
- 5.7 PUBLIC TRANSPORT
- 5.8 REGULARITY OF TRANSPORT AUDITS

### 6 PRE TOUR INFORMATION

- 6.1 ITINERARIES
- 6.2 RISK ASSESSMENTS
- 6.3 PRE TOUR SAFETY GUIDE
- 6.4 INSPECTION VISITS
- 6.5 VISITS AND EXCURSIONS

### 7 TOUR EVALUATION FORM

### 8 EMERGENCY PROCEDURES

- 8.1 SERIOUS INCIDENTS
- 8.2 24 HOUR ASSISTANCE

### 9 TRAINING

- 9.1 ACCOMMODATION AND TRANSPORT TRAINING
- 9.2 SMS AWARENESS TRAINING
- 9.3 EMERGENCY PROCEDURE TRAINING
- 9.4 DUTY OFFICER TRAINING

## 1 INTRODUCTION

This document details Adaptable Travel Group's ongoing commitment to the management of safety on all of our tours and defines the safety systems currently in place within our business.

Our Safety Management System has been constructed to ensure our group leaders and staff act with due care and diligence towards all aspects of safety. Utilising these arrangements and processes we can provide the necessary framework around which good performance can be established and maintained which will support the development of a safety culture.

The Adaptable Travel Group operate a Trust Account System ensuring all client's monies are secure at all times, funds are only released from our trust account upon completion of the tour. Adaptable Travel Group is licensed with the Civil Aviation Authority. Our Atol number is 6870.

Adaptable Travel Group has public liability insurance of up to £5,000,000 arranged by Aon Cork Bays & Fisher.

## 2 HEALTH & SAFETY POLICY MISSION STATEMENT

The Directors, Management and Staff of Adaptable Travel Group are committed to ensuring that all regulations are complied with as far as reasonably possible to provide our clients with the highest possible safety standards throughout their tour. We will achieve our mission by:

- Providing the resources both financial and manpower to implement the safety policy.
- Establishing and maintaining an ongoing health & safety policy file.
- Ensuring our products and services comply where applicable with the current local/national standards as a minimum requirement.
- Monitoring safety requirements and practices applicable to the provision of educational tours.
- Reviewing and updating our safety policy on an annual basis.
- Ongoing training enabling staff to competently apply the safety policy.
- Establishing effective systems of communication with our suppliers and clients.

The improvement and monitoring of safety standards is the responsibility of all employees. All staff are encouraged to raise any matters of concern to the immediate attention of the relevant manager.

## 3 IMPLEMENTATION AND REVIEW OF THE SMS

### 3.1 IDENTIFICATION OF RESPONSIBILITIES

Policy making will be the responsibility of the Board of Directors who will ensure:

- Continued development of the SMS.
- Relevant and competent staff are appointed to implement the SMS.
- Adequate resources are available to implement the SMS.

Planning will be the responsibility of the Company Secretary who will:

- Ensure the relevant staff receive the appropriate training in order to implement the SMS.
- Monitor the performance of the SMS.
- Keep up to date with safety requirements applicable to the provision of tours.

Implementation will be the responsibility of the relevant operations manager and administrators who will:

- Apply the SMS in their everyday working practices.
- Report any weaknesses or failures in the SMS to the appropriate line manager.

### 3.2 REVIEW OF THE SMS

Adaptable Travel will maintain regular contact with relevant organisations to ensure we are aware of any developments in safety in order to improve the SMS.

The SMS will be reviewed on a minimum of an annual basis by the Directors who will oversee the ongoing management of the system.

Relevant Adaptable personnel will receive training in the objectives of the SMS and will be actively encouraged to contribute to the annual review.

All SMS details and records of SMS training will be held in one central file maintained by the relevant personnel.

All SMS records will be available for reference use of all company employees. Any accidents, incidents or near misses brought to our attention will be recorded. All reports will be reviewed and, where required investigated.

## 4 ACCOMMODATION

### 4.1 ACCOMMODATION CONTRACTED DIRECTLY

Every hotel, hostel or centre contracted directly will be contacted by the Adaptable Group to ensure the accommodation conforms to local and national fire safety and hygiene standards.

The Adaptable Group will hold on record in the relevant SMS file a signed confirmation from the hotel, hostel or centre owner or manager confirming they have a current fire certificate or local equivalent and a current insurance certificate. Where applicable the supplier will also confirm they have a current hygiene certificate or local equivalent.

### 4.2 ACCOMMODATION BOOKED THROUGH AN AGENT

The Adaptable Group will ensure we have an agents contract confirming that all hotels provided have a current fire certificate or local equivalent, current insurance policy and where applicable a hygiene certificate or local equivalent.

In addition to the above agent contracts the Adaptable Group will undertake a random accommodation audit (on an annual basis) to ensure hotels provided are of a relevant and acceptable standard.

We will continue to advise and educate our agents to the necessity of high safety standards in all hotels offered. We will also continue to update all contracted agents with any new health and safety issues and initiatives that may arise as they happen.

### 4.3 ACCOMMODATION REQUESTED BY A CLIENT

All accommodation requested by a client which is not known to the Adaptable Group will be contacted before any bookings are confirmed. They will be contacted by either by a senior manager/director or a relevant contracted agent to confirm they have a current fire certificate or local equivalent and a current insurance certificate. Only after these checks have been made will a booking be confirmed.

### 4.4 MANAGEMENT OF ACCOMMODATION AUDITS

A rating will be awarded to all accommodation that is inspected; the possible ratings are as follows:

Rating 1 CONFORMS

This exceeds all local and national requirements and safety is excellent. No improvements are required at the time of inspection.

Rating 2 CONFORMS

Conforms will all local and national requirements and safety is good. Minor improvements could be made and the accommodation will be advised accordingly.

### Rating 3 UNSAFE

Regardless of conformance with local and national requirements, this rating means the accommodation is below the required standards in terms of health and safety and as a result the accommodation will not be used by the Adaptable Group.

If any complaints are received in terms of health and safety the relevant agent or hotel owner/manager will be contacted to ensure the issue is rectified. Depending on the severity of the issue an additional audit may take place to ensure the Adaptable Group are happy to continue offering the accommodation.

## 4.5 REGULARITY OF AUDITS

A complete audit will take place every 3 years, additional audits will take place with greater frequency whenever an Adaptable Group Director/relevant manager is in the relevant city/resort, or if any complaints are received.

## 5 TRANSPORT AUDITS

### 5.1 UK COACH COMPANIES

Every UK coach company will be contacted by the Adaptable Group to ensure they comply with all the relevant local and national codes of practice.

All UK coach companies used will confirm in writing that they have the relevant motor and liability insurance and an operator's license.

All UK coach companies will be fitted with seatbelts.

### 5.2 NON UK COACH COMPANIES

The Adaptable Travel Group will only use non UK coaches via one of our overseas agents, in all cases the agents will be contacted to ensure all coach companies used comply with the relevant local and national codes of practice.

All agents providing non UK coaches will confirm in writing that all companies used have the relevant motor and liability insurance and operator's license.

Please note that seat belts are not a legal requirement for non UK coaches

### 5.3 COACH COMPANIES REQUESTED BY A CLIENT

All coach companies requested by a client and unknown to the Adaptable Group will be contacted before any bookings are made.

They will be contacted by the relevant operations manager to confirm they have the relevant motor and liability insurance and operator's license. Only after these checks have been made will a booking be confirmed.

#### **5.4 AIRLINES**

All airlines comply with independently set safety standards which, because of their technical nature are not possible to audit.

#### **5.5 RAIL TRANSPORTATION (INCLUDING EUROSTAR)**

Rail transportation companies comply with independently set safety standards which, because of their technical nature are not possible to audit.

#### **5.6 FERRIES & EUROTUNNEL**

All ferry companies (including cross channel operators) comply with independently set safety standards which, because of their technical nature are not possible to audit.

#### **5.7 PUBLIC TRANSPORT**

The regulations governing public transport are determined by the relevant local or national authority.

#### **5.8 REGULARITY OF AUDITS**

A complete audit will take place every year for all regular UK coach companies (used more than 5 times a year); additional audits will take place with greater frequency if any complaints are received. Non UK coach companies will be audited via the relevant agent every 3 years.

## **6 PRE TOUR INFORMATION**

### **6.1 ITINERARIES**

All itineraries are constructed by Adaptable operations administrators who all have a basic understanding of drivers' hours regulations.

All itineraries are checked by an Adaptable operations manager.

In cases where an itinerary includes a high ratio of excursions we may ask the coach company to check the details prior to sending a client copy to ensure the tour can be completed successfully.

All itineraries are sent to clients in advance (at least 2 weeks).

## 6.2 RISK ASSESSMENTS

A basic risk assessment can be produced for all our tours on request (includes transport and accommodation details as standard).

Risk assessments should be requested at the time of booking.

## 6.3 INSPECTION VISITS

Inspection visits can be built in to any of our brochure tours, they are available to all group leaders who confirm a booking with the Adaptable Group.

Inspection visits should be requested at the time of quotation and we can arrange a choice of dates that are suitable and relevant for the group leader.

The Adaptable Group will offer discounted accommodation and flights (where applicable) when organising inspection visits to ensure the process is cost effective.

## 6.4 VISITS AND EXCURSIONS

The Adaptable Group will use reasonable endeavours to obtain risk assessments from providers of visits and excursions that are included in tours.

If clients request visits and excursions that are unknown to the Adaptable Group one of our operations administrators will make contact and the details will be approved by a relevant operations manager.

All visits and excursions will be sourced and booked by one of operations administrators ensuring that the client has appropriate time at the venue, and in addition that the appropriate details are included in the client itinerary.

If we become aware that a visit or excursion is considered unsafe in any way, that visit/excursion will be removed from our optional excursion lists. The visit/excursion in question would only be reinstated once the problems had been rectified.

## 7 TOUR EVALUATION FORM

The Adaptable Group will provide all clients with a Tour Evaluation Form which can be completed and returned. All Tour Evaluation Forms are reviewed by a company director. Any areas of concern regarding health and safety are investigated immediately and the appropriate action is taken.

## 8 EMERGENCY PROCEDURES

### 8.1 SERIOUS INCIDENTS

The Adaptable Group has developed and constructed an emergency procedure guide which clearly defines the roles that all staff could carry out in the event of a serious incident. This document will be made available to clients on request.

The emergency procedure guide is reviewed on an annual basis by the company directors and senior managers.

### 8.2 24 HOUR ASSISTANCE

The Adaptable Group operates a 24 hour emergency contact line that is available for all group leaders throughout the duration of their tour. The service is staffed by a team of trained full time staff. In addition a senior manager or director will also be available on a 24 hour basis.

Any staff on duty will have full details of the tours they are providing assistance for including emergency contact details of all the relevant suppliers.

The 24 hour assistance number is detailed on all itineraries, and is made available to all suppliers as well as clients.

## 9 TRAINING

### 9.1 ACCOMMODATION & TRANSPORT TRAINING

All staff (part time and full time) will attend an annual training session (minimum of 1 full day) covering all aspects of accommodation and transport used by the Adaptable Group.

### 9.2 SMS AWARENESS TRAINING

All staff (part time and full time) will attend an annual training session covering our Safety Management System. This training aims to ensure all staff are fully aware of Adaptable Travel Group's ongoing commitment to the management of safety. In addition all staff will be kept informed of any new developments in this area.

### 9.3 EMERGENCY PROCEDURE TRAINING

All staff will receive emergency procedure training on an annual basis.

### 9.4 DUTY OFFICER TRAINING

All staff selected as Duty Officers will receive full and appropriate training prior to appointment to the role.