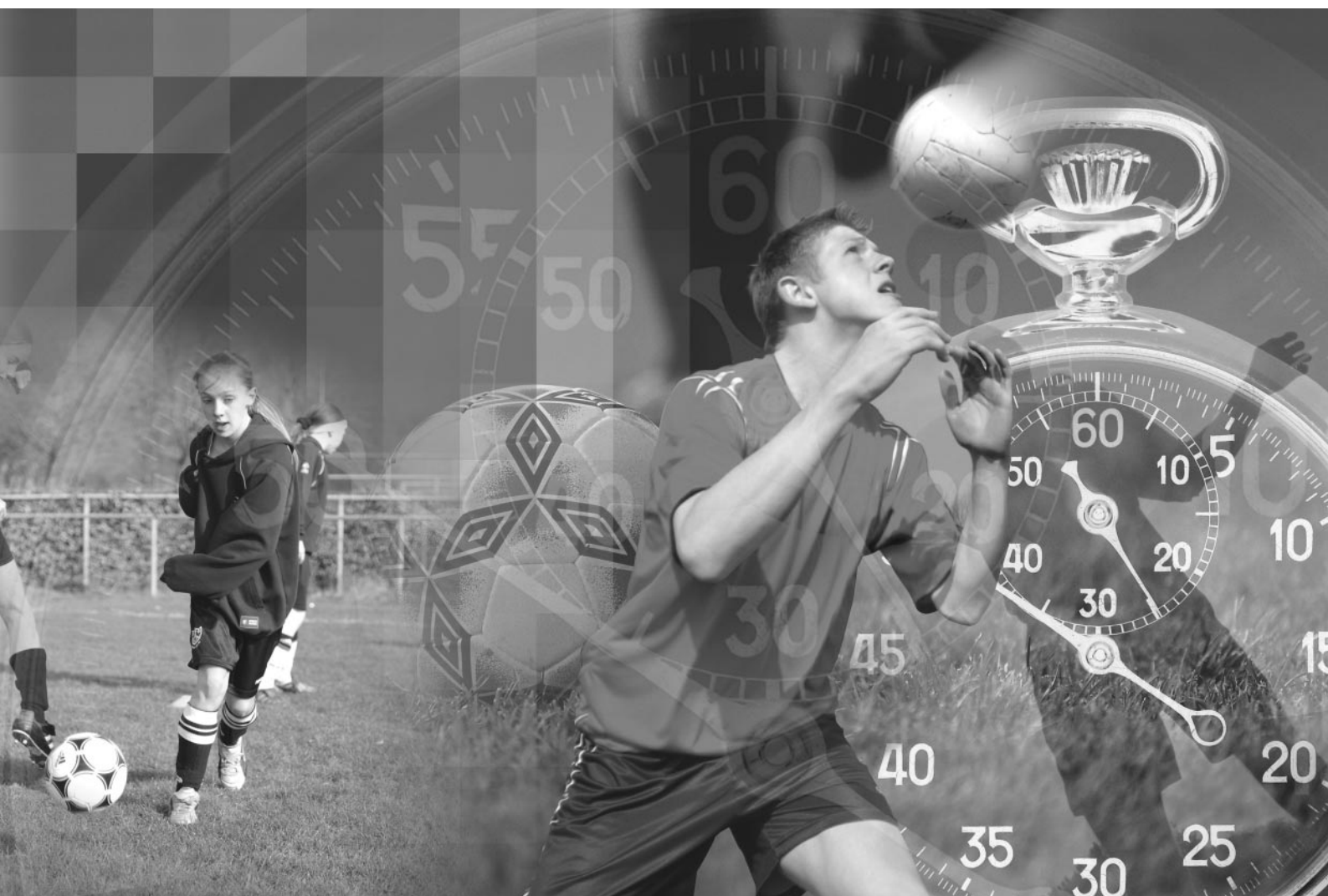


TM

SAFETY MANAGEMENT SYSTEM



SPORTS TOURS

Members of the British Safety Council

GLOSSARY OF TERMS

SET/The Company	'SET' (or 'The Company') refers to SET Sports Tours which is a specialist sports tours and group travel company.
Agent	Intermediary through whom accommodation and/or other services are sourced and contracted for SET.
Audit	A detailed report examining Health and Safety to be completed by SET staff who have undertaken the appropriate training, using the audit forms detailed in the appendices.
Brochure	A printed booklet or web site produced by SET, which contains enough information about the travel arrangements offered by SET to allow a client to reliably book those travel arrangements without obtaining additional information from SET.
Brochured Unit	Hotel/centre which is specifically named in the relevant brochure.
Non-brochured Unit	Any unit of accommodation used by SET other than those specifically featured in our brochures.
Regular Use List	A list of Coach Operators who have been inspected to the standards established in the Coach Company Audit.
SMS	Safety Management System.
STF	School Travel Forum. SET are currently non-assured members undergoing the application process to become full members
Overcoat	The Health and Safety expert organisation contracted to advise the STF and its members.

1 Health and Safety Policy Statement

The Directors, Management and Staff of SET are committed to ensuring that all reasonable measures are taken so that our clients are assured of a high level of safety throughout their tour. We shall achieve this by:-

- 1.1 Establishing and maintaining a written health and safety policy document which is consistent with the advice contained within the HSE publication Successful Health and Safety Management (HSG65).
- 1.2 Facilitating and promoting a positive health and safety culture throughout our own, our clients' and our suppliers' organisations worldwide.
- 1.3 Planning and setting standards which meet the needs of our clients and are measurable, achievable and realistic.
- 1.4 Measuring and reviewing performance of our compliance with the terms of this standard and our own Safety Management System including a formal annual verification by a suitably qualified external expert.
- 1.5 The Company agreeing to make available to clients details of Audits and a copy of the annual external verification.
- 1.6 Ensuring that the STF minimum standards for Health and Safety are incorporated within our Safety Management System.

The improvement and monitoring of safety standards is the responsibility of all employees. Staff are encouraged to bring any matters of concern to the immediate attention of their Line Manager.



S M Seward
Managing Director
SET Sports Tours
June 2006

2 Direction, Management, Implementation and Review of the Safety Management System

2.1 Identification of Responsibilities

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

- 2.1.1 Safety management systems are developed for the implementation of the Safety Management System Policy.
- 2.1.2 Competent persons are appointed to implement the requirements of the SMS. Additionally, SET will prepare and train suitable internal members of staff to implement the requirements of the SMS.
- 2.1.3 Adequate resources are provided to implement the requirements of the SMS.

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

- 2.1.4 Ensure the participation of appropriate personnel in the development and implementation of the SMS procedures.
- 2.1.5 Ensure personnel are trained and competent in the requirements of the SMS.
- 2.1.6 Monitor the performance of the SMS and staff in its implementation, providing feedback to the Board of Directors, both on areas of success and also any areas where there is a need for improvement.
- 2.1.7 Examine the trends identified by the monitoring activities contained within the SMS.
- 2.1.8 Keep up to date with safety requirements and best practices applicable to the provision of tours.

Implementation will be the responsibility of the Operations Manager or Course Director, as appropriate, who will ensure that:

- 2.1.9 All staff are made formally aware of the basic remit of the SMS.
- 2.1.10 All staff are made aware of the need to report any weakness or failures in the SMS to their manager.
- 2.1.11 All staff are made formally aware of their personal responsibilities to the SMS and given sufficient training and resources to undertake these successfully.

2.2 Review of the SMS

The Company Secretary will ensure that:

- 2.2.1 SET will maintain regular contact with suitable organisations to ascertain whether there are any developments in safety of which it needs to be aware to further improve the Safety Management System.
- 2.2.2 SET will invite a suitably qualified external organisation approved by the STF to conduct its own audit of the paperwork and processes of the SMS on an annual basis to ensure that the Company continues to meet the standards stipulated therein.
- 2.2.3 SET will invite a suitably qualified external Health and Safety consultant for up to 3 days per annum, to carry out spot checks of constituent elements of its SMS in operation in the field. At the same time, the consultant will use such visits to verify and confirm the standard of audits carried out by SET staff.
- 2.2.4 Any accidents, incidents or near misses brought to our attention will be logged. All reports will be reviewed and, where the situation merits, an investigation will be held. An automatic investigation will be held where there is a fatality, or hospitalisation for 24 hours or more. Where relevant, all reasonable steps will be taken to reduce the likelihood of a similar incident occurring in the future. All major accidents and all incidents considered to be serious shall be reported to the Company Secretary as outlined in our Accident, Incident and Near Miss Procedure. Additionally, the Board of Directors of SET will hold an annual review of any such accidents, incidents or near misses.
- 2.2.5 The Board of Directors holds a formal review and update of the SMS on at least an annual basis.

3 Accommodation Contracted Directly

Our Contracts Managers will ensure that:

- 3.1 An Accommodation Contract is signed confirming (as a minimum) that the accommodation conforms to local and national fire, safety and hygiene standards and additionally a set of specific safety standards aimed at further improving clients' safety.
- 3.2 We obtain a copy of the current fire certificate or equivalent local documentation.
- 3.3 We obtain a copy of the current liability insurance policy.
- 3.4 Where possible we will obtain a copy of the current hygiene certificate or local equivalent.

Additionally, for all accommodation **featured in SET brochures**:

- 3.5 The Company will inspect all accommodation featured in brochures prior to using it for the first time and thereafter at least every 3 years. The inspection will be to the standards established in the Accommodation Audit Form. (See appendices).

Additionally, for all accommodation that is **not featured in SET brochures**:

3.6 It is not possible to carry out Accommodation Audits on all these properties, due to the large number involved, many used on a one-off basis and often at the request of one particular group. However, if a non-brochured property is used for 5 groups or 12 nights in one year (whichever is the lesser), and it is evident that this property will be used a similar amount in subsequent years, an audit will be carried out within 12 months of it becoming evident to the standards established in the Accommodation Audit Form.

3.7 Monitoring of Accommodation Audits

Following the completion of an Accommodation Audit, we will record audits as per the following categories :-

Conforms (SMS Status 1)

No areas of improvement have been identified. The management will be commended and encouraged to maintain their standards.

Minor non-conformities (SMS Status 2)

Whilst confirming to local standards, room for improvement has been identified, but the defects do not render the building unsafe. The defects will be brought to the immediate attention of the management at the time of auditing and a copy of the audit including a schedule of remedial action will be sent to the hotelier within 14 days of the audit. The hotelier will be given 4 weeks to reply after which SET will pursue this with them. If no satisfactory reply is received from the hotelier within 3 months of the date of the audit the Contracts Manager responsible will review the use of the unit in consultation with the Supplier Relations Director.

Unsafe (SMS Status 3)

The accommodation is considered unsafe, even if it conforms to local standards. In this case, SET will remove the accommodation from its programme and will not consider its re-instatement until the defects have been rectified and the establishment has been re-audited to a standard that either conforms or has minor non-conformities.

A schedule of all units of accommodation indicating the current audit status will be maintained by the Operations Manager and a copy of the relevant audit will be available to any group considering travelling to the accommodation concerned.

4 Transportation Contracted Directly

Our Operations Manager will ensure that:

4.1 UK Coach Companies

- 4.1.1** All companies shall complete a Coach Contract 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 their usage by SET.
- 4.1.2** We obtain and keep on record prior to first use and thereafter on an annual basis copies of motor and liability insurance and the operator's licence.
- 4.1.3** We will endeavour to select coach operators who belong to recognised industry bodies such as the Confederation of Passenger Transport (CPT), Guild of British Coach Operators or are Coach Marque accredited.
- 4.1.4** Each coach company contracted to SET is required to take responsibility to establish that their drivers do not have a material criminal record or detrimental employment history.
- 4.1.5** SET will only contract with coach companies that will confirm that their tour drivers have received appropriate clearance from the Criminal Records Bureau or Scottish Criminal Records Office.
- 4.1.6** All itineraries for SET tours by coach are prepared taking into account current legislation on drivers' hours.
- 4.1.7** All UK coaches will be fitted with seat belts. In the event of a vehicle breakdown, if it is necessary to provide a replacement vehicle the coach will be fitted with seat belts if it is a UK coach. However, due to the different legislation in countries outside the UK, this may not be possible if a non-UK coach is supplied.

Additionally for regularly used UK Coach Companies:

- 4.1.8** We will establish and maintain a list of regularly used UK coach operators, the "Regular Use List". This will include all companies that we anticipate using for more than 5 groups in any calendar year.
- 4.1.9** All companies on the Regular Use List will be inspected prior to first use and thereafter at least every 3 years. The inspection will be in accordance with the NST Coach Company Audit Form (see appendices).
- 4.1.10** We will maintain a schedule of the audit status of UK coach companies on the Regular Use List and review it annually.

For infrequently used UK Coach Companies:

- 4.1.11** It is the intention of SET to use coach companies from the Regular Use List whenever practical. The following are the circumstances in which we may select an infrequently used company:
 - In peak periods when availability is strictly limited
 - Where the location of departure would be best served by an infrequently used company

- When a last-minute breakdown or other unforeseen event from a regular use company necessitates a subcontracted company
- When a coach breaks down on tour and has to be replaced by another vehicle
- Where a client specifically requests a company not on our Regular Use List

For Coach Companies requested by clients:

4.1.12 When the client requests a specific company that is not on our Regular Use List, we will attempt to secure their services and will obtain the documentation outlined in 4.1.1 and 4.1.2. In addition, the client will be advised that SET will not be able to carry out an inspection of the operator in question, and they must accept the operator on this understanding.

In the event of unforeseen circumstances:

4.1.13 In certain unforeseen circumstances such as coach breakdown or driver illness etc it may not be possible to comply with the terms outlined above and SET reserves the right to find the best available alternative.

4.2 Non UK Coaches

For non-UK Coaches booked direct:

4.2.1 All companies will complete a Coach Contract for non-UK 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 their usage by SET.

4.2.2 We will obtain on an annual basis and keep on record, copies of motor and liability insurance and the operator's licence.

Additionally for regularly used non-UK Coach Companies:

4.2.3 We will establish and maintain a list of regularly used non-UK coach operators, the "Regular Use List". This will include all companies that we anticipate using for more than 5 groups in any calendar year.

4.2.4 All companies on the Regular Use List will be inspected prior to first use and thereafter at least every 3 years. The inspection will be in accordance with the SET Coach Company Audit Form (see appendices).

4.3 Airlines

All air transport to and from the UK is regulated by the Department of Transport and the Civil Aviation Authority. This body operates to very strict safety criteria and no additional practical measures can be undertaken by SET. Flights originating in other jurisdictions are governed by the laws and regulations of the country in question.

4.4 Rail Transportation (including Eurostar)

All rail transport is regulated nationally by the countries through which trains travel. It is not felt that SET can take any additional measures.

4.5 Ferries and Eurotunnel

All ferries (and Eurotunnel) are regulated nationally. For major British ferry companies used, SET shall check on an annual basis that levels of on board safety are being maintained and a record of such discussions will be kept.

4.6 Cruise Ships

All cruise ships are regulated by national bodies. Cruise vessels are required to be constructed to the International Rules of Shipbuilding and must strictly comply with all the rules of the International Maritime Organisation and the SOLAS Regulations (Safety of Life at Sea). Prior to booking any group on a cruise ship involving overnight accommodation, SET will seek confirmation from the cruise company or their agent that the vessel to be booked complies with all current regulations.

4.7 Public Transport

The regulations concerning public transport are determined by the appropriate authorities in each country. It is not felt that SET can take any additional measures.

5 Services Secured by Agents and Ground Handlers

Our Operations Managers will ensure that:

5.1 Accommodation

5.1.1 Agents complete an Agent Contract confirming that accommodation 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. Furthermore, such accommodation shall conform to a set of specific safety standards aimed at further improving clients' safety.

5.1.2 SET shall inspect annually sample establishments from a minimum of 10% of agents and ground handlers who provide such accommodation to them. This inspection shall be to the standards established in the Accommodation Audit Form (see appendices).

5.1.3 A record of such audits will be maintained and accommodation audited in this manner will be treated in the same way as if the accommodation had been contracted directly. In addition the agent will be appraised of the audit standard achieved.

5.1.4 If any establishment audited falls into the unsafe category, SET will hold a formal review with the agent concerned and provide

remedial training for the agent's staff that secure accommodation on behalf of SET.

5.2 Non UK Coaches

All agents providing non UK Coaches will sign a contract in which they agree that the companies they select will comply with all applicable national, local, trade or other laws, regulations, rules and codes of practice. This contract should also stipulate a set of safety standards regarding driver's hours, driver vetting, insurance cover and vehicle age to which the coach company must agree prior to usage by SET.

5.3 Other Services

Where Agents or Ground Handlers provide other services that would be the subject of a safety review if booked direct by SET eg visits and excursions, they shall sign a contract agreeing to use the same standards as outlined in the appropriate paragraphs of this document.

6. Visits and Excursions

Our Contracts Manager will ensure that SET will use reasonable endeavours to obtain from providers of visits and excursions that are included in tours:

6.1 Evidence that health and safety has been evaluated.

6.2 An outline of any potential remaining risks which the provider wishes to bring to the attention of school and youth groups.

If we become aware that a visit or excursion is considered unsafe, even if it conforms to local standards, SET will remove the visit or excursion from its programme and will not consider its reinstatement until we have evidenced that the defects have been rectified.

7 Accidents, Incidents and Near Misses

Our Operations Manager will ensure that:

7.1 SET will encourage clients to report any safety related issues immediately. This will enable the Company to investigate their concerns and to ensure that any necessary action is taken straight away. To facilitate this, SET will provide an Accident and Incident Form to all group leaders prior to travel.

7.2 SET will keep a record of all incidents, accidents and near misses of which it becomes aware or which are brought to its attention. All reports will be reviewed and, where the situation merits, an investigation will be held. An automatic investigation will be held where there is a fatality, or hospitalisation for 24 hours or more. Where relevant, all reasonable steps will be taken to reduce the likelihood of a similar incident occurring in the future. All major accidents and all incidents considered to be serious shall be reported to the Company Secretary as outlined in our Accident, Incident and Near Miss Procedure. Additionally, the Board of Directors of SET will hold an annual review of any such accidents, incidents or near misses.

8 Provision of Pre Tour Information including Inspection Visits

The Company Secretary will ensure that:

8.1 Pre-tour Safety Guide

SET's Pre-Tour Safety Guide, will be provided to all groups prior to travel. This guide provides safety information and is intended to draw attention to key safety points and promote increased awareness.

8.2 Group Leaders' Inspection Visits

SET will undertake to offer a minimum of one group leader inspection visits per year to each of the most popular destinations. Each of these inspection visits will offer a minimum of 10 places free of charge to enable group leaders, who have not previously visited the area, to familiarise themselves with all aspects of the tour.

Where no inspection visit has been arranged to a destination, SET undertakes to offer, free of charge, 2 nights' bed and breakfast for 2 persons at, or near their booked accommodation. This will enable group leaders to carry out their Risk Assessments of their hotel, excursions, visits etc.

These offers apply to group leaders who have confirmed a booking to a specific destination.

9 Emergency Procedures

The Company Secretary will ensure that:

9.1 SET will maintain and update the Emergency Procedure Practical Guide which clearly defines the roles that all staff could carry out in the event of a serious incident involving SET clients on tour. This document will be made available to clients on request.

9.2 A roster of Duty Officers shall be established to ensure that a member of SET staff is contactable 24 hours per day via a call centre service.

- 9.3** All group leaders, drivers of British coaches and agents will be provided with details of how to contact the Duty Officer should the need arise as suggested in DfES and LEA guidelines.
- 9.4** A Duty Kit will be provided to the Duty Officer, the content of which is monitored and updated weekly. This will include amongst other things outline details of the current groups on tour and emergency contact numbers for suppliers.

10 Training

The Company Secretary will ensure that as part of SET's commitment to the safety of the tours it organises, all employees will be fully trained to enable them to meet the requirements of those areas of the Safety Management System for which they may be required to exercise responsibility. All employees will also receive appropriate annual refresher training. A record of all training undertaken will be maintained.

The Company Secretary will ensure that:

10.1 Accommodation Audit Training

One or more senior members of SET's management team will undertake a training course with a suitably qualified external organisation which will enable them to present initial accommodation audit training to newly designated Auditors. This internal Auditor training module has been formally documented and approved by a qualified external organisation.

In addition, a suitably qualified external body will be invited once a year to deliver update training to employees who have been identified to carry out Accommodation Audits. If established auditors are unable to attend their update through exceptional circumstances, they will be briefed on the content of the course by one of the senior members of staff who is qualified to deliver training (see above). If they are unable to attend the following year they will be required to complete the New Auditor Training Course.

New auditors will be accompanied by an auditor with a minimum of 2 years' experience whilst undertaking their first 3 audits.

A record of all the training undertaken will be maintained.

10.2 Transport Audit Training

Training will be provided for those staff members identified to carry out Transport Audits. Additionally, on the first 2 audits carried out by the trainee auditor, they will be accompanied by an auditor with a minimum of 2 years' experience of auditing transport suppliers.

10.3 SMS Awareness Training

All employees of SET will undergo SMS awareness training. This training aims to ensure that all employees are fully aware of the scope and principal commitments we make in our SMS policy document. In addition all employees will be kept informed of the progress and latest developments of the Safety Management System.

10.4 Emergency Procedure Training

All staff employed by SET will receive training in the Company's emergency procedures within 6 months of joining the Company.

10.5 Duty Officer Training

All staff who are selected as Duty Officers will receive appropriate training prior to their carrying out this role for the first time.

11 Sports Venues

11.1 In each resort/destination, we will establish and maintain a list of regularly used sports venues, the "Regular Use List". This will include all sports venues that we anticipate using for more than one course or festival in any calendar year.

11.2 It is the intention of SET to use sports venues from the Regular Use List whenever practical. The following are the circumstances in which we may select an infrequently used venue:

- 1) In peak periods when availability is strictly limited
- 2) Where the arrangement of an ad-hoc fixture necessitates using a host club unfamiliar to the company
- 3) When weather conditions or other unforeseen event from a regular use venue necessitates a last minute change.
- 4) Where a client specifically requests a venue not on our Regular Use List

The course/festival director will ensure that:

11.3 Where possible/applicable we will obtain a copy of the current fire certificate or equivalent local documentation. (indoor venues only) Where possible we will obtain a copy of the venue's current liability insurance policy.

11.5 The Company will endeavour to inspect all sports venues prior to using them for the first time and thereafter at least every 3 years. The inspection will be to the standards established in the Sports Venue Audit Form.

11.6 It is not possible to carry out Sports Venue Audits on all venues, due to the enormous number involved, many used on a one-off basis due to availability or climatic conditions. However, if a non-Regular Use List property is used for more than one course or festival in any calendar year and it is evident that this venue will be used a similar amount in subsequent years, an audit will be carried out within 12 months of it becoming evident to the standards established in the Sports Venue Audit Form.

12 Safe Management of Sports Tournaments/Courses.

12.1 The behavior and attitude of participating pupils is a key factor in preventing accidents.

On arrival:

- a. Pupils will be asked on arrival to demonstrate acceptable behaviour at all times and subscribe to an agreed code of conduct (see SMS Appendix F)
- b. Pupils should be responsible for having personal medication to hand;
- c. Pupils skill levels, general fitness and physical maturity should be compatible with the demands of the activity;
- d. Pupils will be briefed about emergency and safety procedures on arrival;
- e. Pupils will be asked to exercise a duty of care for each other at all times;

12.2 Matching of pupils:

- a. SET staff organizing sports fixtures will make every attempt to ensure that fixtures are only arranged with team or players of comparable age, standard and ability.
- b. Wherever possible organisers should consider any National Governing Body approach to selecting potential opposition.
- c. If at any stage, the tournament/course director member identifies that there is an imbalance in any of these areas (e.g. size, age ability, capability) the fixture should be stopped and rearranged to reflect better balance and matching of pupils.

12.3 Awareness of NGB requirements:

- a. SET staff organising sports fixtures/coaching/tournaments will hold a recognised qualification from a relevant National Governing Body and make every attempt to familiarise themselves with National Governing Body in the sport in which they are organising the event.
- b. The appropriate size of court, pitch, hall and equipment will be carefully considered for each Key Stage.
- c. The appropriate guidance offered by NGB's relating to equipment will be addressed.

12.4 Procedures for safeguarding young people:

The member of SET staff in charge of recruitment is responsible for ensuring:

That all tournament staff and officials have read and received copies of:

- 1) The SET Sports Tours Coaches Code of Ethics (SMS Appendix G) and
- 2) The SET Sports Tours Coaches Child Protection Policy (SMS Appendix H).

The core values of these documents include:

- i. Staff should be aware of the basic requirements of the Children Act 1989.
- ii. No adults other than those who have been appropriately vetted or given specific approval should be allowed close access to pupils participating.
- iii. Adults should avoid being alone or 'one to one' with a pupil. A 'buddy system' of pupils being paired together to take care and look after each other is recommended.

Note: Great care will be needed over the use of digital cameras and photographs. On no account will images of young people be taken by SET staff without prior written consent from the school in question.

12.5 Programming and scheduling Sports:

Tournament/Course Directors will ensure that based on BAALPE guidelines, pupils should not play more than one full sports fixture in any given day. Where it is intended or likely that pupils will participate in more than one game, care will be needed in the programming and scheduling of fixtures to ensure that:

Tournament/Course Directors will ensure:

- i. Advanced notification is given of the precise programming and scheduling to be implemented;
- ii. No young person is subjected to levels of physical activity that are unreasonable in the light of their fitness and preparation;
- iii. There are known start and finish times which are adhered to;
- iv. Sufficient rest periods are provided to allow for recovery time between games;
- v. Any contingency arrangements accord with, and do not significantly change, the general programming and scheduling arrangements;
- vi. Due consideration and allowance is given to a need for substitute players, if appropriate;
- vii. Overplay beyond a pupil's physical and mental capabilities is avoided.



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