



Safety Management System



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nst the **experience** shows



Members of the British Safety Council

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1. Health & Safety Policy Statement

The directors, management and staff of NST 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) and incorporates the requirements of the STF Code of Practice, and the Learning Outside the Classroom Quality Badge.
- 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.

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.



Ian Officer
Director I/C Health & Safety
Holidaybreak Education Division
1 June 2010

2. Direction, Management, Implementation & Review of the Safety Management System (SMS)

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.
- 2.1.3 Additionally, NST will prepare and train suitable internal members of staff to implement the requirements of the SMS. Adequate resources will be provided to implement the requirements of the SMS.

Planning will be the responsibility of the Safety Manager 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 Safety Manager, 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 Safety Management System SMS

The Safety Manager will ensure that:

- 2.2.1** NST 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** NST shall 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** 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 Safety Manager as outlined in our Accident, Incident and Near Miss Procedure. Additionally, the Board of Directors of NST will hold an annual review of any such accidents, incidents or near misses.
- 2.2.4** The Board of Directors holds a formal review and update of the SMS on at least an annual basis.

3. Accommodation Contracted by NST

For all accommodation used or featured by NST, our Contracting or Ground Services Teams will ensure that:

- 3.1 An accommodation contract or agent agreement is signed confirming (as a minimum) that the accommodation conforms to local and national fire, safety and hygiene standards and will have current liability insurance cover for the duration of the contract. The contract will include, additionally, a set of specific safety standards aimed at further improving clients' safety. Wherever possible, copies of the relevant documents will be obtained.
- 3.2 Confirmation that the contract conditions are still being met will be obtained every 3 years.

In addition, our Safety Team will ensure that:

3.3 Standard Audit

- 3.3.1 All accommodation (used or featured) will be subject to a Standard Audit prior to first use and thereafter at a maximum of 3-year intervals. A Standard Audit will not be required if a Supplementary Audit has been carried out in the last 3 years.
- 3.3.2 The Standard Audit may be completed by an STF member, hotelier or agent.
- 3.3.3 The Standard Audit result will be assessed by an auditor trained in accordance with 9.1 and assisted by a common scoring scheme. Where the Standard Audit results indicate areas for concern, the auditor should instigate appropriate additional action, which may include the use of a Supplementary Audit, before use.
- 3.3.4 Based on the results of the audit analysis and any subsequent investigation, the result will be recorded as one of the categories defined in 3.5.
- 3.3.5 NST shall complete random sample spot checks of Standard Audits annually. The results will be analysed by a trained auditor and, where significant discrepancies are identified, corrective action will be undertaken before accepting any further Standard Audits from that source. Records of these checks will be maintained.

3.4 Supplementary Audit for Frequent Use Accommodation

- 3.4.1 In addition to the above Standard Audit, if it is clear that an accommodation unit will be used for 5 or more groups in any one year, it will be listed as 'frequent use' and, within a maximum of 12 months of the frequent use criteria being established, will receive a Supplementary Audit.
- 3.4.2 A Supplementary Audit can only be carried out in situ by an auditor trained in accordance with 9.1.
- 3.4.3 A frequent use property will be re-audited to Supplementary Audit standard every 3 years.
- 3.4.4 Based on the results of an audit analysis, the result will be recorded as one of the categories defined in 3.6.

3.5 Monitoring of Accommodation Audits

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

3.5.1 High Conformity (SMS Status 1)

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

3.5.2 Acceptable Conformity (SMS Status 2)

Room for improvement has been identified, but the defects do not render the building unsafe. During on-site Supplementary Audits the defects will be brought to the immediate attention of the management at the time of auditing. Additionally, for all audits, 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 NST 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.

3.5.3 Unacceptable (SMS Status 3)

The accommodation is considered unsafe, even if it conforms to local standards. In this case, NST 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 is either High or Acceptable Conformity.

3.6

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

4. Transportation

Our Contracts Managers and Safety Team 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 NST.
- 4.1.2 We obtain and keep on record prior to first use and thereafter on expiry, current 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), or are Coach Marque accredited.
- 4.1.4 Each coach company contracted to NST is required to take responsibility to establish that their drivers do not have a material criminal record or detrimental employment history.
- 4.1.5 NST will only contract coach companies that will confirm that their tour drivers have received appropriate clearance from the Criminal Records Bureau or Scottish Criminal Records Office, and that they will meet the requirements of the Vetting and Barring Scheme when introduced.
- 4.1.6 All itineraries for NST 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.
- 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 NST 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 NST 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 NST 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 NST.
- 4.2.2** We obtain and keep on record prior to first use and thereafter on expiry, current copies of motor and liability insurance and the operator's licence.

Additionally for regularly used non-UK coach companies booked direct:

- 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 NST Coach Company Audit Form.

For non-UK coaches booked via Agents and Ground Handlers:

- 4.2.5** 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 drivers' hours, driver vetting, insurance cover and vehicle age to which the coach company must agree prior to usage by NST.

4.3 Airlines

All air transport to and from the UK is regulated by the Department of Transport and the Civil Aviation Authority. These bodies operate to very strict safety criteria and no additional practical measures can be undertaken by NST. 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 NST can take any additional measures.

4.5 Ferries & Eurotunnel

All ferries (and Eurotunnel) are regulated nationally. For major British ferry companies used, NST 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, NST 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 NST can take any additional measures.

5. Visits & Excursions

Our Safety Manager will take reasonable steps to ensure that:

- 5.1 Where visits and excursions are included in a final itinerary, risks have been evaluated and monitored.
- 5.2 Information will be provided to group leaders so they are able to make informed decisions for their own group.

6. Accidents, Incidents & Near Misses

The Safety Manager will ensure that:

- 6.1 NST 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, NST will provide an Accident and Incident Form to all group leaders prior to travel.
- 6.2 NST 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 Director I/C Health & Safety as outlined in our Accident, Incident and Near Miss Procedure.
Additionally, the Board of Directors of Holidaybreak Educational Division will hold an annual review of any such accidents, incidents or near misses.

7. Provision of Pre-Tour Information including Preview Visits

Our Safety Manager will ensure that:

- 7.1 **Pre-Tour Safety Information**
NST's pre-tour safety information will provide all groups with information which is intended to draw attention to key safety points, promote increased awareness and assist them with their responsibilities.
- 7.2 **Group Leaders' Preview Visits**
NST 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.

This offer applies to group leaders who have confirmed a booking to a specific destination.

8. Emergency Procedures

The Safety Manager will ensure that:

- 8.1 NST will maintain and update the Emergency Procedure Manual which clearly defines the roles that all staff could carry out in the event of a serious incident involving NST clients on tour. This document will be made available to clients on request.
- 8.2 A roster of Duty Officers shall be established to ensure that a member of NST staff is contactable 24 hours per day via a call centre service.
- 8.3 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 LA guidelines.
- 8.4 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.

9. Training

The Safety Manager will ensure that as part of NST'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 Safety Manager will ensure that:

9.1 Accommodation Audit Training

- 9.1.1 All in-house auditors will complete a STF approved initial training course.
- 9.1.2 Before being allowed to undertake Supplementary Audits or assess Standard Audits independently, new auditors will be accompanied during 3 Supplementary Audits and assessed as competent by an auditor with a minimum of 2 years' experience.
- 9.1.3 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.
- 9.1.4 Auditors who are unable to attend the refresher training for 2 consecutive years will be required to complete the New Auditor Training Course.
- 9.1.5 A record of all the training undertaken will be maintained.

9.2 Coach Company Audit Training

Training will be provided for those staff members identified to carry out Coach Company Audits. Before being allowed to undertake Coach Company Audits independently, new auditors will be accompanied during 2 audits and assessed as competent by an auditor with a minimum of 2 years' experience.

9.3 SMS Awareness Training

All employees of NST 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.

9.4 Emergency Procedure Training

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

9.5 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.

9.6 Emergency Procedure & Duty Officer Refresher Training

All staff will receive refresher training

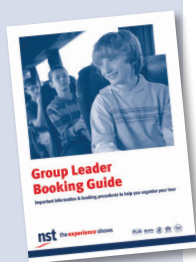


Extra Help for You

We offer a range of literature to help you on your way, including:

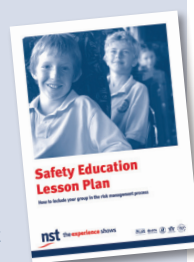
Group Leader Booking Guide

This guide is intended to take you through each stage of the booking process, answering frequently asked questions and providing you with tips and support.



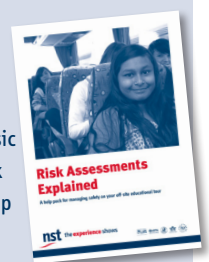
Safety Education Lesson Plan

Our RoSPA endorsed Safety Education Lesson Plan provides useful guidance on involving children in the risk management process before your tour and whilst off-site.



Risk Assessments Explained

This help pack for managing safety on off-site educational visits illustrates the common basic principles of assessing risk and a practical step-by-step guide to creating a Group Management Plan.



For further information, please call 0845 688 8987



NST's parent company, Holidaybreak, is recognised for its commitment to environmental and social issues by its listing in the FTSE4Good Index

NST, Discovery House, Brooklands Way, Whitehills Business Park, Blackpool, Lancashire, FY4 5LW

