

Safety Management System Policy Document

The companies belonging to Next Generation Travel are Anglia Tours, FHT Travel Limited, WST Travel Limited, WST trading as Study Experiences and Sport Experiences.

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1. Health and Safety Statement

The Directors and Staff of Next Generation Travel (incorporating Anglia Tours, FHT Travel Limited, WST Travel Limited and WST trading as Study Experiences, Sport Experiences and Remembrance Travel for Schools & Young People) recognise that client safety is a primary part of our business. We are committed to ensuring that all reasonable measures are taken so that clients are assured of a high level of safety throughout their tour.

This policy document has been drafted in accordance with the School Travel Forum Code of Practice.

The combined experience of the Management and Staff at NGT is over 750 years of managing a school travel company, of undertaking hotel, venue and coach inspections, of training staff and of advising group leaders regarding school visits abroad.

We shall achieve this by ensuring that:

- 1.1 NGT establish and maintain a written Health and Safety Policy and a Safety Management System which comply with the recognised standards for school travel.
- 1.2 NGT will facilitate and promote a positive health and safety culture throughout our own staff, our clients and our suppliers world-wide, by actively researching and reviewing our tours and visits and maintaining communications with our clients.
- 1.3 The Directors are committed to provide both finance and resources to implement the safety policy.
- 1.4 We will actively encourage higher standards from our suppliers by ensuring they are fully aware of the safety standards we require.
- 1.5 Our Safety Management System will set standards which meet the needs of our clients and which are measurable, achievable and realistic.
- 1.6 NGT will measure and review the performance of our compliance with the standards set in the Safety Management System by regular monthly monitoring at the internal Quality Forum and a full annual review by the Senior Management Team.
- 1.7 In addition to our own review, we will engage the services of a suitable qualified external expert to carry out a formal annual review.

Signed:

Date: 27/01/2022

Maria Whiteman

Position: Managing Director



2. Safety Management System

This formal policy document sets out how NGT Travel Ltd is to ensure that the company safety objectives are being managed and reviewed. Our Safety Management System is established and maintained to conform to the requirements of the School Travel Forum.

2.1 Direction, Management, Implementation and Review

Policy Making and Planning:

- 2.1.1 The Managing Director has the overall responsibility for developing and managing the Safety Management System.
- 2.1.2 Our Safety Management System will be established and maintained to conform to the requirements of the School Travel Forum.
- 2.1.3 The Directors will ensure that adequate resources will be provided by the Company to ensure policies are implemented.
- 2.1.4 Every effort will be made to ensure the Directors are kept up to date with the safety requirements and practices applicable to the provision of tours.
- 2.1.5 The Senior Management Team will ensure that all staff are trained and competent in the requirements of the Safety Management System.

Monitoring and Review Procedures

- 2.1.6 The Group Supplier Relations Manager and/or Group Health and Safety Exec will monitor the standard of accommodation and facilities provided by agents.
- 2.1.7 NGT will establish a monitoring and feedback system, including post-visit contact with group leaders and a review of feedback forms provided by group leaders and tour guides.
- 2.1.8 To ensure NGT are kept up to date, contact will be maintained with the STF and ABTA, training seminars and by reference to travel industry publications.
- 2.1.9 The Management Team will carry out an annual review of the Safety Management System, identify trends and ensure implementation of any remedial action required.
- 2.1.10 A monthly Quality Forum will be held at which, all elements of the Safety Management System will be reviewed. Standard agenda items include a review of audits due and audits carried out, incidents and accidents and quality including complaints.

External Auditors

- 2.1.11 NGT will identify and appoint an STF approved independent auditor to annually audit the content and implementation of our Safety Management System. The verification process will include sampling of NGT paperwork and processes and spot-checks of constituent elements of the Safety Management System operating in the field.

3. Services Contracted by NGT

3.1 Accommodation

- 3.1.1 NGT will ensure that:
 - A signed accommodation contract or agent agreement is obtained for all accommodation used or featured or, where use of the supplier is less than 5 times per calendar year, a purchase order issued. This will confirm that the accommodation conforms to local and national fire, safety, infection surveillance and prevention, illness and hygiene standards and that it has current liability insurance cover for the duration of the contract.



- Confirmation that the contract conditions are being met will be obtained every three years.
- A standard accommodation checklist or on-site accommodation audit is in place.

3.1.2 All accommodation will be subject to the STF's Standard Accommodation Checklist prior to first use and thereafter when a significant change occurs, such as major structural alterations, or change of owner or at a maximum of three-year intervals, whichever is sooner. A Standard Accommodation Checklist will not be required if a Supplementary Audit has been carried out in the past three years. The Standard Accommodation Checklist may be completed by an STF member, hotelier or agent. The Standard Accommodation Checklist results will be assessed by a trained auditor and the results recorded as one of the categories defined in 3.1.5. Where causes of concern are highlighted, the auditor will instigate appropriate additional action before use. Random spot checks will be carried out annually and records maintained.

3.1.3 If it is evident that any accommodation will be used for five or more groups or 250 or more persons in any one year, whichever is reached first, it will be listed as "frequent use". It will be subject to an On-Site Audit within twelve months and thereafter within every three years while it remains in that category. The Supplementary Audit will be carried out by a trained auditor. Based on the result of an audit analysis, the result will be recorded as one of the categories defined in 3.1.5.

3.1.4 As from August 2020, where either a Standard Accommodation Checklist or an existing On-Site Accommodation Audit has been completed and is less than 3 years old, an additional Covid-19 Recovery Business Continuity Checklist may be completed. The Checklist may be completed by an STF member, hotelier or agent. The Business Continuity Checklist results will be assessed by a trained auditor and the results recorded as one of the categories defined in 3.1.5. Auditors may also refer to the relevant guidance notes in Appendix 6 of the handbook and the relevant sections of the STF Accommodation Technical Guide. Where causes of concern are highlighted, the auditor will instigate appropriate additional action before use. Random spot checks will be carried out annually and records maintained.

3.1.5 NGT will record accommodation audits in the following categories:

High Conformity: minor or no areas of improvement have been identified.

NGT will commend the management and encourage them to maintain their standards.

Acceptable Conformity: 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 followed up in writing within 14 days. The auditor will evaluate the deficiencies and a schedule of remedial action will be agreed and monitored.

Unacceptable: NGT will remove the accommodation from its programme and will not consider its reinstatement until the defects have been rectified and the establishment has been re-audited to a standard that is either High or Acceptable Conformity.

3.1.6 A schedule of all accommodation, indicating the current audit status, will be maintained by NGT.

3.2 Coaches

3.2.1 Booked Direct

All coach suppliers used by NGT will be required to sign a coach contract or, where use of the supplier is less than 5 times per calendar year, a purchase order will be issued, confirming that they comply with all national, local, trade and other laws, regulations, rules and codes of practice. This contract will stipulate a set of safety standards regarding drivers' hours, driver vetting, insurance cover and vehicle age. Confirmation that the contract conditions are being met will be obtained every three years.

An STF Coach Supplier Checklist Form will be in place for all coach suppliers.



All coach suppliers in use will be required to complete a STF Coach Supplier Checklist Form prior to first use and thereafter when a significant change occurs (such as major fleet changes or change of owner) or should a significant safety-related incident, accident, complaint or claim, illness outbreak or near miss occur, no matter the minimum or maximum times that the supplier is used per calendar year. The STF Coach Supplier Checklist Form must be completed by either the supplier or an agent supplying the coach service. The completed STF Coach Supplier Checklist Form will be assessed by a trained auditor and the results recorded as one of the categories defined in 3.3.3. Where causes of concern are highlighted, the auditor will instigate appropriate additional action before use. Random spot checks will be carried out annually and records maintained.

3.2.2 Agent Supplied

All agents supplying coach services will be required to sign a contract confirming that they comply with all national, local, trade and other laws, regulations, rules and codes of practice. This contract will stipulate a set of safety standards regarding drivers' hours, driver vetting, insurance cover and vehicle age. Confirmation that the contract conditions are being met will be obtained every three years.

All coach suppliers offered by an agent will be required to complete an STF Coach Supplier Checklist Form prior to first use and thereafter when a significant change occurs (such as major fleet changes or change of owner) or should a significant safety-related incident, accident, complaint or claim, illness outbreak or near miss occur, no matter the minimum or maximum times that the supplier is used per calendar year. The STF Coach Supplier Checklist Form must be completed by either the supplier or the agent supplying the coach service. The completed STF Coach Supplier Checklist Form will be assessed by a trained auditor and the results recorded as one of the categories defined in 3.2.4. Where causes of concern are highlighted, the auditor will instigate appropriate additional action before use. Random spot checks will be carried out annually and records maintained.

3.2.3 Covid 19 Recovery Coach Supply Business Continuity Checklist

As from February 2021, where either a new UK or non-UK Checklist has been completed or, where an existing Standard Coach Audit or an existing On-Site Coach Audit has been completed and either is less than 3 years old, coach suppliers will be asked to complete an additional Covid 19 Recovery Coach Supply Business Continuity Checklist. The Covid 19 Recovery Coach Supply Business Continuity Checklist may be completed by an STF member, a supplier or an agent. The completed Covid 19 Recovery Coach Supply Business Continuity Checklist will be assessed by a trained auditor and the results recorded as one of the categories defined in 3.2.4. Where causes of concern are highlighted, the auditor will instigate appropriate additional action before use.

3.2.4 NGT will record coach audits in the following categories:

High Conformity: minor or no areas of improvement have been identified.

NGT will commend the management and encourage them to maintain their standards.

Acceptable Conformity: Room for improvement has been identified, but the defects do not render the company unsafe. The defects will be brought to the immediate attention of the management at the time of auditing and followed up in writing within 14 days. The auditor will evaluate the deficiencies and a schedule of remedial action will be agreed and monitored.

Unacceptable: NGT will remove the coach company from its programme and will not consider its reinstatement until the defects have been rectified and the company has been re-audited to a standard that is either High or Acceptable Conformity.

3.3 Airlines

Airlines to and from the UK are regulated by the Department of Transport and Civil Aviation Authority. These bodies operate to very strict safety criteria and it is considered no additional practical measures can be undertaken by members. Flights originating in other jurisdictions are governed by the laws and regulations of the country in question. NGT will ensure that use of airlines currently prohibited from UK



and EU airspace will not be used or, where no alternative is available, that this is brought to the attention of the clients. (See banned airlines list / UK Civil Aviation Authority)

3.4 Rail Transport, Ferry, Eurotunnel, Ocean-Going Cruise Liners and Public Transport

Rail, ferry, ocean-going cruise liners and public transport is regulated nationally and there are no further measures that NGT can take.

3.6 Services Obtained Through Approved Third-party Verification Schemes

Where services are obtained through approved third-party schemes, the quality of the third-party verification will be assessed and other than confirmation of the supplier's current membership of the scheme, such as validation via the scheme's website, the STF's safety management requirements can be considered as met and further substantiation is not required.

Approved schemes are:

- LOtC Quality Badge
- CPT Coach Marque
- Guild of British Coach Operators membership

4. Services secured by Agents and Ground Handlers

Where agents or ground handlers provide services that would be the subject of a safety review if booked directly by NGT, e.g. visits and excursions, the agent shall sign a contract agreeing to use the appropriate STF standards as a minimum.

5. Visits and Excursions

NGT will take reasonable steps to ensure that, where visits and excursions are included in a final itinerary, risks have been evaluated and monitored, except where the itinerary specifically states that the event is not being arranged or facilitated by NGT. Sufficient information will be provided to group leaders, so they are able to make informed decisions for their own group.

Where NGT are unable to obtain the necessary safety information prior to a group visiting a venue, the group leader will be advised to carry out their own risk assessment on arrival.

Any written risk assessments will be produced by a competent person and reviewed by a competent person before first use and every 3 years thereafter or following any reported issue or incident.

6. Inspection Visits

NGT will provide a means for clients to inspect a destination in advance of travelling with their group. Details on the current arrangements are available on request from the company.

7. Safety Information Before Travel

NGT will provide written practical safety information to clients prior to their tour. The pre-tour information contains essential information specific to the tour and general safety information. On arrival at their destination, Anglia groups will receive a verbal safety briefing from their guide.

8. Duty Officer and Emergency Procedures

NGT operates a Duty Officer System, so that a staff member can be contacted at all times when groups are travelling. For Anglia groups, the first point of contact will be the Guide who accompanies the group on tour. If, in exceptional circumstances, the guide needs further support, he/she will have the number of a Duty Officer in the UK, who will be contactable at all times. NGT maintain a fully documented



emergency procedure, which is available to all clients and which is operational at all times. All group leaders on tour, drivers of British coaches and agents will be provided with details of how to contact the Duty Officer.

To ensure that any safety issues are brought to our attention NGT have established a procedure for monitoring feedback from groups and guides, including post-visit 'phone calls and comment forms provided to group leaders and coach drivers. All these elements are monitored for reported safety issues.

NGT will supply and complete an accident report designed to include key information. All reported accidents will be investigated. A review of any incidents, accidents and "near misses" reported to the company will be carried out monthly. As a result of the annual review the procedures in place will be updated as required.

9. Training

- 9.1.1 NGT staff will be appropriately trained and monitored to ensure their competency, with formal in-house staff training and update training following any safety issue reported.
- 9.1.2 Training for NGT staff, including training courses as appropriate, will be provided every 12 months and for new staff training will be provided on employment after a suitable qualifying period, in order to equip staff to carry out the tasks assigned to them in the safety policy. All NGT staff will be familiarised with the company's Safety Management System.
- 9.1.3 In addition to the above, guides will receive first aid training and will attend the Guide Annual General Meetings and guide training days.
- 9.1.4 In House Supplier Auditors. These auditors will analyse the results of a Standard checklist, identify and action, if required, suitable additional investigation and provide an informed opinion on the suitability for use by NGT.
- 9.1.5 They will visit premises to complete satisfactorily an On-Site Audit, make recommendations regarding improvements to the safety management of the supply where necessary and provide an informed opinion on the suitability for use by the member company.
- 9.1.6 They will discuss the audit with the supplier and explain its reason and purpose and any additional recommendations.
- 9.1.7 NGT in-house auditors will comply with the STF audit training requirements prior to completing any audits and undertake a refresher course at least every two years.
- 9.1.8 Holders of the CPC (Certificate of Professional Competence) for Transport Managers (Passenger Transport) Level 3, 2012 or an earlier equivalent, are exempt from the above requirement.
- 9.1.9 Records of all training will be held for a minimum of 5 years.

10. Safeguarding

A safeguarding policy, with documented policy and procedures to ensure the safeguarding of vulnerable clients, will be operational at all times.