

## HEALTH AND SAFETY GUIDELINES

### WHAT WE DO

We conduct Health & Safety risk assessments on accommodation, transport and higher risk activities (e.g. Boat Trips, City Cycling and Hiking), taking all the responsibility from a legal and moral perspective in ensuring our suppliers put safety as a number one priority.

We utilise the services of professional third party consultancies that assist us in implementing all of our supplier risk assessments. We only propose accommodation, transport or activities that meet the highest safety standards recognised across the industry.

We do not carry out safety checks on relatively low risk activities such as museum visits or iconic site visits as these are generally well managed by the local and national authorities with many thousands of visitors using them every day. They also do not usually allow individual organisations to carry out any form of safety check due to the volume of different companies/nationalities they deal with. Low risk activities such as walking tours are not risk assessed by us as these can simply be managed by the group leader on the day.

As the largest independent UK Travel Agency, you can rest assured that you're in safe hands.

### WHAT WE ASK YOU TO DO

Our strategy is to provide information at various points, which reinforces the need for you to take safety seriously too.

We will provide group leaders with a health & safety leaflet which gives detailed information on safety points ranging from fire, balcony, pool, lifts and glass to transport, sun care and personal safety.

We also provide you with safety briefings that can be delivered to your group at appropriate points in the journey relating to accommodation, transport and any activity safety.

Your main focus will then be on the safety issues surrounding the management of the group, where we ask you to ensure you are due diligent in preparing your overall group risk management plan, which may be required by the school or local authority prior to any trip taking place.

We can provide risk assessment documents prior to travel specific to your itinerary to help you plan for this.

Management of safety on the ground on a day-to-day basis is ultimately the group leader's responsibility, along with any accompanying adults and the driver who is in charge of the transport. We will have taken the majority of the work away from you by having already risk assessed the accommodation, transport and any higher risk activity suppliers.

## SAFEGUARDING

The safety and protection of children is also a high priority for us and we acknowledge that we have a responsibility for the safety of children on any school age tours.

We recognise that good safeguarding policies and procedures are of benefit to everyone involved in the industry. Those persons with unsupervised access to or regular contact with children on tour, notably the coach drivers, or any local guides are required to:

- Recognise and accept their responsibilities
- Develop awareness of the issues which can cause children harm
- Report any concerns they may observe during the tour.

### Transport Safety

Our system for checking coach suppliers is using the e-pass technology of one of our consultancies, tranquilico.com who issue electronic safety assessments to the suppliers. Only those that achieve GREEN - good practice status or YELLOW – acceptable status are used by us. We do not feature any suppliers that are RED – below acceptable good practice status. The safety assessment covers both the vehicles and the drivers, so issues such as maintenance, seat belts, drivers hours, rest periods etc. are all covered as well as the transport companies overall safety management.

### Accommodation Safety

Our system for checking accommodation providers is using the self-assessment portal of Sanderson Phillips consulting. They issue electronic safety assessments to the suppliers. Only those that achieve GREEN – good practice status, or YELLOW – acceptable status, or ORANGE – suitable for use with some restrictions are used by us. We do not feature any suppliers that are RED – below acceptable good practice status. The accommodation assessments covers fire safety, electrics, glass, balcony, lifts, gas, hygiene, legionella, pool and general safety issues around hotels.

### High Risk Activity Safety

For any activity you wish to include in your trip that is deemed high risk, we will use the e-pass technology of tranquilico.com to issue a safety self-assessment prior to use. Again, we only use those that achieve GREEN – good practice status or YELLOW – acceptable status. We do not feature any suppliers that are RED – below acceptable good practice.

If you are intending to include any higher risk activity in your itinerary, then we also ask you to ensure that your insurers are happy to cover your group taking part in it.

Finally, as well as the assessments carried out prior to travel, we also conduct ad hoc physical safety checks of suppliers as an added rung of due diligence. The process of risk assessment via self-assessment and additional ad hoc physical inspections is a tried and trusted method of minimising risk in the travel sector.