

**EXPERIENCE EDUCATION
CUSTOMER SAFETY
MANAGEMENT SYSTEM**

The logo for Edwin Doran Sports Tours features the word "edwin" in a dark blue sans-serif font, "doran" in an orange sans-serif font, and "sports tours" in a smaller, italicized orange sans-serif font below. To the left of "edwin" is a small orange square containing the letters "ed" in white.

The logo for Masterclass Sports Tours features a large, stylized "M" composed of two overlapping shapes: a dark blue one on the right and an orange one on the left. To the right of the "M" is the word "masterclass" in a dark blue sans-serif font, and "sports tours" in a smaller, italicized orange sans-serif font below.

The logo for Travelbound features the word "travelbound" in a green, lowercase, rounded sans-serif font. Below it is the tagline "Inspiration made easy" in a smaller, dark grey sans-serif font.

The logo for SkiBound features the word "SkiBound" in a large, bold, dark blue sans-serif font. The "i" in "Ski" has a horizontal bar.

The logo for JCA features the letters "JCA" in a large, bold, dark blue sans-serif font. To the right of "JCA" is the tagline "Let the adventure begin..." in a smaller, dark blue, handwritten-style font.

FOREWORD

Good practice dictates that the Safety Management System manual and the associated supporting documentation, policy, processes and appendices are regularly reviewed and updated, and as such, the full Safety Management System is not published here, but is available to discuss with our staff should this be required.

The following pages however, are directly lifted from the full safety management system document and include the full description of the SMS document contents as well as the Foreword, Introduction, and Philosophy with regards to our approach to the management of safety which sets the remainder of the full document in context.

This document is intended to form the basis of a framework for a Customer Safety Management System document outlining how customer health and safety issues are addressed in the delivery of the applicable leisure travel product within each of the businesses.

It is intended as a starting point, from which the businesses will then add and build further detail and content so that the manual is and continues to be, a 'live' document, which will:

- Provide a clear statement of intent / policy
- Facilitate a useful level of 'visibility' of approach to managing safety
- Provide a procedural document for those within the business (employees and managers) to follow, and for those outside the business to show how we approach customer health and safety, which:
 - Sets policy and the planned and systematic approach to implementing the aims of the policy
 - Demonstrates how risk profiling is approached; how procedures and standards deliver the plan and how the plan will be implemented
 - Sets out how the business will measure its health and safety performance and how it will investigate accidents, incidents or near misses
 - Sets how the business will review its performance in terms of 'learning lessons' from how the safety management system has delivered on the aims of the policy
- Provide a document which we can formally review periodically
- Provide a document against which progress, and development can be audited and measured.

In addition, this document forms the basis of the businesses risk controls and action plan(s) in relation to the safety related risks identified on the Education Division Risk Register as part of the Travelopia Group overall approach to risk management.

INTRODUCTION

We recognise that the primary purpose of policies and procedures aimed at effectively managing customer health and safety is the prevention of accidents and incidents and the protection of customers from injury, harm or ill health.

However, it is also recognised that effective management of customer health and safety can bring additional benefits through contributing to business performance in a variety of important ways, including (in no particular order):

- Reducing the total cost of risk through preventing and minimising the occurrence of accidents and injuries and associated litigation, claims and compensation;
- Minimising financial (and other) losses arising from avoidable unplanned events;
- Ensuring a systematic approach to the identification of risks and the allocation of appropriate resources to control them;
- Contributing to the development of a culture supportive of customer health and safety which is necessary to achieve adequate control over risks;

Recognising that accidents and incidents can result from failings in management control as well as those of individual employees.

The business recognises that successful customer health and safety management and achieving the above has several key elements, which are linked to information flow, control and continuous improvements fitting into the Plan, Do, Check, Act cycle:



- **Plan:** establish objectives and processes necessary to deliver results in accordance with the organisation's policy.
- **Do:** implement the processes as planned.
- **Check:** monitor and measure processes against the policy, including its commitments, objectives and operational controls, and report the results.
- **Act:** take actions to continually improve.

This Customer Safety Management System document sets out these key elements under the section headings which follow.

Within the context of this document, 'policy' is intended to mean the 'general intentions, approach and objectives' of the business and the criteria and principles upon which it bases its actions.

PHILOSOPHY

Travel is an important part of the student learning experiences. Our sport, adventure, ski and educational tours for students do by the virtue of the 'client type' carry an inherent element of risk. Ensuring the safety of the students who travel with us, whilst delivering a learning and travel experience that will impact positivity on a student and resonate with them and their peers for the rest of their lives, remains at the very core of what we do.

As a fully assured member of the School Travel Forum, we are also committed to ensuring we meet all their requirements for our sport, ski and education brands. Within the adventure sector JCA are members of The British Activity Providers Association and fully conform to their Codes of Practice. All our brands hold the Learning Outside the Classroom Quality Badge and meet the quality indicators required.

Whether it's playing Rugby in South Africa, Skiing in the French Alps, being on a cross-curricular trip at the Chateau du Molay or learning to canoe at our flagship activity centre Condover Hall the safety of our clients and staff is of paramount importance and we will work diligently to minimise and control the risks at all times. We will always use our best endeavours to control risks to a reasonable level, but due to the nature of our product we cannot guarantee that incidents will not occur.

Through effective supply of information, such as from the UK Government. HSE, Foreign, Commonwealth & Development Office & the Federation of Tour Operators, we will always ensure that clients are made aware of the potential risks involved and therefore it is implicit that clients who book tours & events with us have given informed consent to be exposed to those risks.

Organisers of trips for clubs, schools, colleges & universities travelling with us, especially large groups, will be given the opportunity to visit the destination in advance of travel, to assess the "risks" for themselves, where possible, if required to do so.

We expect clients to work with us in maintaining their own safety through taking sensible precautions themselves and always acting in a responsible manner regarding their own safety and that of their travelling companions and our staff.

At Condover Hall and Croft Farm our JCA staff are responsible for the safety and delivery of all activity sessions and the accompanying adults will take responsibility for the guest's welfare out of activity time. Great communication between our staff and our guests is crucial in the smooth running the operation. Activities can carry an inherent element of risk which when properly conceived, managed and facilitated allows personal development of the customer. With JCA's main client being young people, this necessitates a particularly high level of safeguarding and a higher level of duty of care than for adult clients.

PLAN - POLICY

The business included within this Customer SMS document relate to:

Sports Travel Brands – TTSS Ltd

Edwin Doran Sports Tours
MasterClass Sports Tours

Educational Brand – SkiBound Ltd

Travelbound

Ski Brands – SkiBound Ltd

SkiBound

Adventure Brand – Travel Class Ltd

JCA

HEALTH AND SAFETY POLICY STATEMENT

The Management team is committed to its legal and moral obligations to provide and maintain arrangements to ensure, as far as is reasonably practicable, the health and safety of all its customers, employees and others who may be affected by the operations and activities of the operating programmes.

It is the aim of each business to:

- Effectively control risks and prevent harm to people.
- Set a clear direction for the business to follow by its policy, supported by the most senior level within the business.
- Ensure a planned and systematic approach to the management of health and safety.
- Interpret and establish best health and safety practice.
- Protect the assets, earnings and reputation of the business.
- Promote a positive health and safety culture.

To achieve the above aims, the business will ensure:

- All suppliers and travel related risks faced by customers and employees are adequately assessed
- Effective arrangements are in place for planning, organising, controlling, monitoring and reviewing preventative and protective measures.
- That competent persons are available to help in undertaking the measures needed to fulfil legal and other health and safety obligations.
- That customers and employees are provided with information on the risks they may face and preventative and protective measures to control these risks.
- Work, activity and site related risks faced by customers and employees are adequately assessed.

A signed copy of the Health & Safety Policy Statement can be found within this document.

PLAN - PLANNING

We recognise that to have an effective customer safety management system we need to have in place a planned and systematic approach to implementing customer health and safety policy.

A number of core elements make up this safety management system approach and include the completion of checklists against recognised standards; risk assessment of data collected; implementation of risk control systems; ongoing liaison and review with suppliers.

Our objectives are to:

- Design, develop and implement suitable and proportionate management arrangements, risk control systems and workplace precautions;
- Operate and maintain the system while also seeking improvement where needed;
- Link it to how we manage other aspects of the organisation;
- Say how things will be done and what resources will be allocated to make things happen;
- Supply at all times a safe and enjoyable product to our customers.

The policies and procedures applicable to the key services of accommodation, transportation, excursions and activities provided by each of the brands within this SMS document are detailed below. It will be denoted within this SMS document where specific policies, procedures and processes are relevant to which brand due to the diversity of experiences that we offer from our portfolio of products.

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SIGNED POLICY STATEMENT



HEALTH AND SAFETY POLICY STATEMENT

The Management team is committed to its legal and moral obligations to provide and maintain arrangements to ensure, as far as is reasonably practicable, the health and safety of all its customers, employees and others who may be affected by the operations and activities of the operating programmes.

It is the aim of each business to:

- Effectively control risks and prevent harm to people.
- Set a clear direction for the business to follow by its policy, supported by the most senior level within the business.
- Ensure a planned and systematic approach to the management of health and safety.
- Interpret and establish best health and safety practices to comply with the legal and statutory requirements of the countries in which we operate.
- Protect the assets, earnings and reputation of the business.
- Promote a positive health and safety culture.

To achieve the above aims, the business will ensure:

- All suppliers and travel related risks faced by customers and employees are adequately assessed
- Effective arrangements are in place for planning, organising, controlling, monitoring and reviewing preventative and protective measures.
- That competent persons are available to help in undertaking the measures needed to fulfil legal and other health and safety obligations.
- That customers and employees are provided with information on the risks they may face and preventative and protective measures to control these risks.
- Work, activity and site related risks faced by customers and employees are adequately assessed.
- All staff will receive training in health and safety relative to their job role.

Signed:

Richard Twynam.

**Richard Twynam
Managing Director**

Date:

15/1/24