



# Safety Management System

Concert Tours • School Tours • Ski Tours  
2009/2010





## CERTIFICATE OF COMPLIANCE

This is to certify that  
Argent Health & Safety  
has inspected the  
Safety Management System of

**Club Europe Ltd**

and confirm that it complies to the  
requirements of the  
**School Travel Forum Code of Practice**

This certificate is valid for one year from the date below  
and must be renewed prior to its expiry.

Signed:

A handwritten signature in blue ink, appearing to be 'A. H.', written over a horizontal line.

Chairman

Dated: 07/04/2009



THIS CERTIFICATE IS AWARDED TO

*Club Europe Travel Ltd*

IN RECOGNITION OF

*Compliance with the requirements  
for crisis management as specified  
in the docleaf code of practice.*

*Valid from 14<sup>th</sup> June 2007 – 13<sup>th</sup> June 2010*

A handwritten signature in blue ink, appearing to be 'D. Perl', written over a horizontal line.

DR. DAVID PERL  
MD BS, MRCI

13<sup>th</sup> June 2007

DATE

## SAFETY ON SCHOOL VISITS. A MAJOR INITIATIVE TO HELP TEACHERS AND SCHOOLS

Supported by



Club Europe is an assured member of the School Travel Forum

The School Travel Forum is a group of leading school tour operators who promote good practice and safety in school travel.

All Assured Members of the STF adhere to a rigorous Code of Practice and Safety Management Standards and are externally verified each year by suitably qualified independent Health and Safety professionals.

Choosing an STF Assured Member ensures teachers and schools are meeting the requirements of DCSF and Scottish Executive guidelines and that they can delegate important tasks with confidence.

During the course of developing the STF Code of Practice, and in addition to liaising with the DCSF, advice has been sought from all leading educational Unions and Associations. The STF initiative is welcomed by the Outdoor Education Advisors Panel (OEAP) and the DCSF. It has the support of the ASCL, NAHT, ATL, NUT, Voice – The union for education professionals and the NASUWT advises members wishing to organise school trips to use companies that have this type of scheme.

Details of the School Travel Forum Code of Practice are available from Club Europe. Alternatively you can visit the School Travel Forum website [www.schooltravelforum.com](http://www.schooltravelforum.com)

*Whilst these guidelines only technically cover state schools in England, the advice they contain and the information regarding the School Travel Forum Safety Management Standard will undoubtedly be of interest to any school in the United Kingdom which undertakes educational visits, in the interests of establishing best practice.*

# Contents

- 1. Safety Policy Statement**
- 2. SMS Monitoring and Review**
- 3. Staff Training**
  - 3.1 General Staff Training
  - 3.2 Auditor Training
  - 3.3 Crisis Management Training
- 4. Accommodation**
  - 4.1 Accommodation Contract and Certification
  - 4.2 SMS Standard Accommodation Audit
  - 4.3 SMS Supplementary Accommodation Audit
  - 4.4 Monitoring of Accommodation Audits
- 5. Transport**
  - 5.1 Air
  - 5.2 Ferries and Eurotunnel
  - 5.3 British Coaches
    - 5.3.1 Selection and Contracts
    - 5.3.2 Regular use List
    - 5.3.3 Infrequently used Suppliers
  - 5.4 Seat belts
  - 5.5 Itineraries for Tours (Drivers Hours Regulations)
  - 5.6 Breakdown
  - 5.7 Overseas Coach Companies
  - 5.8 Public Transport
  - 5.9 Rail Transportation (including Eurostar)
- 6. Excursions and Visits**
  - 6.1 Risk Assessments
  - 6.2 Pre-booking Excursions
- 7. Concert Venues**
- 8. Accidents and Incidents**
- 9. Ski Specifics**
  - 9.1 Ski Equipment
  - 9.2 Ski Instruction
  - 9.3 Standard of Up-lift and Runs
- 10. Emergency Procedures**
  - 10.1 Manual
  - 10.2 Crisis Management Training
  - 10.3 External support – Docleaf
- 11. Insurance**
  - 11.1 Travel Insurance
  - 11.2 Tour Operators Combined Liability Insurance
- 12. Pre-tour Safety Information**
- 13. Party Leader Inspection Visits**

## 1. Statement

Club Europe is committed to providing a safe & secure environment for our clients and staff. Our Safety Management System (SMS) takes all reasonable steps to ensure that this is achieved. As a Tour Operator specialising in European and long haul tours for student groups we have developed our SMS policy over the past 28 years in conjunction with our suppliers and have received advice and guidance from relevant recognised bodies including RoSPA and Argent Health & Safety group. Club Europe complies in full with the DCSF guidance on school visits and is externally verified on an annual basis.

Club Europe maintains a focus on safety and professionalism at all times.

This is achieved by: -

- Ensuring suppliers of each component of a tour fully comply with EU legislation (where directly applicable), national or local government regulations in regard to hygiene, fire, and other safety standards.
- Providing a contract to all our suppliers of accommodation, transport, ski school and ski hire detailing what is expected of them.
- Ensuring Club Europe staff receive suitable training by external consultants on carrying out assessment of suppliers; in conjunction with the guidelines set out in our SMS.
- Ensuring that Club Europe staff are trained to respond quickly and efficiently in the event of an emergency.
- Ensuring that the School Travel Forum (STF) minimum standards for Health & Safety are incorporated into our SMS.
- Undergoing a comprehensive external verification on an annual basis, by suitably qualified consultants appointed by STF.

The review and updating of this system is ongoing and carried out in conjunction with advice from external consultants. A formal review will be completed on an annual basis.



Tim Johnson  
Managing Director

1st September 2009

## 2. SMS Monitoring and Review

The SMS, which has been developed by Club Europe Group Travel, clearly sets out standards that we expect to be met in each component of a tour. The SMS will be reviewed on an annual basis by the Directors who will oversee the management of the system.

Club Europe personnel should notify their line Manager of any situation that has the potential for serious danger to clients and also any noted weaknesses in the SMS.

Managers are to report on a regular basis to the Directors regarding the general implementation of the SMS and monitoring its activities ie: audits.

Club Europe's Safety Management Standards will be independently assessed and verified by an approved external Health & Safety Consultant.

## 3. Staff Training

### 3.1 General Staff Training

Club Europe staff receive regular training in all areas for which they are responsible. This ranges from detailed product knowledge through to assessment of all components of a tour, such as accommodation, transport etc.

### 3.2 Auditor Training

All in-house auditors will complete an STF approved initial training course. This training will enable them to analyse the results of a Standard Accommodation Audit (4.2) as well as conduct a Supplementary Accommodation Audit (4.3) in a satisfactory manner, giving recommendations where appropriate.

Before being allowed to undertake Supplementary Accommodation Audits or assess Standard Accommodation Audits independently, new auditors will be accompanied during a Supplementary Audit and assessed as competent by an auditor with a minimum of 2 years' experience.

For this training Club Europe employs the services of suitably qualified safety consultants on an annual basis. All training is monitored and a record is kept of all training undertaken.

### 3.3 Crisis Management Training

In addition, Club Europe staff receive regular training in how to manage a crisis. This is delivered by Docleaf who are specialists in this area for the Travel and Leisure industries.

## 4. Accommodation

### 4.1 Accommodation Contract and Certification

For each accommodation centre used in our programmes or featured in our brochures, Club Europe will ensure there is a signed accommodation contract or agent agreement confirming that the accommodation conforms to local and national fire, safety and hygiene standards and liability insurance cover for the duration of the contract. Wherever possible, copies of the relevant documents will be obtained.

Confirmation that the contract conditions are still being met will be obtained every three years.

### 4.2 SMS Standard Accommodation Audit

This document aims to audit every aspect of fire safety, security, hygiene and the centre's general facilities.

All accommodation used or featured in Club Europe brochures will be subject to a standard audit prior to first use and thereafter at a maximum interval of three years.

The Standard Audit will be completed by Club Europe personnel, accommodation centre manager, or agent.

The results will be assessed by suitably qualified members of Club Europe and scored via a predetermined matrix. Any areas of concern will initiate the appropriate action and in some cases a Supplementary Accommodation Audit will be required (see 4.3).

### 4.3 SMS Supplementary Accommodation Audit

Where an accommodation centre is used for five groups or more in any one year it will be considered "frequent use" and, within a maximum of twelve months of the frequent use criteria being established, will receive a Supplementary Accommodation Audit.

A Supplementary Accommodation Audit is similar to the Standard Accommodation Audit with the main difference being that it can only be carried out in situ by an auditor trained in accordance with 3.2.

### 4.4 Monitoring of Accommodation Audits

Following the completion of an Accommodation Audit, we will record audits in the following categories:

- **High Conformity** - Minor or no areas of improvement have been identified. The management will be commended and encouraged to maintain their standards.
- **Acceptable Conformity** - Room for improvement has been identified, but the defects do not render the building unsafe. Defects identified will be brought to the attention of the management at the time of auditing and will be confirmed in writing, together with suggested solutions, within 14 days. Timescales for the resolution of defects will be mutually agreed and monitored.

- **Unacceptable** – The centre is deemed unsafe for accommodating Club Europe groups, even if it may comply with local standards. This centre will be removed from our programme and will not be reinstated until the defects have been rectified and the property re-audited to a standard that is either High or Acceptable conformity.

A schedule of all units indicating the current audit status will be maintained by the appropriate Contracts Manager and a copy of the relevant audit is available on request for those groups to which it applies.

## 5. Transport

### 5.1 Air

Club Europe holds an Air Travel Organisers License (ATOL) no. 4249. The Civil Aviation Authority regulates all air transport to and from the UK. This body operates to very strict safety criteria. It is therefore not possible for Club Europe to audit airlines.

### 5.2 Ferries and Eurotunnel

The cross channel operators we work with comply with independently set safety standards, which, because of their technical nature, it is not possible for us to audit. We do have regular meetings with senior staff from the ferry companies and Eurotunnel. In addition Club Europe staff receive regular training including updates of any new safety initiatives.

### 5.3 British Coaches

#### 5.3.1 Selection and Contracts

Club Europe will hire coaches from well established reliable companies. We will endeavour to select coach operators who belong to recognized industry bodies such as the Confederation of Passenger Transport (CPT), Guild of British Coach Operators or are Coach Marque accredited operators.

All coach companies used will sign a coach contract in which they confirm that they comply with all 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 (ensuring drivers have no criminal record or detrimental employment record), insurance cover and vehicle age.

#### 5.3.2 Regular Use list

For coach operators on Club Europe's "Regular Use list" (used more than 5 times in a year) a physical audit will take place at least once every three years. A record of each meeting will be kept and will follow a structure as laid down by the STF. In addition Club Europe will obtain on an annual basis and keep on record a copy of the operating licence, motor vehicle and liability insurance.

A schedule of the audit of coach operators will be maintained and reviewed on an annual basis. The audit will be completed for the company and not for all the vehicles within the company's fleet.

### **5.3.3 Infrequently used Suppliers**

It is the intention of Club Europe to use coaches from the Regular Use list whenever practical. There are occasions, however when we may select an infrequently used company (one used less than 5 times a year):

- Where a last-minute breakdown or other unforeseen event from a preferred supplier necessitates a subcontracted vehicle
- 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 preferred supplier list
- Where location of departure may be best served by an infrequently used company

In all these cases the company will be asked to sign a coach contract as outlined in 5.3.1.

### **5.4 Seat Belts**

Seat belts will be available for all pupils on British coaches. The regulation regarding seat belts is a British regulation; this does not apply to overseas coaches although efforts are made to ensure overseas Coaches are also fitted with seat belts.

### **5.5 Itineraries For Tours (Drivers Hours Regulations)**

Itineraries are developed to ensure that the requirements of EU drivers' hours' legislation are adhered to. Consequently no additional excursions, other than those previously agreed, are permitted.

### **5.6 Breakdown**

Should a breakdown occur whilst on tour it will be the coach driver's responsibility to ensure the clients are not endangered in any way and the itinerary is disrupted in the minimum way. All coach operators have European Breakdown agreements that are on call 24 hours a day. Should a breakdown necessitate the vehicle to be replaced it is possible this may not be from an audited company in view of the extenuating circumstances. Where a continental vehicle is used it may not have seat belts as this is not a legal requirement in some overseas countries.

### **5.7 Overseas Coach Companies**

Club Europe will work with only reputable coach operators all of whom will sign a Coach contract for non-UK operators in which they will confirm that they comply with all national, local, trade and other laws, regulations, rules and codes of practice.

Overseas coach operators that are contracted directly which will be used more than 10 times in any one year will be audited every three years and will be asked to supply a copy of their operating licence, motor vehicle and public liability insurance.

Seatbelts are not a legal requirement in some overseas destinations and thus cannot be guaranteed.

### **5.8 Public Transport**

All public transport is regulated nationally. It is therefore not possible for Club Europe to audit public transport.

## 5.9 Rail Transportation (Including Eurostar)

Rail transport complies with independently set safety standards of the countries through which the train travels. It is therefore not possible for Club Europe to audit rail transportation.

# 6. Excursions and Visits

Club Europe will take reasonable steps to ensure that, where visits and excursions are included in a final itinerary, the risks have been evaluated and monitored.

Information will be provided to group leaders so they are able to make informed decisions for their own group.

## 6.1 Risk Assessments

Club Europe is pleased to offer free of charge to every group the guide "Demystifying Risk Assessments". This Party Leaders will be asked to ensure that any visit or activity, which they select, is appropriate to the age, abilities and size of their group. Party Leaders will be responsible for ensuring that the students are fully supervised at all times and that any instructions or safety briefings are followed. Where any safety equipment is provided; this must be worn at all times. Further guidance can be obtained from the DCSF and LEA's on all aspects of school trips and outside activities including planning, risk assessment, organisation and supervision.

## 6.2 Pre-booking Excursions

Club Europe will act as an agent in making enquiries or pre-booking excursions that appear on our excursion sheets. The contract exists directly between the client and the supplier and payment will be made directly by the Party Leader on arrival at the excursion.

# 7. Concert Venues

Club Europe acts as an agent in providing venues for clients. Indoor venues are generally public buildings such as churches, retirement homes, concert halls and theatres. Outdoor venues can range from areas within theme parks, to town squares, bandstands, and open spaces.

Prior to each concert a "Risk Assessment Form" is completed by the Tour Manager in conjunction with the Party leader. This form is then returned to head office.

If a tour is being undertaken without a Tour Manager then the Party leader will be expected to complete a risk assessment and feedback any Health and Safety concerns in writing within 28 days. As many venues are only temporary and/or used on a one off basis, it is usually not possible for us to inspect them in advance. Any problems, which come to light as a result of completing the Risk assessment form, will be fully discussed with the party leader.

# 8. Accidents and Incidents

Club Europe will encourage clients to report any safety related issues immediately. This will enable Club Europe to investigate their concerns and to ensure that any necessary action is taken straight away. To facilitate this Club Europe will provide an Accident / Incident form to all Party Leaders prior to travel.

Club Europe will keep a record of all incidents of which it becomes aware or which are brought to its attention. All reports will be reviewed and where appropriate, an investigation will be undertaken.

## 9. Ski Specifics

### 9.1 Ski Equipment

Club Europe works only with established and reputable ski hire shops. Each supplier has a written agreement with Club Europe that specifies the minimum safety and quality standards that we expect for our clients. Should agents contract ski hire on behalf of Club Europe then our guidelines will have been sent to our agents.

It is now a legal requirement in Italy that all children up to and including the age of thirteen wear helmets when skiing or snowboarding. Club Europe will organise, at a supplement, helmets for children aged 13 and under for groups that are travelling to Italian resorts. We can also supply helmets for older children travelling with groups to Italy if this is requested in advance.

Although this law only applies to children travelling to Italy, ski helmets are becoming more widely used throughout our European resorts and available for hire in the majority of our resorts, although not often in the quantities we require.

### 9.2 Ski Instruction

Club Europe works only with established Ski Schools in our European resorts, normally the main ski school for that resort. The ski school will have signed a contract that stipulates the levels of qualifications expected, maximum class sizes for both ski classes (maximum of 12 students per class) and snowboarding (maximum of 10 students per class) and an expectation of fluency in English so that the instructors can be understood and communicate clearly.

### 9.3 Standard of Up-lift and Runs

All ski lift systems within Club Europe's programme will comply with and be licensed according to local regulation. Furthermore the resorts have been selected as appropriate for school and youth groups, particularly beginners.

## 10. Emergency Procedures

### 10.1 Manual

Club Europe has a comprehensive Emergency Procedures manual that clearly defines the roles that all crisis team members will carry out in the unlikely event of a crisis. This plan has been developed in conjunction with Docleaf, specialists in crisis management for the Travel Industry.

### 10.2 Crisis Management Training

Each year, the Club Europe crisis team undergoes a comprehensive training day in managing crises. This is conducted by Docleaf and ensures the crisis team are as well prepared as is practicably possible to deal with all unforeseen events.

### **10.3 External Support - Docleaf**

Club Europe have on committed 24/7 standby the services of Docleaf and their support teams.

This includes the following elements:

- Crisis mentoring that can be mobilized to Club Europe's office or the incident scene
- Trauma counselling (all counsellors are CRB checked and as a minimum are members of the BACP - British Association of Counsellors and Psychotherapists)
- Crisis communications/media specialists
- A call centre to handle overflow phone calls

## **11. Insurance**

### **11.1 Travel Insurance**

It is a requirement under the Club Europe SMS that every group that departs has taken adequate travel insurance. Club Europe offers a policy supplied by Endsleigh Insurance. Any group wishing to use alternative insurance must notify us in writing prior to departure. As only you are fully aware of all your particular needs and other factors which may affect your insurance cover (for example, pre-existing medical conditions of party members), it is the party leader's responsibility to carefully check the travel insurance you are proposing to purchase.

We are of course more than happy to assist you with any queries you may have where we can (if in doubt, you should speak to the insurance company direct).

### **11.2 Tour Operators Combined Liability Insurance**

Club Europe has Tour Operators Combined Liability Insurance which provides cover of up to £10,000,000.

## **12. Pre-tour Safety Information**

From the time of booking every Party Leader is issued with a comprehensive "Folder for Life" tour management folder. This contains essential information specific to their tour and is intended to draw attention to key safety points and ensure that the tour operates safely and as smoothly as possible.

## **13. Party Leader Inspection Visits**

Club Europe offers the facility for Party Leaders to visit their chosen destination prior to the group's departure. This is to allow the party leader to assess the centre, the surrounding resort and potential concert venues, excursions etc. Club Europe will provide, free of charge, 2 nights bed and breakfast in a twin room at, or near their accommodation centre. Travel and other costs are not included.

These offers apply to Party leaders who hold a confirmed booking with Club Europe (full details of these offers are included in the relevant brochure).

# clubeurope

group travel

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