



SAFETY MANAGEMENT SYSTEM

Helping you travel with confidence

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An Introduction

Visions in Education's absolute priority is the safety of its clients and staff. This document is intended to define the Safety Systems that we operate. The Safety Management System is undertaken to pro- actively enable all Visions in Education personnel involved in the provision of a Visions in Education tour to act with due care and diligence towards all aspects of safety.

Visions in Education Ltd is a trading name of Visions Holiday Group who are fully bonded members of AITO (5070), ABTA (Y223X) and are subject to the relevant codes of conduct. Non-air holidays and tours are fully protected financially via our bond held by ABTOT (5212). All our inclusive air holidays/tours and flights are ATOL protected by the Civil Aviation Authority; number 5889.

Visions in Education is also a current member of the STF, Membership number and has been awarded the "Learning Outside the Classroom" national certificate. Membership of the STF involves an independent annual audit by the organisation to ensure the highest levels of safety and operating standards for school groups which members must achieve.

All Full members of the STF adhere to a rogrus Code of Practice and Safety Management Standards which meet the requirements of DfE guidelines ans are externally verififield each year by suiytably qualified independent Health and Safety professionals. For more information, visit: www.schooltravelforum.com .

Safety Policy Statement - Responsibilities & Objectives

The safety of our groups is the single most important responsibility of Visions in Education. We are committed to ensuring that all precautions are taken, and all regulations are complied with, as far as reasonably possible, to always provide our customers and employees with the highest possible safety standards throughout our product range.

To meet our health and safety goals, our objectives are to ensure:

- All suppliers and travel-related risks faced by customers and employees are adequately assessed.
- Maintaining a Safety Management System in line with the requirements of DoE guidance, and including a formal annual verification by a suitably qualified external expert.
- Ensuring that our products and services comply wherever applicable with the current local, national and/or international standards.
- Maintaining accurate and up to date records of Health and Safety audits as they are carried out by appropriately qualified staff.
- Effective arrangements are in place for planning, organising, controlling, monitoring, and reviewing preventative and protective measures.
- Actively promoting a positive health and safety culture, including continual assessment and improvement of operational Health and Safety standards among our staff, our clients and our supplier organisations worldwide. (This will take into account feedback from audits, inspections and previous users.)
- Training our staff annually by the use of both internal and external qualified experts to the degree that they are able to give informed and appropriate advice, make informed decisions and carry out effective assessments of all our suppliers.

- Ensuring all staff are trained to respond quickly and effectively to any information which may damage the integrity of this safety management system or which constitutes an emergency.
- Carrying out risk assessments of accommodation, transport and other prepaid services.
- Those competent people are available to help in undertaking the measures needed to fulfil legal and other health and safety obligations.
- Reviewing the SMS on an annual basis and training staff with any changes applicable.

Meeting our responsibilities

The formal Safety Management System sets out the standards which we expect to be maintained for each of the key components of our Ski, Sports and Educational Tours. Additionally, it describes the measures which we take to monitor and review such standards and responsibilities.

1.1 Responsibilities of Visions in Education Staff within the Safety Management System

Records are kept to indicate that all staff involved in the organisation of the Ski, Sports and Educational Tours have read this document, had it explained to them and understood it. It is a requirement that any new member of staff who deals with the Tours reads and understands this document alongside the general Visions in Education Policy on Health and Safety and that any areas which are not understood are discussed with a line manager.

1.2 General Manager & Directors' Responsibilities

- 1.2.1 The General Manager is responsible for the creation, implementation, maintenance, and monitoring of the Safety Management System. Whilst the Directors retain this collective responsibility, the member of staff responsible for co-ordinating and advising on Health and Safety matters is the General Manager.
- 1.2.2 The General Manager is responsible for ensuring that an appropriately qualified independent external safety consultant is appointed to ensure the continued integrity of the system and to advise on improvements and best practice.
- 1.2.3 The General Manager and Directors are responsible for ensuring that adequate funding is available for staff training in Health and Safety and for external verification of the system.
- 1.2.4 The General Manager and Directors are responsible for ensuring that all staff are trained appropriately in Health and Safety, and for reviewing all systems to ensure that any reported incidents demanding remedial action are reacted to in a timely and appropriate manner, in order to minimise any future risks.

1.3 General Manager and Managers' Responsibilities

- 1.3.1 The General Manager is responsible for ensuring that the policies with regard to the Safety Management System are fully complied.
- 1.3.2 The General Manager is responsible for monitoring performance of the SMS and providing feedback immediately on any perceived risk that might give rise to concern any serious incidents reported by the Hotel Contractors, auditors and other users and generally on any areas where improvement might be beneficial.
- 1.3.3 The General Manager is to keep up to date with safety requirements and practices applicable to the provision of group and educational tours.
- 1.3.4 The General Manager is responsible for organising and utilising company assets (staff, finance and equipment) appropriately to ensure compliance with the policies on Health and Safety.
- 1.3.5 Staff and Managers are involved in the organisation of the Tours are responsible for maintaining and managing the recording systems relevant to the Safety Management System.
- 1.3.6 Managers will
- Review feedback forms submitted by group leaders and group representatives and take action to resolve safety issues
 - Annually review the issues raised by group leader feedback forms to identify patterns and actions.
- 1.3.7 The General Manager and Managers are responsible for ensuring any required action is successfully implemented
- 1.3.8 The General Manager and Managers are responsible for making decisions as to whether an accommodation unit meets H&S requirements and should be used by any Ski, Sports and Educational Tours product.

1.4 Hotel Contractor and Auditors

Hotel Contractor and Auditors are responsible for:

- 1.4.1 Auditing hotels and youth accommodation in accordance with our standards as set out in the accommodation section of this policy.

- 1.4.2 Checking that all hotels and youth centres comply with local legislation.
- 1.4.3 Ensuring that all accommodation to be used by Visions In Education is covered by current Public Liability Insurance, establishing the level of cover and, where possible, obtaining a copy of the policy. Ensuring that each accommodation to be used meets, as a minimum, the criteria specified in the section "Safety Management of Accommodation"
- 1.4.4 Following up on, resolving and taking appropriate action with regard to any reported incident which may bring into question the safety of any accommodation being used by Visions In Education.
- 1.4.5 Assessing all hotels and making a judgement on whether or not to recommend a hotel to a customer based on all the information available.
- 1.4.6 Reporting serious incidents immediately to the General Manager and keeping the Staff involved in the organisation of the Tours informed when action is needed following an incident and the progress made in taking action.

1.5 Employees

All employees are required to:

- 1.5.1 exercise diligence in complying with the requirements of the SMS.
- 1.5.2 carry out their responsibilities in accordance with the training provided by their employer.
- 1.5.3 bring to the attention of their manager any situation that has the potential for concern or risk to customers.
- 1.5.4 bring to the attention of their manager any noted weaknesses in the SMS
- 1.5.5 actively seek out and report any "near miss" incidents.

1.6 Accident Investigation

- 1.6.1 Accident reporting is compulsory.
- 1.6.2 All accidents are reported and investigated by the General Manager.
- 1.6.3 An accident report and investigation form is completed which is designed to capture key information and lead to a conclusion with respect to the causes and the identification and implementation of action.

These forms cover:

- Date, time and place of accident.
- Who was involved
- Witnesses.
- Events leading up to the accident.
- Outcomes of the event, e.g. injury or damage, and the severity.
- Causes of injury or damage.
- Immediate and underlying causes of the accident.
- Emergency action taken at the time to prevent a reoccurrence or to minimise injury/damage.
- Further action required to prevent a reoccurrence.

1.7 “Near Miss” events

Both customers and staff are strongly encouraged to complete an accident report form for an occurrence that could potentially have resulted in an accident. These are classified as a “near miss” and information is used to strengthen the system.

1.8 Incident Reporting

Incident reporting is compulsory.

- 1.8.1 All incidents are reported and investigated by the General Manager
- 1.8.2 An incident report and investigation form is completed to capture key information and lead to a conclusion with respect to the causes and the identification and implementation of action.
- 1.8.3 All accident, near miss and incident reporting is reviewed at least annually with a view to incorporating improvements in the SMS.

1.9 Assistance to the client - Safety Information before travel

Written practical information is provided to clients before a tour.

Members of the Visions in Education team who have specific health and safety responsibilities are as follows:

Health and Safety

Name: Silvia Vintem
Contact: 07899 732518
Location: Nottingham branch

Safeguarding

Name: Silvia Vintem
Contact: 07899 732518
Location: Nottingham branch

Fire Marshall

Name: Alan Garner
Contact: 01444 225618
Location: Head Office – Bolney

Accident and Emergency

Name: Silvia Vintem
Contact: 07899 732518
Location: Nottingham branch

2 Safety management of accommodation

All properties must be in possession of a current and valid Fire Certificate or equivalent documentation where issued by the appropriate licensing authority. Properties should also have documentary evidence that all fire-fighting equipment, fire alarms, extinguishers and/or hoses, emergency lighting systems are in good working order and that they have been regularly serviced, tested and maintained.

All properties should be in possession of a valid Electrical Certificate or equivalent documentation stating that the electrical installation conforms to International and local wiring standards and is in good safe working order.

All properties to be in possession of valid indemnity and public liability insurance.

All activities featured in our programmes should have an appropriate operating licence and suitable levels of Public Liability Insurance. Furthermore, compliance with the standards set out by the appropriate National Governing Body or Licensing Authority will be required as the appropriate minimum safety standard.

2.1 Accommodation audits

Standard Accommodation Checklist

All accommodation units (used or featured) will receive a Standard Accommodation Checklist prior to first use, and thereafter when a significant change occurs, such as a change of owner, or at a maximum of 3-year intervals, whichever is sooner. The checklist will be assessed by a trained auditor in accordance with STF guidelines. Any areas for concern will instigate further action to seek clarification, and results will be recorded on our system. A Standard Accommodation Checklist will not be required if an On-site Accommodation audit has been carried out in the past 3 years.

A random selection of the accommodation units will be further inspected to verify both the safety of the accommodation and the integrity of the checklists.

Onsite Accommodation Audit

All accommodation used on 5 or more occasions in a year, or for 250 or more guests, is listed as 'frequent use' and an on-site audit is carried out by Visions in Education.

The STF on-site audit is a detailed written report on the property, examining safety, security and hygiene. It is completed by an auditor trained in accordance with 8.1 section, who has undertaken training both in the form of fire/safety seminars offered by recognised external Health and Safety specialists and internal training courses.

Visions in Education will carry out an onsite-audit of all 'frequent use' units of accommodation at least once every three years. A classification will be given to all properties and results saved on our system.

Covid-19 virus control and prevention within accommodation Units (if still considered, appropriate)

Accommodation units will be encouraged to complete a Business Continuity Checklist to confirm they are operating in accordance with infection surveillance and protection procedures defined by the local or national health authority/ or other similar organisation. Accommodation centres will provide information relating to any procedures in place to prevent the spread of Covid-19. This information will be reviewed and saved on our system, and on request can be passed along to groups before travel so they are aware of the procedures in place at the property.

2.2 Monitoring

Tour feedback is requested from the group leader which includes a section for comment on the standard of accommodation provided.

2.3 Information Management

All information relating to Health and Safety audits will be held in records relating to every accommodation used by Visions in Education and the STF report will indicate the dates of last audits and projected dates for future audits. Digital copies of Standard Accommodation Checklists and On-site audits, along with supplier agreements will be held as part of our Safety Management system. Records will also include details of the members of staff trained to carry out audits and records of their training.

3 Safety management of travel arrangements

3.1 British Coaches

British Coach travel is regulated by the Department for Transport. An Operator licence is only granted after satisfying the requirement of professional competence for either national or international operations as appropriate, establishing good repute and appropriate financial standing. Vehicles must be properly maintained, and the Traffic Commissioners look very closely at the arrangements to make sure they are good enough. The Traffic Commissioner will make sure that the licensee is able to obey the rules which cover speeds limits, proper insurance of vehicles and especially drivers' hours rules. The licensee is fully responsible for hired vehicles as if he was the permanent operator and also the employer of the driver.

- Compliance is monitored by the Vehicle and Operator Services Agency. Visions in Education is not responsible for duplicating the work of these regulatory bodies.
- Our Transport Manager selects reputable British coach companies for Visions in Education tours. For all coach operators, prior to first time use, a copy of the operating licence is obtained, together with motor vehicle and public liability insurance. All companies used confirm contractually that they comply with all national, local trade and other laws, regulations, rules and codes of practice including that all their drivers must be DBS checked. All British coaches contracted will meet Visions in Education minimum standards.
- Confirmation that contracts conditions are still being met will be obtained by the Transport Manager every 3 years.

In addition to the contract being issued, prior to first time use, all coach suppliers will be subject to a Standard Coach Audit

- A preferred list of coach suppliers is maintained including all operators that are regularly used or anticipated to be used more than five times in any one year. These companies will undergo a Supplementary Audit which will be carried out by a qualified auditor and will include such checks as a sample of

their vehicles, driver vetting, and operator history and maintenance. In addition, the coach company's past record is checked for both prosecutions and any disciplinary appearance before the Traffic Commissioner.

These companies are required to provide the following documentation to the Visions in Education Transport Manager:

- Copy of the company's Operators Licence
- Copy of their European Union Operator Licence
- Copy of their fleet Insurance Certificate
- Copy of their public Liability Insurance
- A current vehicle list
- Details of breakdown organisations to which the company belongs
- A 24 hour contact number

A schedule of all coach companies used by Visions in Education is kept by the Visions in Education Transport Manager, which demonstrates the current audit status of each company and copies of insurance and operating licences are reviewed monthly and updated information requested for expiring documentation.

The Audits will be reviewed and recorded in the following categories:

- High Conformity
- Acceptable Conformity
- Unacceptable

Any coaches deemed as Unacceptable will be removed from the system and will not be reinstated unless evidence is obtained that any defects have been rectified.

Coaches required for late bookings made within four months of travel, cannot be guaranteed to be selected from the preferred supplier list.

Coaches for school ski courses will be properly equipped for winter conditions, in particular including snow chains and appropriate anti-freeze systems.

3.2 Foreign Coaches

All foreign coaches used for transfers and excursions must conform to all local, national and international standards, including driver hour requirements, with a

minimum requirement that the operators hold an Operators Licence, Fleet Insurance and Public Liability Insurance. We request that all reasonable measures be taken to vet driver suitability, and we stipulate the maximum age of vehicles to be used.

Prior to first time use, a Standard Coach Supplier Audit form will be sent, information will be reviewed and then a copy kept on file.

Coaches for school ski courses are required to be properly equipped for winter conditions, in particular including snow chains and appropriate anti-freeze systems.

3.3 Coaches – Agent supplied

In countries where we use local agents, our Agents are required to ensure that local standards are met as a minimum. Where Agents are used they are advised and trained by Visions in Education of the high importance of safety in all transport arrangements that they provide for us and Visions in Education ensures that they complete an Agent's Contract confirming that transport arrangements provided for our groups conform to local, national and European standards as appropriate.

Confirmation that agent contract conditions are still being met will be obtained every 3 years.

All coach suppliers used by agents will be subject to a Standard Coach Audit prior to first time use and thereafter at a maximum of three year intervals.

3.4 Public Transport

The appropriate authorities in each country determine regulation of public transport. Visions in Education is therefore unable to implement any additional measures.

3.5 Ferries and Eurotunnel

All Ferries and Eurotunnel are regulated nationally, and Visions in Education are therefore unable to implement any additional measures, however, Visions in Education Managers will hold regular meetings with each of the companies which Visions in Education contract for Cross-Channel transport. Apart from the normal commercial discussions that will take place, such meetings will also cover topics

such as on-board safety and security and codes of conduct for groups and school children on board.

3.6 Air Transport

The Civil Aviation Authority regulates all air transport from the UK. This authority operates to very strict safety criteria, so no additional practical safety measures are considered necessary.

4 Ski arrangements

4.1 Ski Instruction

All Ski Instructors will be qualified according to local and national regulations and approved by the local Director of the snow sport school. Normally your group will be allocated instructors from a local nationally recognised ski school. These ski schools are governed by national governing body standards and are required to hold appropriate insurance and apply appropriate safety standards.

Should your ski school have been contracted via our agents, the inspection of insurances and safety standards will have been incorporated in the agent's contract. All ski schools will have been approved by their National Governing Body. Visions in Education normally works to a maximum 1:12 ratio of guests to instructors (free adults are in addition to this ratio), however, abilities within a class may cause some variations to this ratio. Visions in Education recommends a maximum group size of 8 for beginner snowboarders and 10 for intermediate and advanced. Some resorts may specify a ratio lower than this, in which case we will work to this ratio.

Helmets and a minimum of 4 hours Ski tuition will be offered as standard with an opt-out option where appropriate.

The ski runs used will be selected to match the needs of your group and level of instruction needed.

Ski schools will be informed of any special needs, including medical information, in advance of the tour.

4.2 Equipment Hire

Visions in Education use local Ski Hire suppliers for all its Ski equipment. The member of staff adjusting your bindings will have completed and passed an approved Manufacturer's Ski Binding Course or equivalent training. Other members of staff will assist in other areas of your ski and boot fitting. Should agents contract ski hire organisations on behalf of Visions in Education they are required to ensure that the staff have completed and passed an approved Ski Binding Course. All Visions in Education supplied equipment receives a visual check by a ski technician prior to each fitting and, on its return to the store; all equipment is checked and repaired if required. Bindings will be fitted with due consideration to the age,

weight, height and ski ability of the participant. Records will be kept in case of accident investigation. Boots will be dry and in full working order with no significant damage that could reduce performance; all fastenings will be fully functioning.

Skis and boots will be easily identifiable so that children do not try to use the wrong equipment.

Ski helmets are offered as standard in all resort, they will be correctly fitted with no significant damage and where applicable will meet local standards.

All Ski Hire suppliers will have sufficient liability insurance.

4.3 Standards of Uplifts and Ski-runs

All ski lift systems will comply with and be licensed and insured according to local regulations and providers will ensure suitable ski safety and evacuation patrols will be in operation to assist any injured skier. Resort lifts will be assessed by Visions in Education as suitable for school and youth groups, particularly beginners.

4.4 Board, Accommodation and Transport in ski resorts

Board, accommodation and Transport will be appropriate to a mountain environment in winter conditions (including snow chains, an appropriate anti-freeze system and appropriate driver training).

4.5 Evening entertainment

Visions in Education includes a basic package of evening entertainment, but we can often pre-book and include additional après-ski social events for school groups. We cannot accept liability for the standard of any optional après-ski events that are not booked by our staff or agents. Teachers/party leaders must satisfy themselves that any such facilities/services are appropriate for their party to use.

5 Sports tours arrangements

5.1 Prior to the visit

- 5.1.1 Visions in Education will discuss with party leaders their aims and objectives for the visit and take these into account when making preparations for the trip:
- 5.1.2 information regarding the ages and skill levels of participants and any potential opposition.
- 5.1.3 any specific clothing or equipment requirements with regard to any existing local or international legislation and will advise party leaders of the range of playing surfaces that may be encountered.
- 5.1.4 will advise party leaders as to the suitability and duration of proposed coaching, games, matches and or tournaments.

5.2 Insurance

- 5.2.1 Any insurance offered to the client will have full cover for the sports undertaken or appropriate advice will be given to clients to ensure that any alternative sports insurance may be obtained prior to departure.
- 5.2.2 Where clients arrange their own insurance, group leaders must ensure the suitability of cover for the specific sports and activities undertaken.

5.3 Permissions

- 5.3.1 Suitable information will be provided to the group to ensure that informed decisions on permission by parents and the managing authority can be obtained, if applicable.

5.4 Facilities

- 5.4.1 All facilities offered will be fit for purpose and to maintain safe standards. An assessment of the following will be made:
- First aid facilities

- Emergency medical processes
- Changing and welfare facilities
 - Transport access
 - Where due to adverse local conditions the suitability of the actual location of fixtures will also be assessed

5.5 Staffing and Coaching

5.5.1 The quality of coaching and support staff will be fit for purpose.

5.5.2 For staff employed by Visions in Education there will be evidence of:

- an acceptable recruitment policy
- references taken up and where possible background checks such as Police reports or CRB checks
- monitoring of performance

5.5.3 Where third party providers are used there will be evidence of:

- Suitable checks with regard to the competence of staff provided and/or the competence of individuals
- A feedback process exists to measure suitability of performance

5.6 Equipment supplied

5.6.1 All equipment supplied will be fit for purpose and where appropriate there will be evidence of:

- Regular Checks
- Maintenance records

5.7 Opposition Teams and Events

5.7.1 Where teams are supplied as opposition, they will match the information given by the customer at the enquiry stage

5.7.2 The client has later specifically requested a different standard

- 5.7.3 In exceptional circumstances no reasonable alternative is available and the client has been informed and agrees
- 5.7.4 The agent or organiser of the supply of opposition teams will have been made aware of the age and skill level of the client team

6 Attractions / Visits / Activities

Where Visions in Education staff accompany groups, they do so as guides and not supervisors. The site operators are responsible for the Health and Safety of all their visitors including groups travelling with Visions in Education.

If visits/ Activities have been pre-arranged and paid for as part of the Visions in Education package, such bookings fall under the scope of the "Package Travel, Package Holidays and Package Tours Regulations Act 1992". In these cases, Visions in Education will obtain from providers of visits, attractions, and activities:

- H&S evaluation form
- Any potential risks which should be brought to our and to the attention of the group

6.1 Incident reports

We welcome feedback from Party Leaders with current information and ask you to bring any concerns to our attention.

6.2 Monitoring and Review

Every 3 years all visits, and attractions are approached for H&S assessments.

Visits and attractions are divided into 5 categories for the purpose of assessing risk.

- EV1 attractions – Open to public
- EV2 attractions - some minor risk
- EV3 attractions - greater risk (e.g. swimming pools)
- EV4 attractions (adventurous activities) - highest risk (e.g. Caving, Sailing, Riding)
- EV5 attractions, visits, events or excursions which it is not possible to categorise within the above

6.3 Adventurous Activities:

Adventurous Activities are defined as those which would require licensing by AALA. These activities include, but not be limited to:

- Caving (natural caves, and mines including potholing, cave diving, and mine exploration)
- Climbing (climbing, traversing, abseiling, and scrambling except on purpose built climbing walls)
- Trekking (walking, running, pony trekking, mountain biking, off-piste skiing and related activities when done in moor or mountain country above 600 meters and which is remote (more than 30 minutes drive from the nearest road))

Where an activity is offered which is not covered by the above, but which includes an element of risk, Visions in Education will make an assessment to decide whether this activity should be referred to a Technical Advisor for an inspection to be carried out.

If an 'Adventurous Activity' as specified above is offered by Visions in Education, then the activity will be assessed and approved by a suitably qualified or experienced Technical Advisor, every 3 years.

7 Pre-Inspection Visits

At Visions in Education, we strongly recommend that all schools taking tours make provision for such visits. We offer both European & North America group inspection visits accompanied by Visions in Education staff and ad hoc individual visits.

8 Training

Where tour Ambassadors are employed by Visions in Education in resort the following criteria will be applied:

- Visions in Education will hold on file a self-declaration form completed by the employee relating to criminal record and health matters.
- The Ambassador will be given information about emergency procedures and emergency contacts.
- The Ambassador will report back to their supervisor regarding any areas of concern relating to safety issues.
- Visions in Education Ambassadors are required to complete a weekly Health & Safety Inspection report identifying health and safety inspections prior to group arrival. In any instance where health and safety features are not in full compliance, all specific items are required to be rectified to meet Head Office approval prior to group check-in.

Visions in Education will ensure that all staff receive appropriate training and are equipped to carry out tasks assigned to them in implementing the Safety Management System and general safety policies.

8.1 In-house audit training (Accommodation and Coach)

- 8.1.1 All in house accommodation and coach supply auditors shall complete an initial training course, which is supplied or approved by the School Travel Forum or their relevant consultants.
- 8.1.2 All in house auditors shall complete refresher training at least every two years, which is undertaken or approved by the School Travel Forum or their relevant consultants.
- 8.1.3 In house auditors who fail to complete refresher training:

- If less than three years has elapsed since the date of the refresher training was due, they will attend and pass the refresher training before continuing auditor duties
- If a period of three years or more has elapsed since the date of the refresher training was due, they will attend and pass the new auditor training before continuing auditor duties.

8.1.4 A record of all the training undertaken will be maintained

8.2 SMS Training

All employees of Visions in Education will undergo SMS training as part of their induction process.

All employees will be fully aware of the scope and principal commitments in our SMS policy. All employees will be kept informed of the progress and latest developments of the Safety Management System.

8.3 Emergency Procedure Training

All staff employed by Visions in Education will receive training in emergency procedures within 12 months of joining the company.

9 Emergencies procedures

Visions in Education provide party leaders with a 24-hour Emergency contact number to be used when groups are on tour. A Director is also available to assist the Duty Officer on a 24-hour basis.

The company follows a policy of on-going training, updating and implementation of a crisis management strategy. This area is organised and run jointly with a leading crisis management information specialist, Docleaf, whose offices are in Watford. Every year all Visions in Education Head Office staff and sales representatives attend a refresher seminar on crisis management. In conjunction with Docleaf, the company has a written procedure manual should a major incident occur.

10 Code of conduct

The party leader and accompanying staff are responsible for the members of their group and at all times remain *in loco parentis*. Visions in Education employees are unable to take any responsibility for students and students' actions as by law only qualified teachers are allowed to act *in loco parentis*.

At least one member of staff must accompany the group members on all programmed activities including evening activities run by Visions in Education employees.

In the case of activity sessions or lessons run by qualified instructors (such as ski lessons) a member of staff need not be with the group if this is agreed with the instructor beforehand, and if the relevant Education Authority or Board of Governors permits this. In this case the instructor should be advised how a member of staff can be contacted in case of difficulty and a member of staff must be present at the start and finish of the activity to liaise with the instructor.

Visions in Education employees can at no time be left alone with a minor.

The party leader and staff should liaise with the coach driver (where applicable) and must heed his or her advice regarding driver's hour's regulations.

The party leader is responsible for ensuring that all members of the party have a valid passport and satisfy all visa/entry requirements.

The party leader is responsible for ensuring all members of party follow directions given by airline staff (where applicable) and follow all local government, federal & aviation laws.

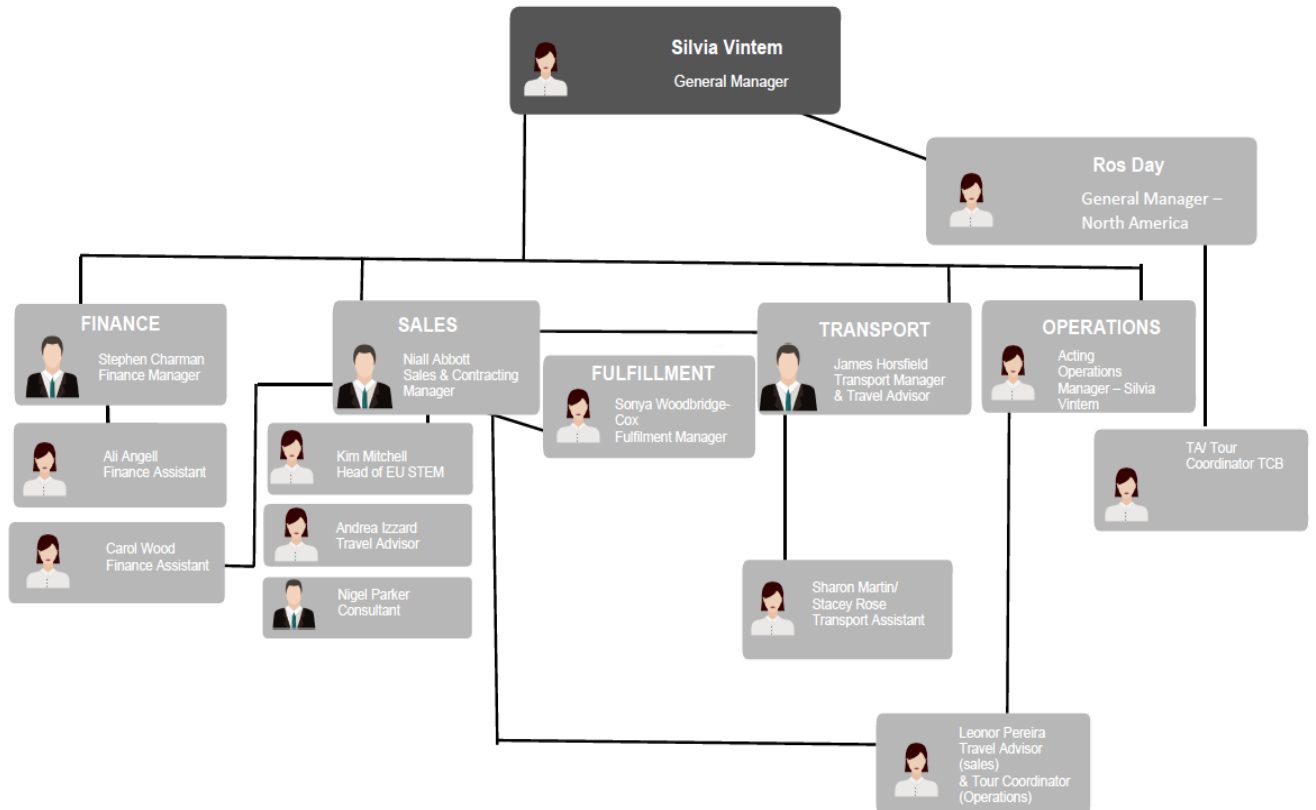
The party leader should provide Visions in Education with an Emergency contact number in their home location who can be reached in case of delay or incident. In addition, the party leader should have Emergency contact details for the parents/carers/guardians of all members of the party, including partners and/or next of kin for their staff.

All members of the group should be adequately clothed and insured, particularly participants in our Ski and Sports & Active programmes.



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Official Safety Policy Statement

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To meet our health and safety policy statement goal, our safety objectives are to 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.
- Those 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.



Lucy Cook
Director

Date Signed: 26th September 2022