



Halsbury Work Experience

# Safety Management System

“Where safety is a way of life”

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# Introduction to the Halsbury Travel Ltd & Halsbury Work Experience Safety Management System

Halsbury Travel School and Group Tours, Halsbury Work Experience, HT Sports and HT Ski Tours are trading names for Halsbury Travel Ltd. Established in 1986 we have many years of experience in school and group travel providing us with enormous experience of organising tours for schools and groups.

Our long experience will provide you with much reassurance that your trip will be enjoyable and educational for the students, teachers, other groups and yourself. We carry some 47,000 passengers each year and we are therefore well aware of the need for the provision of a safe and secure environment for all passengers especially for children on educational visits.

Please find below our Halsbury Travel / Halsbury Work Experience Tours Safety Management System. This has been developed in accordance with DfES Guidelines and reflects advice from recognised safety bodies such as RoSPA.

Our external Safety Consultants carry out inspections to help verify our Safety Management System. This verification complies with current guidelines from the DfES on organising educational visits. It will also assist the responsible school or group organiser when carrying out their risk assessment, and demonstrate that they have selected a competent Tour Operator.

Halsbury Travel / Halsbury Work Experience is fully financially bonded with ABTA and subject to their related Codes of Conduct. This symbolises Halsbury's stability and guarantees our customers financial security.

Halsbury Travel / Halsbury Work Experience also holds its own Government awarded ATOL, short for Air Travel Organisers' Licensing, which means that our tours by air and the flights involved are ATOL protected by the Civil Aviation Authority.

Halsbury Travel / Halsbury Work Experience has actively contributed to the work undertaken within the School Travel Forum in defining parameters for Health and Safety on Educational visits and are a Full Member.

In addition to our own Public, Products and Tour Operators Liability Insurance of £10 million we include as part of every Halsbury Travel / Halsbury Work Experience Tour that books, £5 million of liability cover for the Party Leader. We are supported by LEAs and governing bodies throughout the UK and every year hundreds of schools and groups entrust the organisation of their trips to the safe hands of Halsbury Travel / Halsbury Work Experience.

We are confident that our Health and Safety policies and systems will meet the requirements of your LEA or governing body and we hope that it will help you in planning your next tour with Halsbury Travel / Halsbury Work Experience.



12<sup>th</sup> September 2008

Mr Keith Sharkey  
Managing Director  
Halsbury Travel Ltd.

# 1. Safety Management System

## HALSBURY TRAVEL/HALSBURY WORK EXPERIENCE

**1.1** Your safety is our prime concern. Halsbury Travel / Halsbury Work Experience is committed to providing the highest reasonably practicable levels of safety throughout their tour programmes. This document explains the policies and procedures laid down by Halsbury Travel / Halsbury Work Experience to ensure that all Tours operated by Halsbury Travel / Halsbury Work Experience are as safe as is reasonably practicable, and that such policies and procedures are in accordance with the guidelines set out by the Department for Education and Science ("Health and Safety of Pupils on Educational Visits 1998" and the appendices added in 2002) and Local Education Authorities. All employees are required to read, understand and sign our Safety Management System to demonstrate their commitment to our culture of safety management.

**1.2** Halsbury Travel / Halsbury Work Experience's goal is to ensure that, as far as it is reasonably practicable, the transport and accommodation used during Tours operated by Halsbury Travel / Halsbury Work Experience is clean, fit for its purpose and complies with the appropriate legislation and meets, at least, the minimum standards required. Halsbury Travel / Halsbury Work Experience also guarantees that it complies with the requirements for inclusive tours as defined in the Package Travel, Package Holidays and Package Tours Regulations Act 1992. The main requirements are for us to:

- Be bonded to give our customers financial protection - Halsbury Travel / Halsbury Work Experience has bonds with ABTA and the Civil Aviation Authority (ATOL);
- Have sufficient liability insurance to cover the negligence of our staff, servants, agents and suppliers - Halsbury Travel / Halsbury Work Experience has £10 million cover with Vantage;
- Make clear statements on what is included in the package and what is extra, as well as the basis on which any changes can be made. There are clear statements in all our brochures and quotation documents.

## 2. Our Obligations and Objectives

It is Halsbury Travel / Halsbury Work Experience's responsibility and prime objective to ensure that all our Tours are safe and that all our suppliers are adopting good working practices and comply with current legislation. Halsbury Travel / Halsbury Work Experience will achieve this by:

- Taking every reasonable measure to reduce the risk of accidents
- Maintaining a Safety Management System in line with the requirements of DfES 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.
- 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 prejudice the integrity of this safety management system or which constitutes an emergency.
- Carrying out risk assessments of accommodation, transport and other prepaid services.
- Actively monitoring the performance of accommodation and transport and actively seeking feedback from groups travelling to our various resorts and destinations.
- Reviewing the SMS on an annual basis and training staff in any changes.

## 3. Meeting Our Responsibilities

In order to meet our responsibilities we have developed a formal Safety Management System which sets out the standards which we expect to be maintained for each of the key components of our Tours. Additionally the Safety Management System describes the measures which we take to monitor and review such standards.

### 3.1 RESPONSIBILITIES OF HALSBURY TRAVEL / HALSBURY WORK EXPERIENCE'S STAFF WITHIN THE SAFETY MANAGEMENT SYSTEM

Records are kept to indicate that all staff involved in Halsbury Travel / Halsbury Work Experience's Tours programme 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 Tours reads and understands this document alongside the general Halsbury Travel / Halsbury Work Experience Policy on Health and Safety and that any areas which are not understood are discussed with a line manager.

### 3.2 DIRECTOR'S RESPONSIBILITIES

- 3.2.1 The Directors are responsible for the creation, implementation, maintenance and monitoring of the Safety Management System. Whilst the Directors retain this collective responsibility, the Director responsible for co-coordinating and advising on Health and Safety matters is the Managing Director. Individual Directors take responsibility for implementation of the system in those areas under their control.
- 3.2.2 The Directors are 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.
- 3.2.3 The Directors are responsible for ensuring that adequate funding is available for staff training in Health and Safety and for external verification of the system.
- 3.2.4 The 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.

### 3.3 MANAGER'S RESPONSIBILITIES

- 3.3.1 Managers are responsible for ensuring that the Directors policies with regard to the Safety Management System are fully complied with in every respect.
- 3.3.2 Managers are 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 to the business manager by the Hotel Contractors, auditors and other users and generally on any areas where improvement might be beneficial.
- 3.3.3 Managers are to keep up to date with safety requirements and practices applicable to the provision of group and educational tours.
- 3.3.4 Managers are responsible for organising and utilising company assets (staff, finance and equipment) appropriately to ensure compliance with the Directors' policies on Health and Safety.
- 3.3.5 Managers are responsible for maintaining and managing the recording systems relevant to the Safety Management System.
- 3.3.6 Managers will
  - Review feed back forms submitted by group leaders and group representatives and take remedial action to resolve safety issues
  - Annually review the issues raised by group leader feed back forms to identify trends and required remedial actions.
- 3.3.7 Managers are responsible for ensuring any required remedial action is successfully implemented
- 3.3.8 Managers are responsible for making decisions within the bounds of this policy as to whether an accommodation unit meets Halsbury Travel / Halsbury Work Experience requirements and should be used by any Tours product.

### 3.4 HOTEL CONTRACTORS AND AUDITORS

Hotel Contractors and Auditors are responsible to the Accommodation Co-ordinator for:

- 3.4.1 Auditing hotels and youth accommodation in accordance with our standards as set out in the accommodation section of this policy.
- 3.4.2 Checking that all hotels and youth centres comply with local legislation.
- 3.4.3 Ensuring that all accommodation to be used by Halsbury Travel / Halsbury Work Experience Tours 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 unit to be used meets, as a minimum, the criteria specified in the section "Minimum Standards for Hotels and other Youth Accommodation"
- 3.4.4 Following up on, resolving and taking appropriate action with regard to any reported incident which may bring into question the safety of any accommodation unit being used by Halsbury Travel / Halsbury Work Experience Tours.
- 3.4.5 Assessing all hotels and making a judgement on whether or not to recommend a hotel to a customer based on all the information available.
- 3.4.6 Reporting serious incidents immediately to the Accommodation Co-ordinator and keeping the Accommodation Co-ordinator informed when remedial action is needed following an incident and the progress made in taking remedial action.

### 3.5 EMPLOYEES

All employees are required to:

- 3.5.1 Exercise diligence in complying with the requirements of the SMS.
- 3.5.2 Carry out their responsibilities in accordance with the training provided by their employer.
- 3.5.3 Bring to the attention of their manager any situation that has the potential for concern to clients.
- 3.5.4 Bring to the attention of their manager any noted weaknesses in the SMS
- 3.5.5 Actively seek out and report any "near miss" incidents.

## 3.6 ACCIDENT INVESTIGATION

- 3.6.1 Accident reporting is compulsory.
- 3.6.2 All accidents are reported and investigated by a director.
- 3.6.3 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 remedial 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.

## 3.7 “NEAR MISS” EVENTS

Both clients 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.

## 3.8 INCIDENT REPORTING

Incident reporting is compulsory.

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

### 3.9 ASSISTANCE TO THE CLIENT – INSPECTION VISITS

Halsbury Travel / Halsbury Work Experience provides the means for clients to inspect a destination in advance of travelling with their group.

### 3.10 ASSISTANCE TO THE CLIENT – SAFETY INFORMATION BEFORE TRAVEL

Written practical information is provided to clients before a tour.

## 4. Safety Management of Accommodation Units

All accommodation contracted by Halsbury Travel / Halsbury Work Experience Tours will comply with local legislation with respect to fire and general safety. Accommodation is contracted in the main directly by trained Halsbury Travel / Halsbury Work Experience staff or alternatively through reputable Agents in the area to be visited.

### ACCOMMODATION AUDITS

#### 4.1 STANDARD AUDITS

All units will receive a Standard Audit and risk assessment by Halsbury Travel **prior** to being used by Halsbury Travel / Halsbury Work Experience customers to ensure that our minimum requirements in terms of Health and Safety are met. Halsbury Travel / Halsbury Work Experience staff will conduct a Standard Audit and risk assessment of the accommodation which will be recorded on our systems in the main Halsbury Travel / Halsbury Work Experience office in Nottingham. A copy of the STF Standard Audit Form constitutes part of this Safety Management System.

#### 4.2 SUPPLEMENTARY AUDITS

All accommodation used on more than 5 occasions in a year is listed as 'frequent use' and a supplementary audit is carried out by Halsbury Travel / Halsbury Work Experience.

The STF Supplementary Audit is a detailed written report on the property, examining safety, security and hygiene. It is completed by staff who have undertaken training both in the form of fire/safety seminars offered by recognised external Health and Safety specialists and internal training courses. A random selection of the

accommodation units will be further inspected by the external safety consultant to verify both the safety of the accommodation and the integrity of the audits/risk assessments. In addition to the audit the Halsbury Travel / Halsbury Work Experience Contractor will further provide:

- 4.2.1 An Accommodation Information Health and Safety Questionnaire and risk assessment and
- 4.2.2 Evidence of Public Liability Insurance
- 4.2.3 A copy of the Fire Certificate if available  
(if either is unavailable a signed declaration from the hotelier indicating that insurance is in force and that all local fire standards have been met, will be obtained)

**Halsbury Travel will carry out a Supplementary Audit of all 'frequent use' units of accommodation at least once every three years.**

#### 4.3 HOMESTAYS

Halsbury Travel / Halsbury Work Experience uses agencies to find host families for any groups that wish to use this type of accommodation. Halsbury Travel Ltd is therefore unable to cover host family accommodation under the terms of its Safety Management System and can accept no liability should any arrangements be deemed unsatisfactory in this respect. Host families will be drawn from across the whole range of the community. They will have different home arrangements and cannot be formally regulated or covered by the Safety Management System. The overwhelming majority of Host Family arrangements are hugely successful and give students a great insight into local cultures, language and way of life. Each agent that we use is required to visit the accommodation they supply and to satisfy him or herself that it is of a satisfactory and acceptable standard.

#### 4.4 INFORMATION MANAGEMENT

All information relating to Health and Safety audits will be held in records relating to every accommodation unit used by Halsbury Travel / Halsbury Work Experience Tours and Accommodation Log will indicate the dates of last audits together with projected dates for future audits. Hard copies of Audits/Risk assessments, Fire Certificates, Insurance details and any declarations together with hotel brochures (where available) and the Accommodation Information Health and Safety Questionnaire will be held as part of our Safety Management system. In the case of agent contracted accommodation the minimum standards declaration will be held.

Records will also include details of the members of staff trained to carry out audits and records of their training.

## 5. Safety Management of Travel Arrangements

The safety of our travel arrangements is of paramount importance in Halsbury Travel / Halsbury Work Experience's operations. We do not charter our own ferries or fly our own airline, as we believe that these are specialist activities that are best left to the experts. The following policies apply to each element of transport:

### 5.1 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 that they are good enough. The Traffic Commissioner will make sure that the licensee is able to obey the rules which cover speed 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.

**5.1.1 Compliance is monitored by the Vehicle and Operator Services Agency. Halsbury Travel is not responsible for duplicating the work of these regulatory bodies.**

5.1.2 Our Transport Manager selects reputable British coach companies for Halsbury Travel / Halsbury Work Experience. 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. All British coaches contracted will meet Halsbury Travel minimum standards.

5.1.3 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 are audited on a regular basis, including a sample of their vehicles, by our Transport Manager to ensure continued compliance with our requirements. In addition, the coach company's past record is checked for both prosecutions and any disciplinary appearance before the Traffic Commissioner.

5.1.4 These companies are required to provide the following documentation to the Halsbury Travel/Acorn Educational Exchanges 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

5.1.5 A schedule of all coach companies used by Halsbury Travel / Halsbury Work Experience is kept by the Halsbury Travel / Halsbury Work Experience Transport Manager, which demonstrates the current audit status of each company and is reviewed on an annual basis.

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

## 5.2 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.

## 5.3 PUBLIC TRANSPORT (Rail, Bus, Metro, etc...)

The appropriate authorities in each country determine regulation of public transport. Halsbury Travel / Halsbury Work Experience is therefore unable to implement any additional measures.

#### 5.4 FERRIES AND EUROTUNNEL

All Ferries and Eurotunnel are regulated nationally and Halsbury Travel / Halsbury Work Experience are therefore unable to implement any additional measures, however, Halsbury Travel / Halsbury Work Experience Managers will hold regular meetings with each of the companies which Halsbury Travel / Halsbury Work Experience 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.

#### 5.5 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. Halsbury Travel / Halsbury Work Experience holds a licence from the Civil Aviation Authority allowing it to operate individual and group tours by air (ATOL 5079).

## 6. Attractions

The majority of attractions/sites visited by schools on Halsbury Travel / Halsbury Work Experience Tours are open to the public. Groups visit these attractions/sites at their own risk. Where Halsbury Travel / Halsbury Work Experience 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 Halsbury Travel / Halsbury Work Experience. If such a visit has been pre-arranged and paid for as part of the Halsbury Travel / Halsbury Work Experience package, such arrangements fall within the scope of the "Package Travel, Package Holidays and Package Tours Regulations Act 1992". In such cases Halsbury Travel will use reasonable endeavours to obtain from providers of visits and excursions

- Evidence that health and safety has been evaluated
- An outline of any potential remaining risks the provider wishes to bring to the attention of the group

## 6.1 INCIDENT REPORTS

Working as we do with such a wide range of attractions and destinations, it is impossible for us to be completely up-to-date with all eventualities. We welcome feedback from Party Leaders with current information and ask you to bring any concerns to our attention.

## 7. Student's Responsibilities

### 7.1 EDUCATION

Halsbury Travel / Halsbury Work Experience support school initiatives to integrate health and safety issues in the curricula from an early age believing that safety should not start only with entry into the world of work. Halsbury Travel / Halsbury Work Experience work to a prevention culture where preventative health and safety measures are the standard. All students are issued with a copy of "Be Safe!" published by the Learning+Skills Council which must be studied before joining a placement.

#### 7.1.1 Awareness

- a. Parents/Guardians and students sign a code of conduct relating to the trip drawing attention to conditions and regulations and agree to abide by them
- b. Students sign a form accepting health and safety responsibilities and required behaviours.
- c. All students are required to have an E111/EHIC form in their possession.
- d. Students are tested on their health and safety awareness on the outbound journey.
- e. Students must obtain a Health and Safety induction at their workplace.
- f. Students complete the workbook exercises in "Be Safe!" as appropriate.
- g. All concerns and doubts must be reported to Group Leaders.

#### 7.1.2 Student Suitability

- h. All students must be older than the minimum age

- i. Students must meet an appropriate language criteria
- j. Students must declare any health considerations to be taken into account on the trip or at the placement

## 7.2 SPECIFIC PLACEMENT HAZARDS

Many placements are low risk occupations within low risk organisations. If this is not the case the student is made aware of specific risks and the control measures in place to minimise the risk.

# 8. Group Leaders Responsibilities

## 8.1 GROUP LEADERS ARE RESPONSIBLE TO:

- Exercise diligence in complying with the requirements of the SMS.
- Carry out their responsibilities in accordance with the training provided by their employer.
- Immediately bring to the attention of their manager any situation that has the potential for concern to clients.
- Immediately bring to the attention of their manager any noted weaknesses in the SMS.
- Actively seek out and report any “near miss” incidents
- Immediately report any accident or incident
- Monitor the movement of students

8.1.1 Group Leaders are to promote the Halsbury Travel / Halsbury Work Experience prevention culture where preventative health and safety measures are the standard.

8.1.2 Group Leaders must ensure all students are fully aware of their health and safety responsibilities

8.1.3 Group Leaders must satisfy themselves that the workplace is operating to the anticipated health and safety standards as a safe place of work.

8.1.4 Group Leaders must monitor the progress of the exercises in “Be Safe!” and ensure they are completed as appropriate.

## 9. Safety in the Workplace

### 9.1 EMPLOYER SELECTION

- 9.1.1 Halsbury Travel / Halsbury Work Experience requires any employer to comply with Health and Safety legislation to ensure a safe place of work is operated.
- 9.1.2 Prospective employers are asked to supply to Halsbury Work Experience representatives and students: Health and Safety policy statement; Fire and emergency instructions; accident records; training and risk assessment records as appropriate.
- 9.1.3 Insurance is cover is provided by a special Halsbury Work Experience policy. This policy covers damage or accidental injury by the students to others and loss or damage to the employer's or other property caused by the student.

## 10. Verification and Control (All employers)

### 10.1 CONVENTION DE STAGE

To ensure proper contractual formality a convention de stage is prepared for all placements. This tripartite agreement governs relations between students, employers and Halsbury Work Experience. This also ensures the responsible supervisor is named as well as the other parties.

### 10.2 STUDENT SUPERVISION

The alsbury Travel / Halsbury Work Experience philosophy is that a simple pre-meeting with an employer is insufficient. People and processes can change quickly and the emphasis is laid on preparing the student and maintaining contact with the student in the workplace in that critical week to ensure SMS procedures are being applied.

### 10.3 VISITS AND RECORDS

Records are maintained by the Halsbury Work Experience Manager of inspection visits to assess

workplace safety and identify any special control measures required

## 11. Students

Students at placements at organisations not classified as low risk are subject to additional controls to ensure they are briefed on additional hazards that might be encountered.

## 12. Customer Feedback/Ongoing Quality and Safety Monitoring

Halsbury Travel systematically review their travel, accommodation and meal arrangements with each group that travels via a post-travel questionnaire that is sent to party leaders. In this way a constant and up to date record of facilities and standards of service is maintained.

Halsbury Travel further monitors Local, National and International regulatory legislation, via Ministry of Transport Publications, Civil Aviation Reports, DfES Publications, Trade and Professional Journals and School Travel Forum Circulars.

## 13. Procedure in the Event of an Emergency

### 13.1 24 HOUR EMERGENCY CONTACT

All group leaders and coach drivers are provided with 24 hour contact telephone numbers of senior members of Halsbury Travel Ltd Staff and Directors in the event of an emergency.

Halsbury Travel Ltd Directors and Senior Staff will have access to the Customer Departures Log at all times whilst the group is away.

The Departures Log contains:

- Names of the Coach Companies and Group's Dates of Travel
- Pick-up and finish times

- Driver's mobile number(s) & Coach Company's 24-hour emergency contact number(s)
- Accommodation details and Tel. Numbers
- Visit details and Tel. Numbers
- Group Leader's Emergency contact Tel. Number (mobile if possible)
- A UK based Emergency contact Tel. Number for the group

## 13.2 EMERGENCY PROCEDURES

The Emergency Procedure Manual clearly defines the roles that all staff should carry out in the event of a serious incident involving Halsbury Travel Ltd clients on tour.

## 13.3 24 HOUR EMERGENCY MEDICAL ASSISTANCE

Halsbury Travel systematically offers inclusive Travel and Medical Insurance to all its groups. All groups who take up this insurance have access to our 24 hour Medical Assistance and Repatriation Service.

**13.4** 24 Hour Halsbury Travel/Halsbury Work Experience staff contacts, in the UK and abroad, are provided to all parents, students and employers involved in our programme and Halsbury Travel/Halsbury Work Experience hold emergency contact details for parents. 24 hour emergency contact numbers are given on the Halsbury Travel/Halsbury Work Experience answerphone message service when the office is closed.

## 14. Halsbury Travel/Halsbury Work Experience SMS Staff training

Halsbury Travel/Halsbury Work Experience Directors and Senior Staff regularly conduct in-house and external training exercises as part of Halsbury Travel Ltd's commitment to the ongoing development of the Safety Management System. There is an extensive annual refresher training programme for all employees where employees are specifically trained for the areas of the Safety Management System for which they will be responsible.

### 14.1 SMS AWARENESS

All employees of Halsbury Travel/Halsbury Work Experience will undergo SMS awareness training and will be kept informed of the progress and latest development of the Safety Management System.

#### 14.2 EMERGENCY PROCEDURE TRAINING

Halsbury Travel Ltd will ensure that all appropriate staff receive training covering 24-hour emergency procedures on an annual basis.

### 15. Planning the Visit and Group Leader Training

All the planning for our tours and Work Experience Trips is made in-house prior to departure. Halsbury Travel/Halsbury Work Experience train all their own Group Leaders.

Group Leaders are further issued with a Training Manual that sets out their duties and responsibilities and gives advice on strategies for dealing with issues and problems whilst on Tour. New Group Leaders are usually accompanied and supervised by experienced Group Leaders who have undertaken trips for Halsbury Travel/Halsbury Work Experience before. Group Leaders have access to 24 hour back-up and support from senior staff whilst away.