



# SPORTS TOURS SMS POLICY

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**A working policy document detailing the safety considerations and measures put into place for all tours**



## 1. GENERAL STATEMENT OF POLICY

The safety of group members on visits is of primary concern to Sports Tours Ltd, and it is our policy to operate tours and tournaments with the highest standards of health and safety that are reasonably practicable. By any reasonable definition of the term, group travel is safe but accidents can and do happen occasionally.

Our commitments to our clients are as follows:

- 1.1 We will promote a positive health & safety culture throughout our organisation.
- 1.2 We will set standards that meet the needs of our clients that are measurable, achievable and realistic.
- 1.3 We will ensure the provision of adequate resources, both financial and human, at our events and international tours.
- 1.4 We will endeavour to provide party leaders with information that will increase their ability to manage safety on their trips.
- 1.5 We will measure and review our performance on an annual basis.
- 1.6 We will ensure our staff are trained to respond quickly and efficiently in case of an emergency.
- 1.7 We will review, maintain and update the SMS annually. We will review all procedures throughout the year when issues are notified to us. We will ensure that we investigate and make amendments if necessary.

The Joint Managing Directors have overall responsibility for the direction of the SMS. All senior staff are responsible for monitoring and upholding company safety standards.

Signed:



Katie Boyden, Joint Managing Director



## 2. ORGANISATION OF STAFF

### 2.1 Policy

The Joint Managing Directors have overall responsibility for the direction of the SMS ensuring that:

- o Competent staff are appointed to implement the requirements of the SMS;
- o Systems are developed for implementation of the SMS.
- o Adequate human and financial resources are available to ensure policies are carried out.

### 2.2 Planning

2.2.1 The Head of Operations and Customer Relations and Sports Tours Manager are responsible for the following:

- o Ensuring participation of appropriately trained and competent personnel.
- o Monitoring performance of the SMS and their departmental staff in its implementation, providing feedback to the Board of Directors on success and on areas for improvement.
- o Keeping up to date with safety requirements and practices applicable to the provision of tours and the SMS.
- o Ensuring an annual review to identify trends.
- o The selection, as well as the active (e.g. inspections) and reactive (e.g. accident and emergency phone procedure) monitoring of accommodation centres, transport providers, excursions and tournament venues, in line with the relevant policies in [sections 4-10](#).

### 2.3 Implementers

2.3.1 The responsibilities of all management and staff are as follows:

- o Being diligent in complying with the responsibilities of the SMS.
- o Carrying out responsibilities in accordance with training provided.
- o Bringing to the attention of the Sports Tours Manager, the Head of Operations and Customer Relations or the Board of Directors any noted weakness with the SMS or any situation that has the potential for serious and imminent danger to clients.



## 3. MONITORING

### 3.1 Monitoring by Sports Tours Ltd

- o Trained staff will audit and assess suppliers of coach operators.
- o Accidents involving clients relating to coach transportation, accommodation or activities arranged by Sports Tours Ltd will be encouraged to be reported through the incident report forms (for use in resort) and questionnaires (for use upon completion of the trip).
- o The Sports Tours Manager and Head of Operations and Customer Relations will investigate incidents, accidents and 'near misses'. These will be reviewed as they arise as well as on an annual basis.
- o A formal internal review will be held at the highest level each year. This will be used to identify trends and confirm that remedial actions have been implemented. Changes in procedure will be included in our policy document.

## 4. ACCOMMODATION

All accommodation used by Sports Tours Ltd is either requested directly, or through an agent. An agent is an organisation that has access to a variety of accommodation types to find suitable and available options. Often they also organise other parts of a package, such as transport, fixtures and excursions. If any component of a tour is booked through an agent, their details will be included on the final itinerary.

### 4.1 All Accommodation (including that featured in brochures)

- o A contract is signed confirming group requirements.
- o We will ensure that sleeping arrangements are in line with your group's requirements where known, subject to availability.
- o Each tournament accommodation centre will be visited by our team prior to the event commencing.



## 5. TRANSPORT

All Coach Operators used by Sports Tours Ltd are either requested directly, or through an agent. An agent is an organisation that has access to a variety of coach operators to find suitable and available options. Often they also organise other parts of a package, such as accommodation, concerts, fixtures and excursions. If any component of a tour is booked through an agent, their details will be included on the final itinerary.

### 5.1 All Coach Operators

- o We will endeavour to select coach operators who belong to recognised industry bodies such as, in the UK, the Confederation of Passenger Transport (CPT), Guild of British Coach Operators or Coach Marque.
- o We will ensure all coach companies used sign a contract in which they confirm that they comply with all national, local, trade & other laws, regulations, rules and codes of practice. This contract also stipulates a set of safety standards regarding drivers' hours, driver vetting, insurance cover and vehicle age.
- o Each coach operator will be subject to an audit prior to first use, which covers insurance, breakdown/emergency procedures, staff selection and maintenance.
- o It will thereafter be audited every three years.

### 5.3 Public Transport

- o Appropriate means of public transport will be arranged whenever this is the best means of getting the group to its destination.
- o Public transport regulations are determined by the appropriate authorities in each country. As this is outside our control, it is not felt that any additional measures can be taken by Sports Tours Ltd and care must be taken by clients to ensure that it is appropriate.

### 5.4 Air

- o All transport by air from the UK is regulated by the Civil Aviation Authority (CAA) and adheres to strict safety measures. The CAA has granted Sports Tours Ltd an Air Travel Organiser's Licence (ATOL No 5631). No additional measures need be undertaken by Sports Tours Ltd.
- o All transport by air outside the UK is governed by foreign national regulating bodies. Again, no additional measures need be undertaken by Sports Tours Ltd.

### 5.5 Ferries/Eurotunnel

All ferries and Eurotunnel are regulated nationally. For major British ferry companies used, we will check periodically that levels of on-board safety are being maintained.

### 5.6 Rail Transport and Eurostar

All rail transport is regulated by the countries through which trains travel. No additional measures need be undertaken by Sports Tours Ltd.



## 6. SPORTS TOURS/TOURNAMENTS

### 6.1 Facilities

Facilities offered will be fit for purpose and assessments of the following will be made:

- o First aid facilities
- o Emergency medical process
- o Changing and welfare facilities
- o Transport access
- o Age suitability of pitch/court playing areas
- o Suitability of the local area

### 6.2 Staffing/Coaching

- o The quality of coaching and support staff will be fit for purpose.
- o Where third party providers are used, we will ask about the suitability and competence of staff and monitor feedback.
- o All staff employed by Sports Tours Ltd and accompanying groups will be subject to the checks detailed in section 12 Tour Managers and performance will be monitored.

### 6.3 Equipment supplied

- o Any equipment provided will be fit for purpose considering the age, ability and physical size of the group.
- o Where appropriate, equipment will be subject to regular checks and maintenance records will be kept.

### 6.4 Opposition Teams and Events

Unless the group leader has specifically requested otherwise or no reasonable alternative is available and the group leader has been informed and agrees, the following points will be considered where teams are supplied as opposition:

- o Group leader's objectives
- o Age of participants and potential opposition
- o Specific equipment/clothing requirements
- o Suitability and duration of coaching, games, fixtures and/or tournaments to allow sufficient rest/recovery periods
- o Special needs
- o The agent or organiser of the supply of opposition will be made aware of the age of the touring group



## 7. EXCURSIONS AND ADVENTUROUS ACTIVITIES

### 7.1 Excursions

We will internally assess excursions and categorise them by risk as follows:

#### 7.1.1 Risk Category 1

- Low risk excursions such as museum visits. 'Look and See'.
- These excursions will be assessed by trained staff prior to being used for the first time and thereafter every five years, or in line with any major changes.
- Group feedback and accidents, incidents and near misses will be monitored.

#### 7.1.2 Risk Category 2

- Excursions which have a 'doing' element to them, and/or which have potential risks inherent in the environment, process or activity, and/or which may be unfamiliar to participating groups.
- These excursions will be asked to complete an excursion questionnaire, which covers licencing, insurance and safety.
- The excursion questionnaire will be assessed by trained staff prior to being used for the first time and thereafter every three years, or in line with any major changes. In some cases, a supplier assessment form will be completed internally and any safety information that needs to be brought to participating groups' attention will be included in your final documents.
- Group feedback and accidents, incidents and near misses will be monitored.

#### 7.1.3 Risk Category 3

- Water Immersion based excursions such as swimming.
- These providers will be asked to complete pool safety questionnaire covering licencing, insurance and safety.
- The pool safety questionnaire will be assessed by trained staff prior to being used for the first time and thereafter every three years, or in line with any major changes.
- Group feedback and accidents, incidents and near misses will be monitored.

#### 7.1.4 Risk Category 4

- Adventurous Activities are defined by the Adventure Activities Licencing Authority (AALA) or which have a considerable risk to participating groups.
- Activity providers will be asked to complete a detailed adventurous activity audit covering licencing, insurance and safety.
- The adventurous activity audit will be assessed by an expert Technical Advisor prior to being used for the first time, which will be fully audited again every three years, or in line with any major changes.
- Group feedback and accidents, incidents and near misses will be monitored.



## 8. SAFETY INFORMATION BEFORE TRAVEL

Sports Tours Ltd shall provide written practical safety information to clients prior to their tour to include a code of conduct and fire safety precautions. A form is included for the reporting of accidents, incidents and near misses, which is used by management to review and investigate where appropriate.

## 9. EVENT STAFF/REPRESENTATIVES

### 9.1 UK Citizens

Any accompanying staff with UK citizenship are police checked (enhanced DBS) for suitability for working with children; this could be a member of the Sports Tours Ltd's staff or an externally contracted representative.

### 9.2 Non-UK Citizens

Any accompanying staff who do not have UK citizenship cannot be police checked under the DBS scheme, however Sports Tours Ltd will endeavour to seek confirmation that they are suitable for working with children by liaising with relevant foreign agents and monitoring group feedback.

## 10. EMERGENCY PROCEDURES

### Emergency Phones

- o On a rota basis, one fully-trained member of Sports Tours Ltd staff per operational department are appointed as 24 hour emergency contacts for group leaders to contact when on tour. All group leaders, coach operators, accommodation centres and agents will be given these contact details and guidelines on the circumstances under which the emergency phone should be used.
- o We have produced and maintain a documented emergency procedure that is operational when any clients are on tour.
- o Details of current groups on tour and emergency contact numbers for suppliers will be distributed to the 24-hour emergency contacts both in hard and soft copy format.

## 11. CRISIS MANAGEMENT PLAN

The Crisis Management Plan is a document defining procedures and the roles that staff would assume in case of a serious incident involving Sports Tours Ltd' groups on tour.





## 12. TRAINING

### 12.1 General Training

- o There will be an internal SMS awareness training session given to all relevant staff during their induction period, following which renewals will be offered upon request. Employees will be trained in those areas of the SMS for which they may be required to exercise responsibility.
- o All staff will be kept aware of the latest developments with the SMS.

## 13. CONTACT DETAILS

For further information please contact:

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**Tel:** 01708 565014

**Email:** [info@sports-tours.co.uk](mailto:info@sports-tours.co.uk)