



# HTS TOTAL SKI

SAFETY MANAGEMENT SYSTEM  
CARING FOR YOUR SAFETY



## HTS SAFETY MANAGEMENT SYSTEM

HTS operates within a framework of a documented Safety Management System ('SMS').

The HTS SMS has both its structure and content aligned with the requirements of Travelopia and as such, is in keeping with the expectations placed upon HTS through being part of a global business.

The HTS SMS takes the format of a Customer Health & Safety Policy and Procedures manual which sets out how customer health and safety is managed within HTS and which lays down minimum standards for the safe delivery of the HTS product.

The HTS SMS is founded on well-established and globally recognised and accepted safety management principles and is a 'live' document within HTS.

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

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

The HTS Health & Safety policy statement is included within this document.

## FOREWORD

As part of the Travelopia Education portfolio of businesses HTS are immensely proud of the wide range of learning and leisure experiences we offer. However, we are not and cannot be complacent when it comes to our customer's safety. This is a key factor in determining the types of experiences and destinations we offer to our customers.

This document forms a crucial part of our pro-active approach to managing risks to our customers' safety within our Educational product, specifically HTS, supporting the Travelopia Health and Safety and Risk Management policies in a practical, workable manner, while recognising that to remove all risk from our Educational products would be to remove the very essence of their attractiveness.

The key is in identifying and managing risks well and ensuring that we are consistent in doing so - this document lays down a structure to meet these requirements which we and the Sector Management Board fully support.

This document is intended to form the basis of a framework Customer Health and Safety Policy and Procedures manual (Safety Management System) outlining how customer health and safety issues are addressed in the delivery of the applicable leisure travel product within HTS.

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

- Provide a clear statement of HTS intent / policy
- Facilitate a useful level of 'visibility' of HTS approach to managing safety
- Provide a procedural document for those within HTS (staff/managers) to follow, and for those outside the business to show how HTS approaches customer health and safety, which;
  - Sets HTS policy
  - Demonstrates how HTS is organized to manage customer health and safety
  - Shows what HTS standards exist with regards to customer health and safety and how these standards are planned and set
  - Sets out how HTS will monitor itself in the delivery of customer health and safety
  - Sets out how HTS will audit and review the policy and the achievement of the business customer health and safety goals
- Provide a document which HTS can formally periodically review
- Provide a document against which HTS can audit & measure progress & development

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



**Bryn Robinson**  
**Managing Director**  
**HTS**



## INTRODUCTION

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

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

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

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

The HTS SMS is organised and implemented under the following sections:



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

## PHILOSOPHY

Travel is an important part of the student learning experiences. Education and experiential tours for students do by the virtue of the 'client type' carry an inherent element of risk. Ensuring the safety of the students who travel with us, whilst delivering a learning and travel experience that will impact positively on a student and resonate with them and their peers for the rest of their lives, remains at the very core of what we do. As a full member of the School Travel Forum, we are also committed to ensuring we meet all their requirements.

Whether its skiing in Austria, taking part in one of our après ski activities or visiting one of our selected hotels, the safety of our clients and staff is of paramount importance and we will work diligently to minimise and control the risks at all times. We will always use our best endeavours to control risks to a reasonable level, but due to the nature of our product we cannot guarantee that incidents will not occur.

Through effective supply of information, such as from the Foreign Office & FTO, we will always ensure that clients are made aware of the potential risks involved and therefore it is implicit that clients who book trips with us have given informed consent to be exposed to those risks.

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

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

HTS is part of Travelopia and as such recognises that the health and safety policy set at the central level has a direct bearing on the conduct of our business. Our own policy statement is intended to reflect the sentiments of those issued by Travelopia and in addition, recognise our own particular business circumstances.

### HEALTH AND SAFETY POLICY STATEMENT

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

**It is the aim of HTS to:**

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

**In order to achieve the above aims, HTS will ensure:**

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

A signed copy of HTS's Health and Safety Policy Statement is included in this safety management document.



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**Health & Safety Policy Statement**

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

It is the aim of HTS to;

- Effectively control risks and prevent harm to people
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- Interpret and establish best health and safety practice
- Protect the assets, earning and reputation of HTS
- Promote a positive health and safety culture

In order to achieve the above aims, HTS will ensure;

- Travel related risks faced by clients and employees are adequately assessed
- Effective arrangements are in place for planning, organising, controlling, monitoring and reviewing preventative and protective measures
- That competent persons are available to help in undertaking the measures needed to fulfil legal and other health and safety obligations

**Signed:**

A handwritten signature in black ink, appearing to read 'Bryn Robinson', written over a white background.

**Bryn Robinson**

**Date:** 27.09.2019

**Managing Director  
HTS**



# TABLE OF CONTENT FROM FULL SAFETY MANAGEMENT SYSTEM

The HTS SMS is organised and implemented under the following sections:

## DOCUMENT CONTROL REGISTER

### FOREWORD

### INTRODUCTION

### PHILOSOPHY

#### 1. PLAN – POLICY

- 1.1 Introduction
- 1.2 Health and Safety Policy Statement

#### 2. PLAN – PLANNING

- 2.1 Introduction
- 2.2 Health and Safety and the Product and Customer Delivery Journeys
- 2.3 Organisation – Roles and Responsibilities
- 2.4 Health and Safety Roles and Responsibilities
- 2.5 Staff Training
- 2.6 Communication
- 2.7 Incident Management Plans
- 2.8 Incident Reporting
- 2.9 Child Protection Policy
- 2.10 School Travel Forum (STF) and Learning Outside the Classroom (LOtC) Accreditation

#### Compliance

- 2.11 Contracts with Suppliers
- 2.12 Agency Policy and Standards
- 2.13 Snow Sports
- 2.14 Ski Equipment
- 2.15 Insurance
- 2.16 Data Protection
- 2.17 Data Management
- 2.18 Health and Safety Preferred Standards
- 2.19 Sources of information

#### 3. DO – RISK PROFILING

- 3.1 Introduction
- 3.2 Risk Profiling
- 3.3 Hierarchy of Control
- 3.4 Risk Matrix
- 3.5 Risk Assessment

#### 4. DO – ORGANISING

- 4.1 Introduction
- 4.2 Staff Training
- 4.3 Communication
- 4.4 Incident Management Plans
- 4.5 Incident Reporting
- 4.6 Child Protection Policy
- 4.7 School Travel Forum (STF) and Learning Outside the Classroom Quality Badge Compliance (LOtC)

- 4.8 Supplier Contracts
- 4.9 Agency Policy and Standards
- 4.10 Data Protection
- 4.11 Data Management
- 4.12 Health and Safety Preferred Standards - Accommodation
- 4.13 Health and Safety Preferred Standards - Transport
- 4.14 Health and Safety Preferred Standards – Excursions, Après Ski Events
- 4.15 Aviation Policy
- 4.16 Sources of Information
- 5. **DO – IMPLEMENTING**
- 5.1 Staff Training
- 5.2 Communication
- 5.3 Incident Management Plans
- 5.4 Incident Reporting
- 5.5 Child Protection Policy
- 5.6 Supplier Contracts
- 5.7 Agency Policy and Standards
- 5.8 Insurance
- 5.9 Data Protection
- 5.10 Data Management
- 5.11 Health and Safety Checklist Completion
- 5.12 Follow-ups
- 5.13 Validity of Checklists & Full Audit Requirements
- 5.14 Actions
- 5.15 Escalation Policies
- 5.16 Sources of information
- 6. **CHECK – MEASURING PERFORMANCE**
- 6.1 Introduction
- 6.2 Pro-Active Monitoring
- 6.3 Reactive Monitoring
- 7. **CHECK – INVESTIGATING ACCIDENTS/INCIDENTS**
- 7.1 Accidents/Incidents
- 7.2 Accident Data
- 8. **ACT – REVIEWING PERFORMANCE**
- 8.1 Senior Management and Board Meetings
- 8.2 Internal Review of Safety management System
- 8.3 Review of Safety Management System by HTS
- 9. **ACT – LESSONS LEARNT**
- 9.1 Introduction
- 9.2 Learning Lessons
- 9.3 Sharing the Information
- 9.4 Wider World

## **APPENDICES**