

Energy Travel recognises that the safety of all members of a group is a primary focus of a trip organiser. With this in mind, we have created products with safety at the fore and the following safety management policy aims to address the ways in which we look to minimise risk wherever possible.

We commit to the following in good faith

- That the directors and employees of Energy Travel commit to promoting safe travel
- That we will be transparent with the procedures we use and with the information we can pass on to group leaders
- That we will work with groups leaders in situations when further information is required and where we can help to assist their ability to manage their trips in a safer way
- That we will look to review our safety management system on an annual basis
- That employees of Energy Travel will be well versed on our policy and will promote safe travel in any way they can.

Areas of responsibility

The directors of Energy Travel are responsible for the implementation of this policy as follows:

- Ensuring staff are trained on the policy
- Ensuring the policy is reviewed annually
- Ensuring that providers of transportation meet externally led criteria for health & safety. That all incidents with transport providers are logged via an incident report (staff) or via a post trip questionnaire (clients) and followed up with a view to improvement.
- Ensuring that providers of accommodation meet externally led criteria for health & safety. That all incidents with accommodation providers are logged via an incident report (staff) or via a post trip questionnaire (clients) and followed up with a view to improvement.
- Ensuring that providers of external activities meet externally led criteria for health & safety. That all incidents with activity providers are logged via an incident report (staff) or via a post trip questionnaire (clients) and followed up with a view to improvement.

Accommodation

All accommodation is only offered online and within price proposals sent to clients on the basis that it meets select health and safety criteria. All accommodation, whether booked directly by Energy Travel, or via an agent intermediary, must have completed a safety audit form and have provided answers that allows us to pass the hotel as 'valid' for use. We will also look to ensure the following

1. To name the accommodation on initial proposals and throughout the organisation process
2. To only offer accommodation for which valid health and safety paperwork exists and which cover hygiene, security and fire safety. To have confirmed that liability insurance is held by each property
3. To ensure that staff and pupils are accommodated in separate rooms but in adjoining or nearby rooms. To ensure that rooming is provided in line with the gender breakdown provided by the group.

4. To ensure that dietary requirements are sent to the accommodation ahead of the visit of any group
5. To review all properties offered on a maximum, three-year basis.

Accommodation review

Accommodation assessment is done in line with Abta's accommodation audit documentation. Based on this, hotels will be graded as follows:

Pass - The hotel has no areas of concern.

Acceptable Pass - the hotel passes all minimum level Health & Safety requirements.

Fail – the hotel will not be offered by Energy Travel until areas of concern have been addressed and rectified so that the accommodation achieves a Pass or Acceptable Pass.

Transport

All coach operators are contracted directly or via an agent. the name of the coach operator as well as the agent, where applicable, will be supplied within your final tour documentation. with regards to coach operators, we endeavour to:

1. Work with operators who belong to accredited industry bodies such as the Guild of British Coach Operators or Confederation of Passenger Transport
2. All coach operators will sign a contract to confirm that they adhere to national laws and regulations. The contract also reiterates key elements such as driver hours, driver vetting, insurance cover and vehicle age.
3. All coach operators will complete an audit to confirm its health & safety procedures as well as to demonstrate competence. The audit will be required every 3 years

Coach Operators review

Coach operator assessment is done in line with Abta's accommodation audit documentation. Based on this, hotels will be graded as follows:

Pass - The hotel has no areas of concern.

Acceptable Pass - the hotel passes all minimum level Health & Safety requirements.

Fail – the hotel will not be offered by Energy Travel until areas of concern have been addressed and rectified so that the accommodation achieves a Pass or Acceptable Pass.

Additional Transport Providers

- Airlines – All air transport in the UK is regulated by the Civil Aviation Authority. The CAA has granted Energy Travel an Air Travel Organiser's License (No XXXX). Air transport outside of the UK is governed by foreign national regulatory bodies.
- Ferries/Eurotunnel - Ferry companies and Eurotunnel are both regulated in the UK. Information on current safety policies are requested by Energy Travel and can be provided to customers.

- Rail Transport and Eurostar – Operators are regulated by the countries through which the train travels.
- Public Transport – Operators are regulated by the appropriate authorities in each country.

Where Energy Travel is reasonably able to request health and safety information from transport providers, we will endeavour to do so. In instances where regulatory bodies are outside of our influence, Energy Travel is unable to undertake additional action.

Ski Tours

- Lessons will be taken by qualified ski instructors. They will be accredited by local and national organisations and sanctioned to teach by the director of the ski school.
- Liability insurance certificates will be sought from all ski schools
- Class sizes will be confirmed in advance as will any need to share instructors with other groups
- Ski equipment will be fitted by employees who the ski hire shop manager deems competent to do so.
- Information such as weight and height will be taken in advance of arrival to assist the hire shop. This will need to be reconfirmed on arrival to ensure the correct equipment is supplied.

All elements of ski trips will be provided in line with local regulations including the ski lift systems, ski schools, ski hire shops and local ski buses. UK coach companies will be asked to prepare appropriately for winter resort weather and that drivers will have experience working in winter conditions.

Sports Tours

During sporting elements of a tour, Energy Travel will endeavour to ensure that the following has been assessed at each venue

- That there is suitable transport access
- That pitches are suitable to be used
- That changing rooms are suitable to be used
- That there are first aid facilities on site
- That there is an established medical process
- That any equipment supplied will be suitable for the age of the players
- That any coaches have been monitored and risk assessed

With reference to opposition teams, we will ask our clients for information on the age, make-up and ability of their team and then look to match up the team for a competitive match. We will also ask about colours of kits, special needs and confirmation on rule variances.

Excursions

Excursions are a key part of any tour and we will look to assess the health and safety element of all visits. These will be assessed internally and categorised accordingly:

Low Risk – excursions such as a museum visit which require no physical interaction and no formal contact with any member of staff. Feedback from such visits will continue to be monitored.

Mid Risk – excursions that require an element of interaction and possible risk and which may be unfamiliar to participants. Such excursions will be asked for information on their

health and safety procedures as well as insurance and licencing. Feedback will be monitored on an ongoing basis by the company directors.

High Risk – any excursion deemed to be ‘adventurous’ and requiring special licensing by the Adventurous Activities Licensing Authority (AALA). Such activities will need to be assessed by an industry expert prior to usage. This assessment will be valid for three years.

Water Risk – any excursion involving water will be assessed to understand safety procedures, licensing and insurance. Feedback will be monitored on an ongoing basis by the company directors.

Tour Managers

Any UK based tour managers must have a completed DBS police check prior to working for Energy Travel Ltd. This includes privately employed tour managers as well as energy Travel staff.

Any tour managers based abroad cannot have a DBS check completed however Energy Travel will seek to validate any provided CV and liaise with any relevant agencies for character references.

Emergency Procedures

Whilst any single group is on tour, a member of Energy Travel will be available to contact on a 24-hour basis. The contact details will be provided to the group leader, coach operators, local agents and accommodation centres.

Crisis Management Plan

Energy Travel Ltd has a Crisis Management Plan that states the procedure for any major incident involving an Energy Travel group.

Further Information

For more information on Energy Travel and its procedures please contact us on info@energy-travel.com