



GLO-ED

**GLOBAL SAFETY
SAFETY MANAGEMENT SYSTEM
2022 / 2023**

**Glo-Ed Ltd
13 Upper High Street, Thame, England, OX9 3ER**

Contents

Global Safety

1. Health & Safety Policy
2. Organisation
3. Management Structure
4. Monitoring
5. Reporting
6. Contracts
7. Accommodation Safety
8. Transportation Safety
9. Activities & Excursion Safety
10. Child Protection
11. Crisis Management Procedures
12. Accidents & Incidents
13. Pre-Tour Safety Information
14. Training
15. Code of Conduct for school groups
16. Insurance
17. Liability

Global Safety

1. Health & Safety policy statement

Glo-Ed are specialists in sustainable school travel. The health and safety of our groups is extremely important to us and we recognise our legal and moral responsibilities.

We also recognise that many of the broad range of services we offer are delivered by a large number of independent third party suppliers operating in different jurisdictions, of which the regulatory regimes and safety standards in those jurisdictions are also diverse.

We therefore recognise our responsibility to contract with reputable suppliers and to take steps to provide services, which meet a reasonable standard of safety having regard to each jurisdiction's norms.

The Glo-Ed Directors are responsible for defining the company's health and safety policy and as Directors; we are responsible for ensuring the policy is implemented. In particular, we have a strong focus on the safety of student groups travelling with us on our educational programmes. Our 'Global Safety' programme is our Safety Management System and applies to all our current operations.

However, establishing and promoting a safety culture is a collective responsibility and it is therefore the responsibility of the entire company and its clients to take the lead and demonstrate commitment to the continual improvement of safety standards.

We will ensure that reasonable and appropriate resources, both financial and human, will be provided together with training and information so that everyone can fulfil their responsibilities towards Global Safety.

As a business we will advise our suppliers about health and safety good practice and we will work together with them to maintain and improve standards where necessary.

We shall also make our groups aware of their responsibilities in terms of their own safety whilst on tour with us via a strategy of appropriate information provision and briefings.

In summary, the health, safety and well being of all our Groups whilst they are travelling with us is of paramount importance and we will endeavour to take all reasonable and practicable steps to ensure a safe, secure and healthy environment for them.

2. Organisation

We acknowledge our moral and legal obligation for the Health & safety of our groups through services that are provided to us by third party suppliers, who provide accommodation, transport and other additional activities.

Ensuring constant safe and healthy environments in our destinations is always challenging but the company is committed to striving to ensure that all reasonable and practicable measures are taken. By working in partnership with our suppliers to eliminate or reduce risks, we will endeavour to protect our groups as far as it is practically possible, from injury, illness and potential fatality.

By implementing and adhering to the policy and procedures, which comprise our Global Safety initiative, not only will we comply with moral and legal obligations, but it will also contribute to the continuing long-term health of our business. A safe and healthy environment will promote student, teacher and parent confidence in Glo-Ed and contribute to our future success.

Safety and quality now go hand in hand and the principles of risk assessment and risk management are widely used in the travel sector. Assessing the risk and subsequently taking appropriate action if necessary, is the essence of any good safety management system. We embrace this philosophy in order to ensure that we deliver safe and healthy travel opportunities for our groups.

3. Management Structure

Whilst the prime accountability for health and safety rests with the Managing Director, key individuals within the company also have responsibility as part of their line management duties, in particular the Director who has responsibility for the implementation of our Global Safety programme.

We also utilise external health & safety consultants for advice and guidance on our safety management system and any issues that may arise.

Our staff also play an important part in our Global Safety programme and have been appropriately trained to conduct supplier checks as required.

4. Monitoring

Audits, inspections and checks are carried out at varying intervals on all our suppliers. These are based on a mixture of risk assessments and some staff checks. All are documented and records held centrally by us.

These are monitored by the Directors on a regular basis, ensuring priorities are addressed and action taken.

Any findings will be reviewed and any deficiencies found in relation to our policy and good practice guidance will be followed up so that the risk identified can be eliminated or managed to an acceptable level.

5. Reporting

Health & Safety is vitally important and taken seriously by Glo-Ed, with regular monitoring and an annual review of our Global Safety policies and Procedures.

6. Contracts

The services supplied are generally through 3rd party suppliers, therefore, in order to ensure that good levels of safety are in place; all have a health & safety contract term. This details their willingness to work with us to improve overall safety, confirms that they meet all local and national safety standards and also allows us the contractual right to make checks on these suppliers as part of our safety management system.

All third party suppliers are also encouraged to implement their own safety management system and be effective in maintaining and raising standards of safety.

7. Accommodation Safety

Accommodation overseas varies in design and the facilities offered. Day to day operations by our suppliers has to be carried out with an awareness of and adherence to good practice safety standards.

We ensure that all accommodation will have the following: -

- Adequate and current Public Liability Insurance.
- Operating Licences or equivalent issued by local or national authorities.
- Fire Safety Certificate or similar

Fire safety is generally perceived as the greatest risk to travellers staying in overseas accommodation and fire safety standards vary throughout the world. Even within Europe, the 1986 Recommendations for Fire Safety in Existing Hotels (86/666/EEC), are only a Recommendation and not a Directive, therefore they are inconsistently applied across EU member states. Fire Safety Standards in other countries outside the EU are also not consistent nor reliably enforced by the authorities. Therefore, the need to follow 'good practice' guidance in health & safety is even more imperative. Glo-Ed is using the existing EU recommendations as a good basis to work from. Whatever the size or design of building, fire safety levels must be adequate and appropriate and cover the following objectives: -

- a. Limit the potential for a fire incident to occur.
- b. Restrict the spread of smoke and fire in a fire situation.
- c. Ensure all occupants can be evacuated quickly and safely.

When we use an accommodation provided by a 3rd party supplier we ask them to complete a Safety Self Assessment form to confirm that all accommodation provided complies with all local and national health & safety requirements and will work with us towards promoting good practice safety standards. We use a variety of audit forms in conjunction with our health & safety consultants tranquilico.

In addition, we conduct a series of physical inspections based on the industry leading protocols where any supplier used by us 5 times must be physically inspected by either our own trained staff or a nominated consultant. In addition to this we also carry out our own ad hoc checks on suppliers if we are visiting them for any specific reason, this is an added rung of due diligence.

Due to the nature of host family accommodation it is not always feasible to carry out complete full safety audits on the houses of host families. However, the majority of our home stay accommodation is provided by 3rd Party suppliers and will have been used for many years, and it is our policy to only use where possible the most reputable host families. We do ask that our agents make all the necessary checks on any host family

and their accommodation. Please refer to the 'Instructions for placement of groups & individuals' for further information

8. Transportation Safety

Our transportation for Educational Tours is provided by 3rd party transport suppliers who are risk assessed in line with local standards. We endeavour to ensure our suppliers comply with good practice in vehicle safety at all times.

We particularly focus on vehicle maintenance, driver's hours and passenger safety issues within any vehicles used.

UK coach transportation has seat belts on all seats as per EU Transport safety regulations, however, outside the EU it is not always possible to secure coach transportation with seat belts on every seat where this is not a local or national law. Where seat belts are not fitted on every seat, then it is our policy to ensure that any 'risk' seats (i.e. those without a seat in front of them) are only used if a seat belt is fitted. We continue to promote the fitting of seat belts on all seats to all transport suppliers even if this means they go above and beyond any local or national regulations.

9. Activities & Excursions

The vast majority of activities and excursions undertaken by our groups are provided by 3rd party suppliers, so once again we ensure they have completed an Safety Self-assessment form to confirm that they operate to local and national safety standards and will work with us towards promoting good practice safety standards.

They also confirm they have all the necessary certification, operating licences, suitably qualified personnel and appropriate public liability insurance as well as appropriate safety equipment and safety briefings suitable for the activity.

Our focus here is principally on those activities deemed higher risk, such as boat trips, rafting, horse riding, husky sledding etc.

We do not risk assess generally low risk activities such as Museum visits, city walking tours, iconic site visits (Eifel Tower, Arnhem Cemetery etc.) as these are monitored by government authorities in general and would not comply with any risk assessment request based on number of visitors they receive and steps they have taken already to minimise any safety risk.

10. Child Protection

The safety of children on all our tours is of prime importance; incidents involving children are highly emotive and attract far greater media attention generally than those involving adults. We ensure that our third party suppliers make appropriate checks on any staff who are working with our under 18 age groups during the risk assessment process.

11. Crisis Management Procedures

We have a well developed crisis management plan, prepared in conjunction with our crisis management consultancy tranquilico, we have a 24hr contact number so we can provide emergency support to group leaders if an emergency, occurs outside office hours.

Our crisis management insurance also provides us with financial and human resources in the event of any incident affecting our groups, this is via Aspen Insurance UK Limited insurance company.

12. Accident & Incidents

Accident & Reporting procedures are in place to ensure that the Health & Safety of our Groups are taken care of and the relevant report forms completed. Appropriate follow up action is also taken to prevent any similar incident occurring again.

13. Pre-Tour Safety Information

All our Groups will be provided with pre-tour safety information outlining practical safety measures to be taken during the tour. It is just as important that our groups are made to 'think safe' whilst overseas so that they are also minimising the risk of any incident occurring. We also ask group Leaders to deliver appropriate safety information during the course of the tour, highlighting any local or destination specific safety issues.

14. Training/Communication

We ensure that Glo-Ed staff and our suppliers are aware of their health and safety responsibilities by delivering appropriate training and safety briefings as required. Ensuring safety is front of mind at every opportunity

15. Code of Conduct for School Groups

The group leader and accompanying staff are responsible at all times for all members of the group. Glo-Ed and our suppliers are unable to take any responsibility for pupils or their actions under law as only qualified teachers are allowed to do so.

All activities including evening entertainment must have at least one member of staff accompanying the group at all times.

Group Leaders must ensure that any local staff will at no time be left alone with a minor in line with our child protection policy.

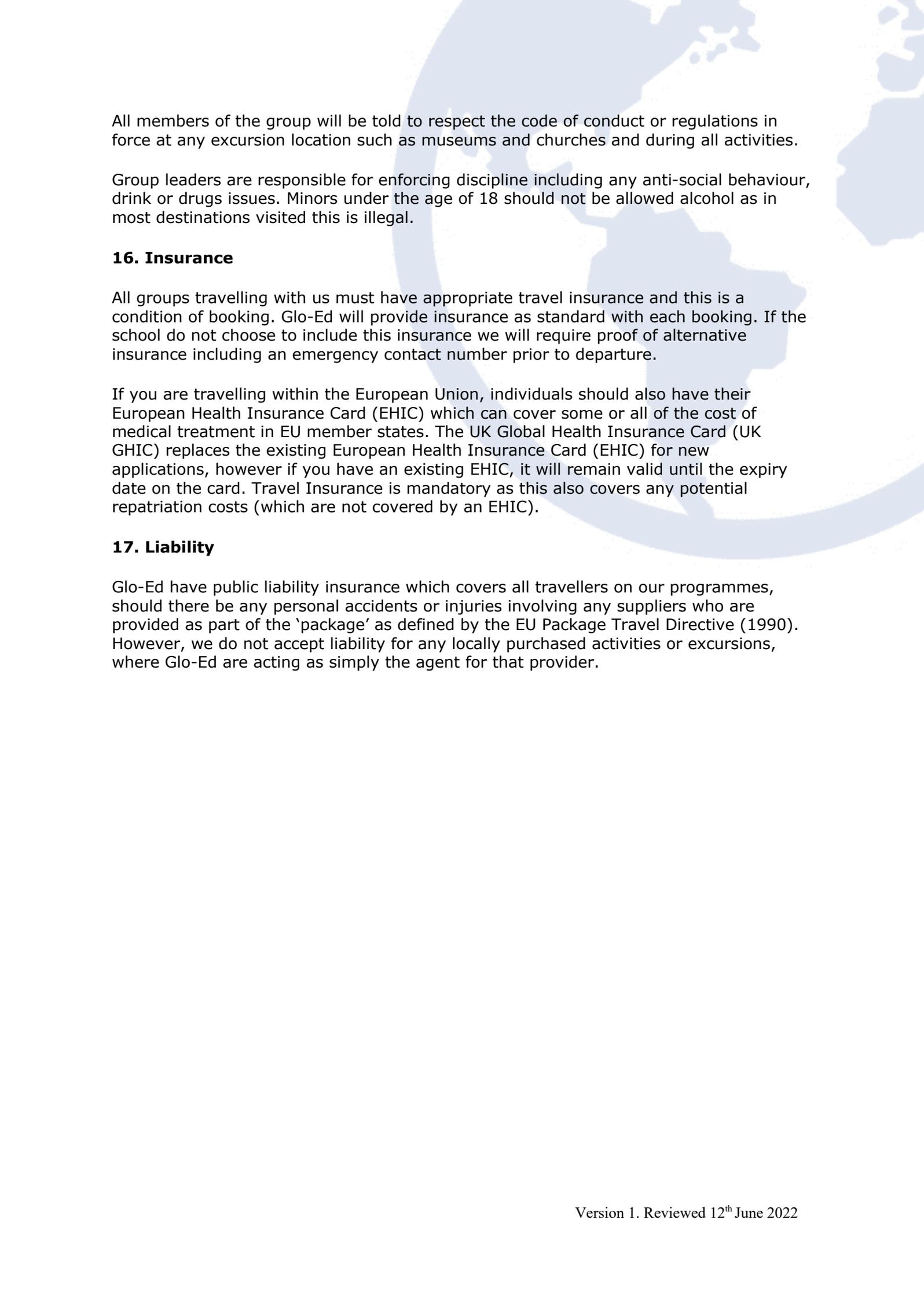
The Group leader and school staff are responsible for maintaining discipline amongst the group during the tour/activity.

Parents, Group leaders and school staff are responsible for ensuring all members of the group have a valid passport and visa.

If the transport used on the tour is a coach the Group leader and school staff must adhere to the driver's/tour leaders advice regarding drivers-hours regulations, safety information, seat belt use etc.

It is the Group leader's responsibility to ensure they have an emergency contact for the School back in the UK and emergency contacts for all members of the group including staff.

All members of the group will be advised to have adequate clothing for their tour, particularly if they are involved in any sporting or activity tours.



All members of the group will be told to respect the code of conduct or regulations in force at any excursion location such as museums and churches and during all activities.

Group leaders are responsible for enforcing discipline including any anti-social behaviour, drink or drugs issues. Minors under the age of 18 should not be allowed alcohol as in most destinations visited this is illegal.

16. Insurance

All groups travelling with us must have appropriate travel insurance and this is a condition of booking. Glo-Ed will provide insurance as standard with each booking. If the school do not choose to include this insurance we will require proof of alternative insurance including an emergency contact number prior to departure.

If you are travelling within the European Union, individuals should also have their European Health Insurance Card (EHIC) which can cover some or all of the cost of medical treatment in EU member states. The UK Global Health Insurance Card (UK GHIC) replaces the existing European Health Insurance Card (EHIC) for new applications, however if you have an existing EHIC, it will remain valid until the expiry date on the card. Travel Insurance is mandatory as this also covers any potential repatriation costs (which are not covered by an EHIC).

17. Liability

Glo-Ed have public liability insurance which covers all travellers on our programmes, should there be any personal accidents or injuries involving any suppliers who are provided as part of the 'package' as defined by the EU Package Travel Directive (1990). However, we do not accept liability for any locally purchased activities or excursions, where Glo-Ed are acting as simply the agent for that provider.