



Supporters Travel

Safety Management Systems

Supporters Travel Client Health & Safety Policy Procedures Version 1.4

Version Control - Version 1.4 – August 2016

This Safety Management System (SMS) has been produced solely for Gullivers Sports Travel and contains information confidential. It may not be shared with any other third parties (including joint ventures) nor use it for any other purpose without the prior written consent of Gullivers Sports Travel. This SMS remains at all times the possession of Gullivers Sports Travel and cannot be copied, rewritten or used for own purposes at any time.

Safety Management System

Gullivers Sports Travel operates within a framework of a documented Safety Management System (SMS).

The Gullivers Sports Travel SMS has both its structure and content aligned with the requirements the Specialist & Activity Health & Safety department of TUI AG and as such, is in keeping with the expectations placed upon Gullivers Sports Travel through being part of the world's leading and largest travel company.

Furthermore, the display of the logo below indicates that the Gullivers Sports Travel Safety Management System has been audited by the Specialist & Activity Health & Safety Department of TUI AG group of companies & has been found to meet or exceed the required standards for the effective management of customer safety.



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

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

The Gullivers Sports Travel SMS is organised and implemented under five broad policy and procedural areas, namely;

1. Policy
2. Organisation
3. Planning & Setting Standards
4. Monitoring
5. Audit & Review

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 view and discuss with Gullivers Sports Travel staff should this be required.

The following pages however, are directly lifted from the full Gullivers Sports Travel safety management system document and include the cover page, full description of the SMS document contents as well as the Introduction, Foreword and Philosophy of Gullivers Sports Travel with regards to Gullivers Sports Travel approach to the management of safety which sets the remainder of the full document in context.

Both the Gullivers Sports Travel Health & Safety policy statement and the TUI AG Health and Safety Policy statement are included.

SAFETY MANAGEMENT SYSTEM

POLICY DOCUMENT

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A. INTRODUCTION

Gullivers Sports Travel recognises that the primary purpose of policies and procedures aimed at effectively managing client health and safety is the prevention of accidents and incidents and the protection of clients from injury, harm or ill health.

However, Gullivers Sports Travel also recognises that effective management of client health and safety can bring additional benefits through contributing to better business performance in a variety of important ways, including (in no particular order);

1. Reducing the total cost of risk through preventing and minimising the occurrence of accidents and injuries and associated litigation, claims and compensation
2. Ensuring a systematic approach to the identification of risks and the allocation of appropriate resources to control them
3. Contributing to the development of a culture supportive of client health and safety which is necessary to achieve adequate control over risks
4. Minimising financial (and other) losses arising from unplanned events
5. Recognising that accidents and incidents can result from failings in management control as well as those of individual employees
6. Risk free and safe touring encourages repeat business.

Gullivers Sports Travel recognises that successful client health and safety management and achieving the above has several key elements, which are linked with regards to both information flow and control;



This Gullivers Sports Travel Client Health and Safety Procedures document sets out these key elements under the section headings that follow.

Within the context of this document, 'policy' is intended to mean the 'general intentions, approach and objectives' of Gullivers Sports Travel and the criteria and principles upon which it bases its actions.

Philosophy

This Safety Management System relates to supporters tours which are predominantly aimed at adult travellers, the Gullivers Sports Travel division which specialises in travel for schools and clubs has its own separate SMS.

Due to the scope of our destinations, modes of travel and types of activity, we offer experiences that are less predictable than many other types of holiday. In many instances the focus is on the sporting event either as a spectator or participant or both, rather than on the destination itself, and often with large numbers of people in one place (examples are the 6 Nations matches, Cricket and Lions Tours)

Culturally and geographically, sport recognises no boundaries, something reflected in the diverse range of locations to which we send our clients. Some destinations may have specific 'foreign travel advice' from the Foreign and Commonwealth Office in relation to terrorism, security or health and/or may be countries which have generally less developed or established standards of safety overall. In these situations, while our clients' focus may be on the sport itself, Gullivers Sports Travel will ensure appropriate attention is given to destination advice and implement all necessary actions to endeavour to manage risks presented at a destination level.

Through effective supply of information (one source being the Foreign Office), we will always ensure that clients are made aware of the potential risks involved and therefore it is implicit that clients who book holidays with us have given informed consent to be exposed to any such risks.

We will always dissuade clients from travelling with us if they are overly concerned about the level of risk involved

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. Nevertheless, the safety of our clients and staff is of paramount importance and we will work diligently to minimise and control risks at all times.

We expect clients to work with us in maintaining their own safety by 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. This is clearly laid out in our Booking Terms & Conditions as accepted by each client/party leader.

Policy

Gullivers Sports Travel is part of the TUI AG and recognises that health and safety and risk management policy set at Group 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 TUI AG and in addition recognise our own particular business circumstances.

A signed copy of Gullivers Sports Travel policy statement can be found below:



H&S Policy Statement

The management team of **Gullivers Sports Travel** 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 clients, employees and others who may be affected by the operations and activities of **Gullivers Sports Travel**.

It is the aim of **Gullivers Sports Travel** 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 **Gullivers Sports Travel**
- Promote a positive health and safety culture

In order to achieve the above aims, **Gullivers Sports Travel** will ensure;

- 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
- That clients 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

Signed:



Rachel Barber – Operations Director

Date:

23/09/2016

Gullivers Sports Travel

Signed:



Neil Rayer – Sales Director

Date:

23/09/2016

Gullivers Sports Travel



TUI GROUP

HEALTH AND SAFETY POLICY STATEMENT

TUI Group is committed to its statutory obligations outlined within the Health and Safety at Work etc. Act 1974 and all associated legislation to provide and maintain a healthy and safe working environment for all employees, customers and others who may be affected by the operations and activities of the TUI Group of companies.

It is the aim of TUI Group to:

- Effectively control risks and prevent harm to people
- Set a clear direction for the Group to follow founded on this policy, supported at the most senior level within the Group
- Ensure a planned and systematic approach to the management of health and safety
- Interpret and establish best health and safety practice
- Protect the Group's assets, earnings and reputation
- Promote a positive health and safety culture

In order to achieve the above aims, TUI Group will ensure:

- Work related risks faced by employees, and by people not in their employment are adequately assessed
- Effective arrangements are in place for planning, organizing, controlling, monitoring and reviewing preventative and protective measures
- That competent persons are available to help in undertaking the measures needed to comply with health and safety law; and
- That employees are provided with information on the risks they face and the preventative and protective measures that control those risks

Signed: _____

A handwritten signature in black ink, appearing to read 'F. Jousen', written over a horizontal line.

Friedrich Jousen
Chief Executive Officer

Date: _____

10 February 2016

TUI AG