

# Ski & Snowboard

## Safety Management System





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## Introduction

This document is important for group leaders. It details PGL's commitment to the management of safety on ski courses. Importantly, it specifies the external auditing and verification of the suitability and implementation of this Safety Management System.

### **DfE - Health and safety on educational visits**

#### **Published 26 November 2018**

Schools using an outside organisation to provide an activity must check they have appropriate safety standards and liability insurance.

The Council for Learning Outside the Classroom (LOtC) awards the Learning Outside the Classroom Quality Badge to organisations who meet nationally recognised standards.

### **Education Scotland - Using a tour operator**

If a tour operator or specialist provider is being used, it is important that they have the appropriate industry accreditation: ABTA, ATOL, EPA, STF, BS8848.

Whilst the DfE and Education Scotland guidelines only technically cover state schools, the advice they contain and the information regarding the Safety Management System will undoubtedly be of interest to any institute in the United Kingdom which undertakes educational visits, in the interests of establishing and following best practice with regard to the selection of PGL as a reputable tour operator.

## Glossary of Terms

### **PGL / The company**

'PGL' (or 'the Company') refers to PGL Travel Ltd. which is a specialist school and group ski operator and part of HB Education Ltd.

### **Agent**

Intermediary through whom accommodation and/or other services are sourced and contracted for PGL.

### **Checkpoint**

The health and safety expert organisation contracted to advise the STF and its members.

### **Coach and Minibus standard checklist**

On-site safety standard checklist for coach suppliers undertaken by trained auditors in compliance with STF requirements.

### **Regular Use List**

A list of Coach Operators who have been inspected to the standards established in the Coach Company Audit.

### **SMS**

Safety Management System.

### **Standard Accommodation Checklist**

Self-audit safety system for accommodation specified by the STF. Scored and assessed by trained auditors.

### **STF**

School Travel Forum.

### **On-site Accommodation Audit**

On-site safety audit for accommodation, undertaken and assessed by trained auditors in compliance with STF requirements.



# 1. Health and Safety Policy Statement

The Directors, Management and Staff of PGL are committed to ensuring that all reasonable measures are taken so that our clients are assured of a high level of safety throughout their ski course. We shall achieve this by:

- 1.1 Establishing and maintaining a written health and safety policy document which is consistent with the advice contained within the HSE publication Managing for Health and Safety (HSG65) and meets the requirements of the Code of Practice, Specifically Appex 3, and the Learning Outside the Classroom Quality Badge.
- 1.2 Facilitating and promoting a positive health and safety culture throughout our own, our clients' and our suppliers' organisations worldwide.
- 1.3 Planning and setting standards which meet the needs of our clients and are measurable, achievable and realistic.
- 1.4 Measuring and reviewing performance of our compliance with the terms of this standard and our own Safety Management System including a formal annual verification by a suitably qualified external expert.
- 1.5 The Company agreeing to make available to clients details of audits and a copy of the annual external verification.

The implementation, development and monitoring of safety standards is the responsibility of all employees. Our team are encouraged to bring any matters of concern to the immediate attention of their line manager, in accordance with our open-door policy.

A handwritten signature in black ink, appearing to read 'PK', followed by a period.

Paul Kenwright  
PGL Group Director of Safety and Compliance 2023

1 November 2023

## 2. Direction, Management, Implementation and Review of the Safety Management System (SMS)

### 2.1 Identification of Responsibilities

**Policymaking** will be the responsibility of the Board of Directors who will ensure that:

- 2.1.1 Safety management systems are developed in line with the Company's Health and Safety Policy (as above) to meet STF requirements and the LOTC Quality Badge.
- 2.1.2 Competent persons are appointed to implement the requirements of the SMS.
- 2.1.3 PGL will prepare and train suitable members of staff and will provide adequate resources to implement the requirements of the SMS.

**Planning** will be the responsibility of the Business Manager who will:

- 2.1.4 Ensure the participation of appropriate personnel in the development and implementation of the SMS procedures.
- 2.1.5 Ensure personnel are trained and competent in the requirements to deliver the SMS.
- 2.1.6 Monitor the performance of the SMS and staff in its implementation, providing feedback to the Board of Directors, both on areas of success and also any areas where there is a need for improvement.
- 2.1.7 Examine the trends identified by the monitoring activities contained within the SMS.
- 2.1.8 Keep up to date with safety requirements and best practices applicable to the provision of ski courses.

**Implementation** will be the responsibility of the Business Manager, who will ensure that:

- 2.1.9 All staff cover the contents of the SMS as part of their induction training.
- 2.1.10 All staff are made aware of the need to report any weakness or failures in the SMS and areas for development to their manager.
- 2.1.11 All staff are made formally aware of their personal responsibilities to the SMS and given sufficient training and resources to undertake these successfully.
- 2.1.12 Party leaders are made aware of the Code of Conduct for Visiting Groups, which is detailed in Appendix 1.
- 2.1.13 Party leaders are made aware of the definition of responsibilities for the supervision of ski groups, which is detailed in Appendix 2.



## 2.2 Review of the SMS

The Business Manager will ensure that:

- 2.2.1** We will capture information relating to safety issues from our PGL representatives that accompany our ski groups as well as from visiting members of PGL staff and Area Managers during the season which will be reviewed and acted upon where required.
- 2.2.2** We maintain regular contact with suitable appropriate organisations to ascertain whether there are any developments in safety of which we need to be aware to further improve the Safety Management System.
- 2.2.3** An external audit, by an organisation approved by the STF, will be conducted on an annual basis to audit our paperwork and SMS processes to ensure that the Company continues to meet the standards stipulated therein and that a response is made to any feedback provided.
- 2.2.4** All accidents, incidents or near misses brought to our attention will be logged, reviewed and acted upon where necessary.
- 2.2.5** The Board of Directors holds a formal review of the SMS on at least an annual basis or following a serious accident or change in procedures.

## 3. Accommodation Contracted by PGL

For all accommodation used or featured by PGL, our Contracts Managers will ensure that:

- 3.1** An accommodation contract or agent agreement is signed confirming (as a minimum) that the accommodation conforms to local and national fire, safety and hygiene standards and will have current liability insurance cover for the duration of the contract. Wherever possible, copies of the relevant documents will be obtained. Where accommodation is being used on an ad-hoc basis, by virtue of a hotelier or agent accepting our booking, they are accepting our stated terms and conditions.
- 3.2** Confirmation that the contract conditions are still being met will be obtained every 3 years.
- 3.3** Standard Accommodation Checklist

In addition, our Contracts Managers will ensure that:

- 3.3.1** All accommodation used will be asked to complete a Standard Accommodation Checklist prior to first use and thereafter at a maximum of 3-year intervals. A Standard Accommodation Checklist will not be required if an On-site Accommodation Audit has been carried out in the last 3 years.
- 3.3.2** The Standard Accommodation Checklist is completed by a School Travel Forum member, hotelier or agent.
- 3.3.3** The Standard Accommodation Checklist result will be assessed by a trained auditor in accordance with the audit categories and where the results indicate areas for concern,

the auditor should instigate appropriate additional action, which may include the use of an On-site Accommodation Audit, before use.

- 3.3.4** Based on the results of the checklist analysis and any subsequent investigation, the result will be recorded as one of the categories defined in 3.6.
- 3.3.5** We inspect at random a selection of accommodation units to verify both the safety of the accommodation and the integrity of our audits/risk assessments.

### **3.4** On-site Accommodation Audit for Frequent Use Accommodation

- 3.4.1** In addition to the above Standard Accommodation Checklist, if it is clear that an accommodation unit will be used for 5 or more groups in any one year, it will be listed as 'frequent use' and, within a maximum of 12 months of the frequent use criteria being established, will receive an On-site Accommodation Audit.
- 3.4.2** An On-site Accommodation Audit can only be carried out in situ by a trained auditor.
- 3.4.3** A frequent use property will be re-audited to an On-site Accommodation Audit standard every 3 years.
- 3.4.4** Based on the results of an audit analysis, the result will be recorded as one of the categories defined in 3.6.

### **3.5** Monitoring of Accommodation Audits

Following the completion of a Standard Accommodation Checklist or an On-site Accommodation Audit, we will record audits as per the following categories:

#### **3.5.1** High Conformity (SMS Status 1)

No areas of improvement have been identified. The management will be commended and encouraged to maintain their standards.

#### **3.5.2** Acceptable Conformity (SMS Status 2)

Room for improvement has been identified, but the defects do not render the building unsafe. During on-site Accommodation Audits the defects will be brought to the immediate attention of the management at the time of auditing. Additionally, for all audits, a copy of the audit, including a schedule of remedial action, will be sent to the hotelier within 14 days of the audit. The hotelier will be given 4 weeks to reply after which we will pursue this with them. If no satisfactory reply is received from the hotelier within 3 months of the date of the audit, the Contracts Manager responsible will review the use of the unit in consultation with the Business Manager.

#### **3.5.3** Unacceptable (SMS Status 3)

The accommodation is considered unsafe, even if it conforms to local standards. In this case, we will remove the accommodation from our programme and will not consider its re-instatement until the defects have been rectified and the establishment has been re-audited to a standard that is either High or Acceptable Conformity.

- 3.5.4** A schedule of all units of accommodation indicating the current audit status will be maintained by the appropriate Contracts Manager and any information relating to the audit will be available to any group considering travelling to the accommodation concerned.

## 4. Transportation

### 4.1 Coaches - Booked Direct

For all coach operators used and booked direct by PGL, our Contracting, Transport and Safety teams will ensure that:

- 4.1.1** All coach suppliers booked direct shall sign a coach contract, in which they confirm that they comply with all applicable national, local, trade and other laws, regulations, rules and code of practice. This contract also stipulates a set of safety standards regarding drivers' hours, driver vetting, insurance cover, subcontracting and vehicle age.
- 4.1.2** Confirmation is obtained every three years that contract conditions are being met.
- 4.1.3** We endeavour to select coach operators who belong to recognised industry bodies such as the Confederation of Passenger Transport (CPT), or are Coach Marque accredited.
- 4.1.4** Each coach company contracted to PGL is required to take responsibility to establish that their drivers do not have a material criminal record or detrimental employment history.
- 4.1.5** In certain unforeseen circumstances such as coach breakdown or driver illness etc. it may not be possible to comply with the terms outlined above and PGL reserves the right to find the best available alternative.
- 4.1.6** Coach Standard Checklist:
- Our Safety Team will ensure all coach suppliers booked direct will be subject to a Standard Coach Checklist prior to first use and thereafter at a maximum of three year intervals.
  - The Coach Standard Checklist may be completed by a School Travel Forum member, supplier or agent.
  - The Standard Coach Checklist will be assessed by an auditor trained in accordance with 10.1.
- 4.1.7** Additionally for UK Coach Suppliers booked direct:
- We will check that suppliers are in possession of valid and current liability insurance, motor insurance and other necessary local certification and licences to operate legally.
  - PGL will only contract coach companies that will confirm that their tour drivers have received appropriate clearance from the Disclosure and Barring Service or Disclosure Scotland.
  - All itineraries for PGL Ski courses by coach are prepared taking into account current legislation on drivers' hours.
  - All coaches used for ski courses will be properly equipped for winter conditions including snow chains and appropriate anti-freeze systems.
  - All UK coaches will be fitted with seat belts. In the event of a vehicle breakdown, if it is necessary to provide a replacement vehicle the coach will be fitted with seat belts if



it is a UK coach. However, due to the different legislation in countries outside the UK, this may not be possible if a non-UK coach is supplied.

- It is the intention of PGL to use our frequent use coach companies whenever practical. The following are the circumstances in which we may select an infrequently used company:
  - In peak periods when availability is strictly limited
  - Where the location of departure would be best served by an infrequently used company
  - When a last-minute breakdown or other unforeseen event from a regular use company necessitates a subcontracted company
  - When a coach breaks down on tour and has to be replaced by another vehicle
  - Where a client specifically requests a company not used by PGL

#### **4.2** For coach companies requested by clients:

When the client requests a specific company that is not used by PGL, we will attempt to secure their services and will obtain the Standard Coach Checklist outlined in 4.1.6. In addition, the client will be advised that PGL will not be able to carry out an inspection of the operator in question, and they must accept the operator on this understanding.

#### **4.3** Coaches – Agent-Supplied

For all agents supplying coach services, our Contracting team will ensure that:

**4.3.1** All agents supplying coach services will sign a contract in which it stipulates that they comply with all applicable national, local, trade and other laws, regulations, rules and codes of practice. This contract also stipulates a set of safety standards regarding drivers' hours, driver vetting, insurance cover, subcontracting and vehicle age.

**4.3.2** Confirmation is obtained every three years that contract conditions are being met.

##### **4.3.3** Coach Standard Checklist

- Our Safety Team will ensure that all coach suppliers used by the agent will be subject to a Standard Coach Checklist.
- The Standard Coach Checklist may be completed by a School Travel Forum member, supplier or agent.
- The Standard Coach Checklist will be assessed by an auditor trained in accordance with 10.1.

#### **4.4** Airlines

All air transport to and from the UK is regulated by the Department of Transport and the Civil Aviation Authority. These bodies operate to very strict safety criteria and no additional practical measures can be undertaken by PGL. Flights originating in other jurisdictions are governed by the laws and regulations of the country in question.

#### **4.5** Rail Transportation (including Eurostar)

All rail transport is regulated nationally by the countries through which trains travel. It is not felt that PGL can take any additional measures.

#### **4.6** Ferries and Eurotunnel

All ferries (and Eurotunnel) are regulated nationally. It is not felt that PGL can take any additional measures.



#### **4.7 Public Transport**

The regulations concerning public transport are determined by the appropriate authorities in each country. It is not felt that PGL can take any additional measures.

## **5. Visits and Excursions**

Our Contracts Manager will ensure that:

- 5.1** Where visits and excursions are included in a final itinerary, risks have been evaluated and monitored.
- 5.2** Information will be provided to group leaders so they are able to make informed decisions for their own group.

## **6. Snowsports**

### **6.1 Snowsport Equipment**

In accordance with School Travel Forum guidelines, PGL will have a signed contract in place with all equipment hire shops stating our minimum standards. Helmets are included in our standard package.

All feedback from clients and staff is monitored, and all paperwork relating to the ski hire is recorded.

Should a ski hire shop have been contracted via an agent, then the agent will have signed a contract including the same detail.

### **6.2 Snowsport Instruction**

In accordance with STF guidelines, all local ski schools will have signed a contract confirming that all instructors are qualified according to local and national regulations. This contract will also state the minimum standards PGL expect of the instructors when working with young people as well as maximum class sizes of 12 students per ski class and 10 students per snowboarding class.

Our standard package includes 4 hours of tuition per day.

Should a ski school have been contracted via an agent, then the agent will have signed a contract including the same detail.

### **6.3 Standard of Up-lift and Runs**

All ski lift systems used by PGL will comply with, and be licensed according to, local regulation. The resorts on the programme have been chosen with school party requirements in mind.

## **7. Accidents, Incidents and Near Misses**

Head of Customer Services will ensure that:

- 7.1** We will encourage clients to report any safety related issues immediately. This will enable the Company to investigate their concerns and to ensure that any necessary action is taken straight away. To facilitate this, all ski staff are provided with accident and incident forms and our safety procedures are highlighted during our rep training courses. In addition, our area manager is on duty as back-up for all reps to contact in an emergency during a ski course.

- 7.2** A record will be kept of all incidents, accidents and near misses of which we become aware or which are brought to our attention. All reports will be reviewed and, where the situation merits, an investigation will be held. An automatic investigation will be held where there is a fatality or hospitalisation. Where relevant, all reasonable steps will be taken to reduce the likelihood of a similar incident occurring in the future. All major accidents and incidents are reported to the Board of Directors on a monthly basis.

## 8. Provision of Pre-Travel Information including Inspection Visits

The Operations Manager will ensure that:

- 8.1** Pre-travel Safety Information  
Our final information pack includes safety information in relation to coach travel, mountain safety and The Snowsport Code. This safety information is intended to draw attention to key safety points and promote increased awareness.  
Group leaders are advised to familiarise themselves with PGL's insurance policy document (if insurance booked through PGL) or their own insurer's documentation. PGL's Procedure for Hospitalisation of Guests is detailed in Appendix 4.
- 8.2** Assistance for Group Leaders - Risk Assessments  
We detail the main potential hazards inherent in a ski course and indicate the control measures that we have already addressed. We will also provide guidance regarding the "residual risk" which is what the Group Leader needs to take action on and manage when they are on the trip. This is detailed in Appendix 5: Sample Risk Assessments
- 8.3** Group Leader Preview Visits  
PGL undertakes to offer, free of charge, 3 nights' half-board accommodation for 2 persons at, or near their booked accommodation as well as a 2 day lift pass for the appropriate ski area. This will enable group leaders to carry out their Risk Assessments of their hotel, ski area, visits etc. This offer applies to group leaders who have confirmed a booking to a specific destination. Other options are also available and further information is available on request.

## 9. Emergency Procedures / Major Serious Incidents

The Customer Services Manager will ensure that:

- 9.1** We will maintain and update the Major Serious Incident (MSI) emergency procedures which clearly define the roles that all staff could carry out in the event of a major serious incident involving PGL clients on their ski course. This document will be made available to clients on request.
- 9.2** A Duty Officer is contactable 24 hours a day via either the main office or mobile phone during out-of-office hours, whilst groups are on their ski course.
- 9.3** As part of their final travel pack and as suggested in Department for Education and Local Authority guidelines, all party leaders, drivers of British coaches and agents will be given information about how to contact the duty officer.

**9.4** The duty officer will have access to all groups' travel plans and arrangements whilst away on their ski course. They will maintain a log of contacts, issues and outcomes, which can be referred to on your return home if necessary.

**Overview of MSI procedure:**





## 10. Training

The Operations Manager will ensure that as part of PGL's commitment to the safety of the ski courses it organises, all employees will be fully trained to enable them to meet the requirements of those areas of the Safety Management System for which they may be required to exercise responsibility. All employees will also receive appropriate annual refresher training. A record of all training undertaken will be maintained.

### 10.1 In-house Audit training (Coach and Accommodation)

The Operations Manager will ensure that:

**10.1.1** In-house auditors shall complete an initial training course, which is supplied, or approved by the School Travel Forum or the School Travel Forum's relevant consultants.

**10.1.2** In addition, the initial accommodation training course shall involve a competency assessment which shall include undertaking at least two accompanied On-site Audits with an in-house auditor with a minimum of two years' experience or an auditor from the relevant School Travel Forum consultants. The new auditor must undertake at least one audit themselves to demonstrate competence in the completion and outcomes of audits.

**10.1.3** All in-house auditors complete refresher training at least every two years, which is undertaken or approved by the School Travel Forum or relevant School Travel Forum consultants.

**10.1.4** Auditors who are unable to attend the refresher training for 2 consecutive years will be required to complete the New Auditor Training Course.

**10.1.5** A record of all the training undertaken will be maintained.

### 10.2 SMS Awareness Training

All employees of PGL will undergo SMS awareness training. This training aims to ensure that all employees are fully aware of the scope and principal commitments we make in our SMS policy document. In addition all employees will be kept informed of the progress and latest developments of the Safety Management System.

### 10.3 Emergency Procedure / MSI Training

All staff employed by PGL will receive training in the Company's emergency procedures / MSI within 6 months of joining the Company. Ski representatives will also receive similar training before being deployed.

### 10.4 Duty Officer Training

All staff who are selected as Duty Officers will receive appropriate training prior to their carrying out this role for the first time.

### 10.5 Emergency Procedure and Duty Officer Refresher Training

All staff will receive refresher training on a periodic basis covering emergency procedures and, if appropriate, the Duty Officer role.

## Appendix 1

### Code of Conduct

As one of our Booking Conditions, Party Leaders agree to maintain the discipline and supervision of their party. The following points further amplify our requirements and we would be grateful if Party Leaders would ensure that their party complies with this Code of Conduct.

- Pupils may not enter accommodation occupied by other groups or areas designated as private.
- General conduct should be considerate to other guests. Excessive noise and unruly behaviour should be avoided. Noise in hotels is generally not permitted after 22.00 hrs.
- We would ask that you respect any hotel rules that are brought to your attention.
- Hotels, coaches and any equipment provided should be treated with due care and attention. The group may be liable for any damage.
- Children must not behave in a way that places either themselves or any other persons at risk.
- Party members must not behave in an anti-social fashion e.g. use offensive or insulting language, threatening behaviour or bullying.
- Alcohol is often the cause of problems between school parties and hoteliers. Continental drinking laws are more relaxed than our own and alcohol may unwittingly be sold to children. As such, Party Leaders are advised to discuss and agree drinking guidelines with party members and their parents prior to departure.
- Smoking is strictly prohibited on PGL coaches. Whilst in resort, Party Leaders are requested to determine their own policies whilst taking any hotel rules and local laws into consideration.
- Any unlawful activities will be reported to the relevant authorities.
- PGL reserves the right to send any party member(s) home for persistent or gross misconduct e.g. bullying or possession / use of illicit substances. In such cases, the cost of repatriation will be borne in total by the party in question.
- Children must not leave their ski / snowboard classes without the express permission of their instructor.

## Appendix 2

### Definition of Responsibilities for supervision of Ski parties

1. The Party Leader is in loco parentis and responsible for the group at all times. They have the ultimate sanction to withdraw students at any time from any programme.
2. There should always be at least one adult member of the party with the party at all times.
3. The Party Leader is responsible for requesting that the hotel / accommodation carries out a fire drill / safety induction as required.
4. Head counts are, at all times, the responsibility of the Party Leader.
5. The Party Leader and accompanying adults are responsible for the supervision of their group en route, including the enforcement of use of seat belts.
6. The Party Leader and accompanying adults are responsible for ensuring that their group adheres to the PGL Code of Conduct, any hotel / accommodation rules and has due consideration for all others in resort and the hotel / accommodation at all times.
7. The Party Leader and teachers are responsible for the administration of first-aid to party members on the decision when to refer cases to the doctor or hospital.
8. The Party Leader is responsible for notifying parents of any Doctor, Dentist or Hospital visits or other incident affecting a member of the group, if appropriate. He / she must therefore hold a list of contact numbers for next of kin or have 24-hour access to this information.
9. The teachers' authority is delegated to local ski school instructors during activity sessions. Ski school instructors have the right to withdraw an activity for safety or operational reasons. We recommend that the party leader liaises with the Head Instructor before lessons start regarding their requirements i.e. the tone and aims of the course.  
  
We strongly advise that each ski / snowboard group should be accompanied by a teacher. On each handover of children between teachers and instructors there must always be a 'head count'. Handovers should always occur with skis / boards off.
10. The Party Leader and accompanying adults are responsible for ensuring that their group adheres to the PGL and FIS Safety Codes of Conduct.
11. All ski instructors are first aid qualified and resorts have established systems for evacuating injured skiers from the slopes for medical attention.
12. Your PGL representative is there to support the Party Leader and lead the in-house evening entertainment programme, subject to Working Time Regulations. Where PGL staff accompany groups on excursions etc, they do so as guides and not supervisors.

## Appendix 3

### 1. Snowsport Schools and Instruction

- 1.1. A written contract will be in place with all snowsports schools used confirming as a minimum;
  - 1.1.1. They comply with all National Regulations and are certificated to operate locally;
  - 1.1.2. They have sufficient liability insurance;
  - 1.1.3. The arrangements for instruction, for example instructor/pupil ratios, maximum class sizes and class sharing;
  - 1.1.4. The runs to be used will be selected to match the needs of the group and level of instruction needed;
  - 1.1.5. All Uplifts to be used will be licensed and approved to local regulation and be suitable for safe use by school groups with particular consideration to beginners.
- 1.2. All instructors used for school groups will be qualified according to local and national regulations (where they exist), be at or over the equivalent of BASI Alpine Level 2 Instructor and approved by the Director of the local snow sport school.
- 1.3. Members will clarify the arrangements for snowsports classes in advance with the school and group leader. E.g. class sizes, instructor/pupil ratios and class sharing arrangements.
- 1.4. Members will ensure snowsports schools are informed of any special needs, including essential medical information in advance.
- 1.5. Helmets and 4 hours tuition should be offered as standard, with an opt-out option where appropriate.
- 1.6. To ensure employers' expectation that teachers remain in loco parentis, extra tuition or accompanied meals should not be offered or portrayed in publicity in a way that conflicts with that responsibility.

### 2. Equipment Hire

2. A written contract will be in place with the supplier of equipment specifying the following conditions. The tour operator will regularly check that these conditions are being met.
  - 2.1.1. They have sufficient liability insurance;
  - 2.1.2. Equipment is of an acceptable standard and is checked every time it is issued;
  - 2.1.3. Only members of hire shop staff who are suitably competent will undertake the fitting of equipment;
  - 2.1.4. Ski bindings are fitted with due consideration to the age, weight, height and ability of the participant and the manufacturer's instructions. Ski fit records are kept in case of accident investigation;
  - 2.1.5. At the time of issue boots are dry and in full working order with no significant damage that could reduce performance and all fastenings are fully functioning;



- 2.1.6. Helmets are correctly fitted with no significant damage and where applicable meet local standards.
- 2.1.7. All equipment issued is easily identifiable so that children do not try to use the wrong equipment.

### **3. Transport**

- 3.1. In addition to the conditions for transport provision within sections 3.3.3 and 3.4.1 of the main STF Code of Practice, coaches for school snowsport tours must be properly equipped for winter conditions, such as the provision of winter tyres or snow chains and appropriate driver training.

### **4. Resort**

- 4.1. Special slip, trip and fall hazards will be highlighted to Party Leaders. E.g. slippery footpaths, walking in ski boots, traffic risks when disembarking from coaches and ski buses, falling icicles etc.
- 4.2. Board and accommodation should be appropriate to a mountain environment in winter conditions.
- 4.3. Guidance will be given on appropriate clothing for winter conditions.
- 4.4. There should be poor weather contingency plans

### **5. Disclaimers/Waivers**

- 5.1. Wherever possible, STF members will avoid party leaders, parents or members being asked to sign disclaimers or waivers for US snowsport resorts. Where this is not possible, Members will make clients aware of any likely waiver demand and provide them with an explanation of the legal situation before travel. Waivers should not be presented to teachers unexpectedly and at short notice, particularly in resort.
- 5.2. In any case, members will ensure that the primary contract with clients is made under UK law, so that the protection offered under the Package Travel Regulations 1992 takes precedence over local disclaimers or waivers that may be demanded by the resort.
- 5.3. The following is the recommended wording to ensure a consistent approach across all members:

*We would like you to be aware that (name of resort) require the signing of a disclaimer before ski and snowsports services are provided. As a member of the School Travel Forum we support the stance that such waivers are unacceptable and lobby for their complete removal. Notwithstanding, you have the reassurance that your primary contract is with us and is signed under UK law. This means that the protection offered under the Package Travel Regulations 1992 takes precedence over local disclaimers or waivers that may be demanded by the resort.*

# **Procedure for Hospitalisation of Guests on the Continent**

## **Essential First Steps**

1. Where any illness or injury necessitates admittance to a hospital, it is imperative that you contact Cega Assistance on +44(0)1243 621006 before admittance or, in a dire emergency, as soon as possible thereafter. Please advise them that you are a GUEST with PGL Ski and they will direct you from that point onwards.
2. If 2 or more people are seriously ill or injured please also ring the PGL emergency contact number you have been given.
3. Treatment will normally take place in the overseas hospital. Transfer to a UK hospital will only be covered if it is considered essential by the insurer's medically qualified assessors. No additional travel costs will be covered unless approved by Fogg Assist.

## **Further Guidance**

1. For 18 year olds and under in full-time education, our insurers will pay for up to 2 relatives / teachers to travel out / stay out where this is medically advised. All arrangements must be cleared by Cega Assistance beforehand.
2. Cega Assistance will give the Party Leader / parent a clear statement of what will and won't be covered by insurance. For inpatients under 18 years of age the insurers will pay for up to 2 persons (if required for medical reasons) to stay with them, travel to them or to travel with them. An inpatient will also receive £10 per full day in hospital up to a maximum of 30 days.
3. Cega Assistance will speak to the hotel and the hospital to guarantee sums up to the prescribed level.
4. The Party Leader / parent should keep receipts for all expenses incurred, as these will be required to substantiate an insurance claim.
5. Cega Assistance will keep the Party Leader / parent / UK contact up to date with details of treatment, likely discharge date and details of homeward travel.
6. On return home, the Party Leader / parent should either obtain a claims form via [gpaclaims@aviva.co.uk](mailto:gpaclaims@aviva.co.uk) or ring Aviva on 01243 621416 (not PGL) to initiate the insurance claim procedure.

Full details of our insurance policy can be found in MyPGL or contact the PGL ski team for a copy of the policy.

## Appendix 5 - Generic Risk Assessment & Control Measures

Within the context of school travel, risk assessment is nothing more than envisaging what might realistically go wrong on your trip and putting measures in place to ensure that, as far as possible, none of your party comes to any harm. In other words it is what you do every day of the week at school and at home.

As detailed in this booklet, PGL has already identified generic potential risks regarding the main constituent elements of your tour and has adopted core values and procedures to minimise them.

In this section, we've attempted to detail the main potential hazards inherent in a school tour and have indicated the control measures that we have already addressed. The third column indicates what's called the "residual risk" or what you, as Party Leader, will need to take action on and manage when you are on the trip. We hope that this helps you to be prepared.

Please note that risk assessments for a particular group are the responsibility of the party leader and the following example is intended as guidance only. Detailed risk assessments can only be carried out by a person who is familiar with the individual needs and requirements of their participants and is therefore in a position to put specific control measures in place.

For further information on Risk Assessments please see the document "Demystifying Risk Assessment" available on the STF website – [www.schooltravelforum.com](http://www.schooltravelforum.com)

<b>Identified Hazard</b>	<b>Control Measures</b>	<b>Action needed by Party Leader and Teachers to control on-going risk</b>
<p><b>1. General</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Control of children away from home, on a journey, in a different environment:</li>   <li><input type="checkbox"/> Children in group prone to be silly, can make mistakes in new situations, need to be under reasonable control at all times.</li>   <li><input type="checkbox"/> Illness / Injury abroad</li> </ul>	<p>Party Leader / Teachers are 'in loco parentis' at all times, except when this is delegated to the Ski School (see Point 6).</p> <p>Party Leader / Teachers should follow school / LEA guidance on management of educational visits and ensure implementation of PGL's 'Code of Conduct'.</p> <p>PGL Hospitalisation Procedure details in this Code of Practice.</p>	<p>PGL Reps are never 'in loco parentis' and are there to support Party Leader / Teachers and help to maximise success of tour.</p> <p>Party Leader / Teachers should familiarise themselves with PGL's statements on 'Division of Responsibilities for supervision of Ski Parties' and 'Code of Conduct' and implement accordingly.</p> <p>Party Leader / Teachers to follow procedures as per document.</p>

Identified Hazard	Control Measures	Action needed by Party Leader and Teachers to control on-going risk
<p><b>2. Coach Journey</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Injury through Road Traffic Accidents are an on-going risk.</li>   <li><input type="checkbox"/> Injury from Road Traffic Accidents in winter conditions – coach may slide on ice.</li>   <li><input type="checkbox"/> Coach breakdown on motorway or at the side of the road <ul style="list-style-type: none"> <li>- Guests getting cold</li> <li>- Lack of food and drink if stopped for long period</li> <li>- Stress and / or anxiety</li> <li>- Disembarkation on to dangerous area e.g. on to side where on-coming traffic.</li> </ul> </li>   <li><input type="checkbox"/> Subject to human (driver) error.</li>   <li><input type="checkbox"/> Inappropriate behaviour by coach drivers towards children.</li> </ul>	<p><b>British Coaches:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Will be no more than 8 years old</li> <li><input type="checkbox"/> Will conform to R66 rollover protection regulations</li> <li><input type="checkbox"/> Will conform to all Department of Transport requirements</li> <li><input type="checkbox"/> Must be fitted with seat belts to all seats</li>   <li><input type="checkbox"/> Ski coaches are equipped for winter conditions</li> </ul> <p>Good practice guidance given by PGL in this Code of Practice.</p> <p>PGL’s Transport Core Values / Contract requires the following:</p> <p><b>British Coach Operators:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Must hold a “Standard International Operators Licence”</li> <li><input type="checkbox"/> Will hold an “EU Community Licence”</li> <li><input type="checkbox"/> Will have full vehicle insurance cover</li> <li><input type="checkbox"/> Will have full public liability cover</li> <li><input type="checkbox"/> Must subscribe to a 24 hour breakdown assistance provider covering Europe.</li> <li><input type="checkbox"/> Must provide 24 hour contact</li>   <li><input type="checkbox"/> Will conform to EU drivers’ hours laws and regulations, to monitor and keep tachograph records.</li> <li><input type="checkbox"/> Drivers are assessed by PGL Reps and Party Leader / Teachers to the benefit of other schools</li>   <li><input type="checkbox"/> British Coach Operator must have a system in place to check all drivers through the DBS.</li> <li><input type="checkbox"/> Drivers are assessed by PGL Reps and Party Leader / Teachers to the benefit of other schools</li> </ul>	<p>Party Leader / Teachers to familiarise themselves with PGL emergency procedures and their school / LEA requirements.</p> <p>Party Leader / Teachers to ensure that students are wearing the seat belts provided at all times.</p> <p>Party Leader / Teachers to have emergency funds for purchase of food and / or drink at (overseas) service station.</p> <p>Warm clothing and drinks are available, as part of hand luggage, for overnight journeys.</p>

Identified Hazard	Control Measures	Action needed by Party Leader and Teachers to control on-going risk
	<p><b>Foreign Coaches:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Must hold relevant licensing and insurance requirements for the country of origin.</li> <li><input type="checkbox"/> Must hold an “EU Community License” where applicable</li> <li><input type="checkbox"/> Will conform to EU drivers’ hours laws and regulations, to monitor and keep tachograph records.</li> <li><input type="checkbox"/> Must comply with local regulations regarding seat belts.</li> </ul>	
<p><b>3. Service Stations and other public areas</b> Control of children en masse at service stations, changeover points and on arrival at destination.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> ‘Stranger danger’ when in close proximity to general public.</li> <li><input type="checkbox"/> Becoming lost or separated from group</li> <li><input type="checkbox"/> New situations (traffic on right) and disembarkation on to busy road side, could lead to being hit by other vehicle.</li> </ul>	<p>Good practice guidance given by PGL in this Code of Practice.</p> <p>Coaches are asked by PGL to park so that exit is non-road side or uses only mid-door as an exit, wherever possible.</p>	<p>Party Leader / Teachers to familiarise themselves with PGL emergency procedures and their school / LEA requirements.</p> <p>Agree a safe meeting point Children are made aware of dangers and supervised throughout by Party Leader / Teachers.</p>
<p><b>4. Control of children on board ferry / Eurotunnel:</b> Contact with general public.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> ‘Stranger danger’ when in close proximity to general public.</li> <li><input type="checkbox"/> Becoming lost or separated from group</li> <li><input type="checkbox"/> Lost overboard</li> <li><input type="checkbox"/> Rough weather can result in falling or being hit by</li> </ul>	<p>Guidance from ferry operator given by PGL in this Code of Practice.</p> <p>Recommendation if travelling on Eurotunnel is to remain on board the coach for the short duration of the trip.</p>	<p>Party Leader / Teachers to carry appropriate first aid kit.</p> <p>Party Leader / Teachers and Pupils to pay attention to all on-board safety announcements and to follow instructions of crew.</p>

Identified Hazard	Control Measures	Action needed by Party Leader and Teachers to control on-going risk
<p>moving objects.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Unruly behaviour by members of group.</li> <li><input type="checkbox"/> Sea sickness</li> <li><input type="checkbox"/> Disembarkation onto and crossing of car deck</li> </ul>		<p>Party Leader / Teachers to supervise students on the car deck.</p>
<p><b>5. H &amp; S standards at hotels and hostels:</b></p> <p><b>Fire:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Unfamiliar with fire evacuation</li>   <li><input type="checkbox"/> Failure to find escape route</li>     <li><input type="checkbox"/> Overcome by smoke</li> <li><input type="checkbox"/> Unaware of fire</li>         <li><input type="checkbox"/> Trapped in accommodation</li> </ul>	<p>The hotel will provide a fire safety induction at the request of the Party Leader.</p> <p>PGL Ski Rep to carry out fire drill as part of first evening welcome talk.</p> <p>The hotel will have evacuation instructions clearly available in each room.</p> <p>The hotel will, as a minimum, meet local fire regulations and have certification or a signed declaration to this effect.</p> <p>The hotel will have suitable fire detection and alarm systems</p> <p>There shall be an effective means to safely escape the fire and smoke to a place of safety away from the building</p>	<p>Party Leader / Teachers to contact PGL Rep / HQ if they have any H&amp;S concerns.</p> <p>Party Leader to request fire drill and safety information from hotelier and pass on to group (School Tours).</p> <p>In absence of Rep, Party Leader to request fire drill if required (Ski)</p> <p>Party Leader / Teachers to implement school / LEA smoking policy and hotel rules (see Code of Conduct).</p> <p>Party leader to familiarise themselves with all fire exits and safety information</p>

Identified Hazard	Control Measures	Action needed by Party Leader and Teachers to control on-going risk
<p><b>General Safety</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Intruders entering sleeping accommodation</li>   <li><input type="checkbox"/> Injury or fire hazard from entering kitchen, boiler room or other non-public accommodation areas</li>   <li><input type="checkbox"/> Trips, Slips &amp; Falls</li> </ul> <p><b>Electricity Shock</b></p> <p>Burns from electric hob (apartments)</p> <p><b>Gas poisoning</b></p>  <p><b>Kitchens</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Food poisoning</li> </ul>	<p>There will be an effective means to protect guests from intruders which will not compromise other safety considerations</p> <p>PGL Booking conditions require Party Leaders to maintain the discipline and supervision of their party, including advising children of designated private areas.</p> <p>The premises will be maintained with particular attention being paid to common accident causes e.g. stairways, banisters, large clear glazing panels and balconies</p> <p>PGL Staff to file report on accommodation to HQ.</p> <p>Where there are electric hobs (in apartment style accommodation), these will be disconnected in children's rooms.</p> <p>There will be no functioning gas appliances in any accommodation units.</p> <p>Local certification of kitchen hygiene where certification exists (either people or premises).</p> <p>PGL will ask the hotelier / agent to remove all knives and</p>	<p>Party Leader / Teachers are to be responsible for managing security in accommodation and resort.</p> <p>Party Leader / Teachers to carry appropriate first aid kit and enforce PGL Code of Conduct.</p> <p>Party leader to advise hotel of any evident hazards</p> <p>Party Leader to file report on accommodation to HQ.</p>  <p>Party Leader / Teachers to check these have been disconnected in children's rooms.</p>

Identified Hazard	Control Measures	Action needed by Party Leader and Teachers to control on-going risk
<p><input type="checkbox"/> Injury from sharp kitchen objects such as knives.</p> <p><b>Swimming Pools</b></p> <p><input type="checkbox"/> Drowning</p>	<p>sharp kitchen objects from children's rooms.</p> <p>Where a swimming pool is present it will form part of the accommodation audit and all details will be available to the Party Leader whose decision it will be as to whether to use the pool or not and any behavioural rules related to it.</p>	<p>Party Leader / Teachers to check these objects have been removed from children's accommodation, where applicable.</p> <p>Party Leader to advise children in resort of conditions of use and any behavioural rules related to it.</p>
<p><b>6.</b> Ski resort is in a mountain environment in winter conditions with snow and ice underfoot.</p> <p><b>A ) General Safety</b></p> <p><input type="checkbox"/> <b>Extreme Temperatures</b> Can lead to hypothermia, dehydration, sunstroke, sunburn, blistering, sun-blindness.</p> <p><input type="checkbox"/> <b>Trips, Slips &amp; Falls</b> Snow, ice and wet surfaces. Ski boots difficult to walk in. Skis and poles difficult to carry.</p> <p><input type="checkbox"/> <b>Threat to Others</b> From carried skis and poles. From slipping when walking, running and skiing.</p> <p><b>B) On the Slopes</b></p> <p><input type="checkbox"/> Children need to be under reasonable control at all times.</p> <p><input type="checkbox"/> Child may become lost from their party during ski instruction.</p>	<p>Advice to school Party Leader / Teachers for them to pass on to children. Need to dress appropriately on slopes (gloves always on and helmets done up) and in evenings. Protect lips and face from cold, wind and sun.</p> <p>Advice to school Party Leader / Teachers for them to pass on to children</p> <p>Booked into lessons with Ski School. Clear handover arrangements between ski instructors and school staff.</p> <p>Lost on slopes procedure explained by Ski Instructor. Party</p>	<p>Party Leader / Teachers to monitor children's behaviour and take action where necessary.</p> <p>Party Leader / Teachers given advice re supervision whilst on ski slopes.</p> <p>Party Leader / Teachers ensure children know location of meeting point and that they must follow advice of their Ski Instructor when under instruction.</p>



Identified Hazard	Control Measures	Action needed by Party Leader and Teachers to control on-going risk
<p><input type="checkbox"/> Child may be injured and taken to local Doctor's or hospital.</p>	<p>Leader / Teachers and children know what to do.</p> <p>Party Leader / Teachers advised of meeting points for group. PGL advise Party Leader / Teachers to have a member of staff accompany each ski group. Where this is not possible, a designated meeting point should be manned by a member of teaching staff.</p> <p>PGL Ski Rep to ensure that Party Leader is aware of hand-over procedure and the timings and meeting point for ski lessons.</p> <p>PGL Ski Rep to check Party Leader / Teachers and children know emergency procedures.</p> <p><b>Outside instruction times but guests may be on slopes</b></p> <p>Party Leader / Teachers given advice re supervision whilst on ski slopes.</p>	<p>Party Leaders/ Teachers to repeat advice and the need to keep calm.</p> <p>Party Leader / Teachers are in "loco parentis" at all times.</p>
<p><b>7. Parties visiting facilities that are outside the hotel on excursions / evening ents.</b></p> <p><input type="checkbox"/> Suitability of venue or activity for school parties</p>	<p>PGL will aim to complete where practicable either a full or self-audit of visits, attractions and excursions in accordance with STF guidelines. Auditing of venues is managed according to priority scales and is dependent on the category or type of venue.</p> <p>Completed audits are reviewed by our operations team and information on those approved are sent to the Party Leaders generally during the autumn term. PGL will then assist with pre-booking where possible or if not our rep will assist with the booking arrangements in resort.</p> <p>Sometimes it is not possible to complete an audit of a particular attraction, visit or excursion and in these cases we consider previous visits by our ski reps, accident history, degree of risk and local licensing requirements.</p>	<p>Party Leader / Teachers are in "loco parentis" at all times.</p> <p>Party Leader / Teachers define no-go areas for children.</p> <p>Children need to be under reasonable control at all times</p> <p>Party Leader / Teachers to monitor children's behaviour and take action where necessary.</p>

Identified Hazard	Control Measures	Action needed by Party Leader and Teachers to control on-going risk
	<p>PGL will subsequently monitor any reported accidents and client feedback and remove a venue from our approved list if deemed necessary.</p> <p>Party leaders wishing to visit a venue not on our approved list do so at their own discretion and should carry out their own risk assessment.</p>	
<b>8. Infection Control</b>	Party leaders should be familiar with any local or national guidance for the country they are visiting at the time of travel.	Party leader / teachers should ensure children are aware of any local or national guidelines in relation to COVID-19.