



TTSS Ltd's University Businesses
SAFETY MANAGEMENT SYSTEM
CUSTOMER HEALTH and SAFETY
POLICY & PROCEDURES

June 2017

Safety Management System

TTSS Ltd University Businesses operates within a framework of a documented Safety Management System ('SMS').

TTSS Ltd University Businesses SMS has both its structure and content aligned with the requirements of the Travelopia Group and as such, is in keeping with the expectations placed upon TTSS's University Businesses through being part of the world's leading and largest leisure travel company.

TTSS Ltd University Businesses SMS takes the format of a Customer Health & Safety Policy and Procedures manual which sets out how customer health and safety is managed within TTSS Ltd University Businesses and which lays down minimum standards for the safe delivery of TTSS's University Businesses.

The TTSS Ltd University Businesses SMS is founded on well-established and globally recognised and accepted safety management principles and is a 'live' document within Student City Travel.

The TTSS Ltd University Businesses 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 TTSS Ltd University Businesses staff should this be required.

The following pages however, are directly lifted from the full TTSS Ltd University Businesses 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 TTSS's University Businesses with regards to TTSS Ltd University Businesses approach to the management of safety which sets the remainder of the full document in context.

Both the TTSS Ltd University Businesses Health & Safety policy statement's and the Travelopia Group statement are included.

| CONTENTS | PAGE |
|---|-------------|
| Introduction | 4 |
| Philosophy | 5 |
| Policy Statement | 6 |
| Organisation of Client Health and Safety | 7 |
| Organisational Chart | 9 |
| Product and Client Delivery Journey | 10 |
| Staff Training and Communication | 12 |
| Incident Management and Communication Plans | 12 |
| Sources of Information | 13 |
| Customer H&S Standards | 14 |
| Monitoring Performance | 25 |
| Audit and Review | 27 |
| <u>APPENDICES</u> | 28 |

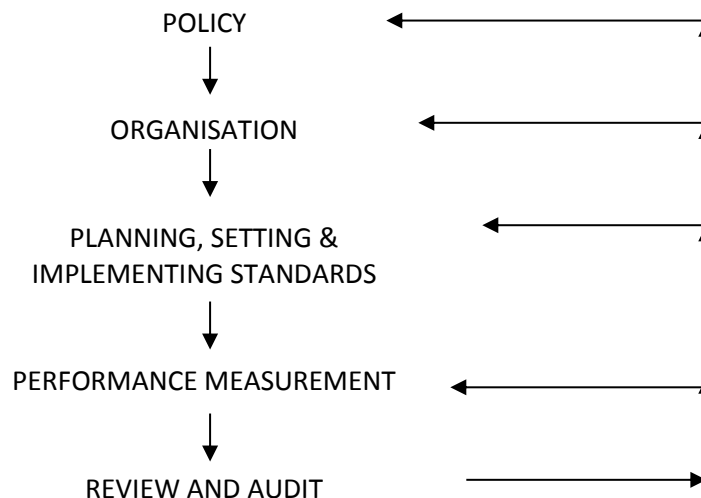
INTRODUCTION

TTSS Ltd University Businesses recognise that policies and procedures aimed at effectively managing customer health and safety is the prevention of accidents and incidents and the protection of clients from injury, harm or ill health.

However, TTSS Ltd University Businesses also recognise that effective management of client health and safety can bring additional benefits through contributing to business performance in a variety of important ways, including (in no particular order);

- 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

TTSS Ltd University Businesses recognise that successful customer health and safety management and achieving the above has several key elements, which are linked with regards to both information flow and control;



This TTSS Ltd University Businesses Customer Health and Safety Procedures document sets out these key elements under the section headings which follow.

Within the context of this document, 'policy' is intended to mean the 'general intentions, approach and objectives' of TTSS Ltd University Businesses and the criteria and principles upon which it bases its actions.

PHILOSOPHY

We aim to provide memorable university travel experiences to all our customers and try to guarantee that those tours are memorable for all the right reasons.

We currently arrange ski holidays, sports tours & group weekends to various different European destinations, not limited to; France, Netherlands, Italy, Germany, Croatia and Spain. For all holiday / tour packages we sell, we shall always endeavour that we comply with all EU transport regulations both in the UK and in Europe

The majority of our clients are both young and sporty and are more inclined to be outgoing, seeking stimulation whilst away and will seek out more adventurous activities for their free time. We therefore recognise that many of these events and the associated tours have an active social element.

Furthermore, our tours by their very nature i.e. winter sports & sports tour carry an inherent element of risk; skiing, snowboarding, hockey, lacrosse, rugby and football all carry a slightly increased risk injury due to their very nature.

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 tours with us are given accurate and up-to-date information of any such risks.

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. As many of our clients are university students we try to work closely with the students union and/or associated student committees.

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 and is signed by each client/party leader.

TTSS Ltd is covered by Travelopia Group's Public Liability insurance.

POLICY STATEMENT

TTSS Ltd University Businesses is part of the Travelopia Group. As such TTSS Ltd University Businesses 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 Travelopia Group and in addition recognise our own particular business circumstances.

The Travelopia Group Health and Safety Policy is attached to this procedures document as below.

The TTSS Ltd University Businesses Policy Statement can be found below.

ANNEX I

TRAVELOPIA HEALTH AND SAFETY POLICY STATEMENT


The management team of Travelopia 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 the Travelopia businesses.

It is the aim of Travelopia to:

- Effectively control risks and prevent harm to people.
- Set a clear direction for the Travelopia businesses founded on this policy, supported by the most senior level within Travelopia.
- 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 Travelopia and its subsidiaries.
- Promote a positive health and safety culture.

In order to achieve the above aims, Travelopia 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.

Signed 
Will Waggott, CEO Travelopia

Date 18/4/17

TTSS Limited's University Businesses HEALTH & SAFETY POLICY STATEMENT

TTSS Ltd - University Businesses aims to have in place clear and effective policies to ensure employees and clients are exposed to minimal risk and assured a high level of safety throughout all tours.

The Management team of TTSS Ltd - University Businesses 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 its trading names.

It is the aim of TTSS Ltd - University Businesses 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 TTSS Ltd - University Businesses Ltd
- Promote a positive health and safety culture

In order to achieve the above aims, TTSS Ltd's University Businesses 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
- 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:



Victoria Cockman

General Manager

TTSS limited Event Businesses

Date:

14/06/2017

Signed:



Sam Seward

Managing Director

TTSS Limited

Date:

14/06/2017

Signed:



Steve Ludnow

Commercial & Operations Director

TTSS limited

Date:

14/06/2017