

London Theatre Academy

Safety Management System 2008

1 Policy Statement

London Theatre Academy is dedicated to the highest levels of safety possible and will adopt all reasonable measures to ensure the safety of clients and staff at every stage of their tour.

To help achieve this we:

- 1.1 will maintain a written Health and Safety policy to the standards required by The School Travel Forum (STF) and in line with the HSE document HSG65
- 1.2 will train our staff and advise our clients and suppliers to maintain a positive safety culture
- 1.3 set and maintain standards which are measurable, achievable and realistic
- 1.4 measure and review our performance internally on a regular basis and via an external auditor annually
- 1.5 ensure that our Safety Management System (SMS) meets or exceeds the minimum standards set by the STF

Signed:

Paul Jellis
Managing Director, London Theatre Academy Limited

2 Responsibilities

- 2.1 **Policy Making** is the responsibility of the Directors of London Theatre Academy Limited who shall ensure:
 - 2.1.1 the development and implementation of a safety management policy
 - 2.1.2 the implementation of individual policies is carried out by competent persons
 - 2.1.3 that there are enough resources available to implement the policies

- 2.2 **Planning** is the responsibility of the Managing Director who shall ensure that:
 - 2.2.1 competent and trained persons are consulted in the development and implementation of the SMS
 - 2.2.2 monitoring and feedback systems are in place
 - 2.2.3 trends identified by monitoring are examined
 - 2.2.4 the company is up to date with current best practices

- 2.3 **Implementation** of the systems is the responsibility of the Managing Director who shall ensure that:
 - 2.3.1 all staff are sufficiently trained and that they are aware as to their role and responsibilities within the SMS
 - 2.3.2 staff are aware of the need to report any weaknesses in or failures of the system and that they are reported to their manager

- 2.4 **Review** of the SMS is the responsibility of the Managing Director and the Head of Safety and Compliance who shall ensure that:
 - 2.4.1 all incidents, accidents and near-misses are reported, logged and reviewed at least annually
 - 2.4.2 an external auditor is appointed to review annually to the SMS
 - 2.4.3 the SMS is reviewed by the Managing Director on an annual basis

3 Hotels and accommodation

- 3.1 All hotels used by the company will provide, as a minimum:
 - 3.1.1 A current fire certificate
 - 3.1.2 A hygiene certificate (where issued and where appropriate)
 - 3.1.3 Proof of public liability insurance
 - 3.1.4 A signed copy of the STF standard audit unless a supplementary audit (inspection visit) has been carried out within three years
 - 3.1.5 A signed copy of our 'minimum standards agreement' (appendix 1)
- 3.2 No accommodation shall be used if they cannot provide these. The replies to standard audits will be assessed by the Managing Director according to the standard scoring matrix and any section scoring over 6 will be investigated by London Theatre Academy or a suitably trained auditor before the accommodation is used
- 3.3 In addition, London Theatre Academy shall inspect and audit:
 - 3.3.1 All accommodation used or expected to be used for more than five groups per year, at least once every three years
 - 3.3.2 A random selection of accommodation who returned standard audits. Where serious discrepancies are noted, London Theatre Academy will undertake remedial action before standard audits are accepted from the accommodation again
- 3.4 All inspections will be completed by staff who have been trained according to STF guidelines
- 3.5 London Theatre Academy shall maintain a record of all audits and ensure that all accommodation is inspected as per paragraph 3 above. All paper records of audits, follow-up notices etc, will be kept in the property's safety file
- 3.6 London Theatre Academy shall ensure that all audits which show where an accommodation does not conform to the standards ('non-conforms') are followed up and resolved to the company's satisfaction
- 3.7 All safety issues reported by Group Leaders shall be investigated by London Theatre Academy. Where deemed necessary, the property concerned shall not be used until it has been audited and any concerns raised are rectified. Otherwise, a warning shall be added to that property's information sheet (which is sent to clients).
- 3.8 Minor Non-Conform
 - Where an audit reveals areas of minor non-conformity, the auditor shall:
 - 3.8.1 write to the accommodation within 14 days explaining what areas we'd like to see changed
 - 3.8.2 note the non-compliance on the 'accommodation audit record'
 - 3.8.3 follow up by writing again to the hotel and getting written confirmation that the changes have been made or amend the information sent to clients to highlight any risks that the accommodation has not changed
- 3.9 Unsafe
 - If the 'non-conform' is of a serious nature, the auditor shall:
 - 3.9.1 advise the relevant Product Manager(s) that an accommodation should no longer be used until such time as 'conform' or 'minor non-conform' status is achieved and the accommodation has been audited again
 - 3.9.2 Remove the hotel from all programmes with immediate effect
 - 3.9.3 Record the hotel as UNSAFE on the accommodation audit record

4 UK Coaches

The Managing Director shall ensure that:

- 4.1 a copy of the operator's licence, motor vehicle insurance and public liability insurance is obtained prior to using any UK operator
- 4.2 we endeavour to use coach operators who are CPT, Coach Marque or similarly accredited
- 4.3 we ensure that all coach companies sign our 'minimum standards agreement' (appendix 2) prior to being used. This stipulates that the coach operator will comply with all applicable laws and codes of practice. It also stipulates a set of minimum safety standards regarding drivers hours, driver vetting (including CRB or SCRO), insurance and vehicle age
- 4.4 a list of 'regular-use' operators is maintained for any operator used or that we intend to use more than five times in any one year
- 4.5 obtain each year a copy of the operator licence, public liability insurance and motor vehicle insurance for 'regular-use' operators
- 4.6 all 'regular-use' operators are inspected prior to use and thereafter at least once every three years
- 4.7 a list of the audit status of regular use operators is maintained and reviewed annually
- 4.8 only companies from the regular list shall be used except where:
 - 4.8.1 availability is strictly limited (such as in peak periods)
 - 4.8.2 none of our regular-use operators are within a reasonable distance of the pick-up point (i.e. drivers hours regulations might be compromised)
 - 4.8.3 an unforeseeable event occurs (such as a breakdown)
 - 4.8.4 a client specifically requests a company not on our regular-use list

5 Airlines/Ferries/Eurotunnel/Rail/Public Transport

All of these are nationally regulated and it is not felt that London Theatre Academy Limited can take any additional measures

6 Visits and Excursions

All visits contained in London Theatre Academy Limited's website and brochure shall be invited via a written questionnaire (appendix 4) to confirm that they:

- 6.1 have a safety policy (and a copy obtained)
- 6.2 have risk assessed their site (and a copy obtained)
- 6.3 comply with all relevant local/national regulations
- 6.4 will notify us of any risks which they feel should be brought to the attention of our clients

7 Safety Information Prior to Travel

London Theatre Academy Limited shall, on request, endeavour to provide whatever safety information may be required by clients

8 Emergency Procedures and Duty Officer

- 8.1 London Theatre Academy Limited shall maintain a Duty Officer rota which ensures that we can be contacted 24 hours a day, 7 days a week, during an active tour.
- 8.2 London Theatre Academy has and maintains an Emergency Procedure document which defines how an emergency will be managed. A copy of this document shall be made available to clients on request
- 8.3 All clients and suppliers are made aware of London Theatre Academy Limited's emergency contact numbers prior to the commencement of a tour
- 8.4 The Duty Officer pack shall at all times contain details of all clients travelling and contact details for all suppliers

9 Training

It is the responsibility of the Managing Director to ensure that all staff who may be asked to contribute in any way to the SMS policy are properly trained. In addition, the Managing Director shall ensure that all staff are familiar with an outline of the SMS policy

13 Reporting

- 13.1 Groups are given two opportunities to report accidents/incidents/near misses. These are:
 - 13.1.1 Group Leader report form. This can be used to highlight any minor problems. They are kept with the Product Manager and are read by every member of the team involved
 - 13.1.2 By telephone via the Duty Officer system (see section 8)
- 13.2 Should an incident occur, it is the Duty Officer's responsibility to log all actions during the incident. This report is then reviewed following the completion of each tour and then kept for future reference

Appendix 1

Minimum Standards Agreement - Accommodation

As part of our ongoing commitment to the safety and welfare of our clients, we'd be grateful if you would complete and sign this document and provide the additional documents requested

1. Please send a copy of your fire certificate
2. Please send a copy of your public liability insurance
3. Please send a copy of your hygiene certificate

By signing this document you agree to:

1. Provide twin/single rooms for staff
2. Maintain all rooms and furniture in a fit state for use by children
3. Maintain all fire and safety installations in a fit state
4. Ensure that a member of your staff can be contacted 24 hours a day when our groups are in residence
5. Ensure that no member of your staff enters a room occupied by children unless accompanied by a member of staff from that group
6. Inform us immediately should any substantial changes be made to your property

Thank you, we look forward to working with you

Paul Jellis
Managing Director, London Theatre Academy

Appendix 2

Minimum Standards Agreement – Coaches

As part of our ongoing commitment to the safety and welfare of our clients, we'd be grateful if you would complete and sign this document and provide the additional documents requested

1. Please send a copy of your Operators Licence
2. Please send a copy of your motor vehicle insurance(s)
3. Please send a copy of your public liability insurance
4. Please send copies of any trade affiliations (Coach Marque, CPT etc)

By signing this document you agree that:

1. Your company, staff and vehicles all conform to national, local, trade and other laws, regulations, rules and codes of practice
2. All tours and transfers will be carried out in accordance with EU and UK regulations governing driver hours/tachographs
3. All drivers used for our tours and transfers will be CRB checked and be suitable to work with young people
4. Appropriate insurance cover for the vehicle will be in effect for the duration of any tour or transfer
5. No vehicle used will be over 10 years old, unless we agree prior to the tour or transfer that an older vehicle may be used
6. All vehicles used will be fitted with working seatbelts

Thank you, we look forward to working with you

Paul Jellis
Managing Director, London Theatre Academy

Appendix 3

Excursion Safety Information

As part of our ongoing commitment to the safety and welfare of our clients, we'd be grateful if you would complete and sign this document and provide the additional documents requested

1. Do you have a health and safety policy of any kind? (please send a copy if yes)
YES/NO
2. Have you carried out a risk assessment of your property? (please send a copy if yes)
YES/NO
3. Are there any risks which you feel we should bring to the attention of visiting groups? If so, please state them below:

4. Does your property comply with any local/national standards which may apply?
YES/NO Please provide details:

5. Do you need to have an operator's licence? (please send a copy if yes)
YES/NO
6. Do you have public liability insurance? (please send a copy if yes)
YES/NO
7. Do you have a fire certificate (please send a copy if yes)
YES/NO
8. Is there any other information you feel would be useful to our groups?

Thank you, we look forward to working with you

Paul Jellis
Managing Director, London Theatre Academy