

STF Safety Management Standards

3 Safety Management Standards

The Standards in this section identify the minimum health and safety provision that STF members shall implement.

It is recommended that appropriate legal and professional advice is taken by each member individually to ensure they can demonstrate compliance with the standards.

3.1 Health and Safety Statement

3.1.1 Members of the STF are committed to ensuring that all reasonable measures are taken including meeting the requirements of the Learning Outside the Classroom Quality Badge so that our clients are assured of a high level of safety throughout their tour. They shall achieve this by:-

3.1.1.1 Establishing and maintaining a written health and safety policy document.

3.1.1.2 Facilitating and promoting a positive health and safety culture throughout their own, their clients' and their suppliers' organisations worldwide.

3.1.1.3 Planning and setting standards which meet the needs of their clients and are measurable, achievable and realistic.

3.1.1.4 Measuring and reviewing performance of their compliance with the terms of this standard and their own system including a formal annual verification by a suitably qualified external expert.

3.1.1.5 Ensuring that the following minimum standards are met by their individual safety management system.

3.2 Direction, Management, Implementation and Review

Members shall clearly identify in their health and safety policy who is responsible for and what the processes are for:

3.2.1 Policy making:

3.2.1.1 The development and implementation of a safety management policy.

3.2.1.2 The appointment of competent persons to implement the policies.

3.2.1.3 The provision of adequate resources to ensure policies are carried out.

3.2.2 Planning

3.2.2.1 Ensuring the participation of appropriate trained and competent personnel.

3.2.2.2 Establishing suitable and sufficient monitoring and feedback systems.

3.2.2.3 Ensuring examination of trends.

3.2.2.4 Ensuring the member is up to date with current best practices.

3.2.3 Implementation:

3.2.3.1 Ensuring staff are aware of their personal responsibilities and have sufficient training.

3.2.4 Review:

3.2.4.1 Investigation and annual review of incidents, accidents and 'near misses'.

3.2.4.2 Identification and appointment of an STF approved independent auditor and definition of their role. As a minimum this must include annual external verification of the content and implementation of the member's Safety Management System to Health and Safety Guidance 65 standards, through sampling of the member's paperwork and processes and spot checks of constituent elements in operation in the field.

3.2.4.3 A formal internal review at the highest level each year.

3.3 Services Contracted by Members

3.3.1 Accommodation

3.3.1.1 For all accommodation, used or featured, members will ensure that:

a) 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.

b) Confirmation that the contract conditions are still being met will be obtained every three years.

3.3.1.2 Standard Audit

a) All accommodation (used or featured) will be subject to a standard audit (see appendices) prior to first use and thereafter at a maximum of three year intervals. A standard audit will not be required if a supplementary audit has been carried out in the past three years.

b) The standard audit may be completed by an STF member, hotelier or agent.

c) The standard audit results will be assessed by an auditor trained in accordance with 3.9, assisted by a common scoring scheme. Where the standard audit results indicate areas for concern the auditor should instigate appropriate additional action, which may include the use of a supplementary audit, before use.

d) Based on the results of the audit analysis and any subsequent investigation, the result will be recorded as one of the categories defined in 3.3.1.4.

e) Members shall complete random sample spot checks of standard audits annually. The results will be analysed by a trained auditor and where significant discrepancies are identified suitable corrective action will be undertaken before accepting any further standard audits from that source. Records of these checks will be maintained.

3.3.1.3 Supplementary Audit

a) Frequent Use: In addition to the above standard audit, if it is clear that the accommodation will be used for five or more groups in any one year it will be listed as 'frequent use' and, within a maximum of twelve months of the frequent use criteria being established, will receive a supplementary audit. (See appendices for core values and On Site Supplementary Accommodation Audit).

b) A supplementary audit can only be carried out in situ by an auditor trained in accordance with 3.9.

c) The accommodation will be re-audited to supplementary audit standard at least every three years or as long as it remains 'frequent use'.

d) Based on the results of an audit analysis, the result will be recorded as one of the categories defined in 3.3.1.4.

3.3.1.4 Monitoring of Accommodation Audits

Members will record audits in the following categories:

a) High Conformity

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

b) Acceptable Conformity

Room for improvement has been identified, but the defects do not render the building unsafe. The defects will be brought to the immediate attention of the management at the time of auditing and followed up in writing within 14 days. The deficiencies will be evaluated and a schedule of remedial action will be agreed and monitored.

c) Unacceptable

Member will remove the accommodation from its programme and will not consider its reinstatement until the defects have been rectified and the establishment has been re-audited to a standard that is either high or acceptable conformity.

3.3.1.5 A schedule of all accommodation indicating the current audit status will be maintained by members

3.3.2 Coaches – Booked Direct

3.3.2.1 For all coach operators used and booked direct members will ensure that:

a) A coach contract is signed, or where use of the supplier is less than 5 times per calendar year a purchase order issued, in which it stipulates that they comply with all national, local, trade and other laws, regulations, rules and codes of practice. This contract should also stipulate a set of safety standards regarding drivers' hours, driver vetting, insurance cover, subcontracting and vehicle age.

b) Confirmation that contract conditions are still being met will be obtained every three years.

3.3.2.2 Standard Coach Audit:

a) All coach suppliers will be subject to a Standard Coach Audit (see appendices) prior to first use and thereafter at a maximum of three year intervals. A Standard Audit will not be required if a Coach Supplementary Audit has been carried out in the past three years.

b) The audit may be completed by an STF member, supplier or agent.

c) The Standard Coach Audit will be assessed against the STF's Coach Core Values (section 5.3) by an auditor trained in accordance with 3.9.2.

3.3.2.3 Supplementary Coach Audit

a) In addition to the above requirements, if it is clear that the supplier will be used for more than 5 times in any one year (regular use) then they will be subject to a Coach Supplementary Audit within twelve months. And thereafter at a maximum of three year intervals as long as use remains regular.

b) The audit may only be completed by an auditor trained in accordance to 3.9.2.

c) The Standard Coach Audit will be assessed against the STF's Coach Core Values (section 5.3) by an auditor trained in accordance with 3.9.2.

3.3.3 Coaches - Agent Supplied

3.3.3.1 For all agents supplying coach services members will ensure that:

a) A contract is signed in which it stipulates that they comply with all national, local, trade and other laws, regulations, rules and codes of practice. This contract should also stipulate a set of safety standards regarding drivers' hours, driver vetting, insurance cover, subcontracting and vehicle age.

b) Confirmation that contract conditions are still being met will be obtained every three years.

3.3.3.2 Standard Coach Audit:

- a) All coach suppliers used by the agent will be subject to a Standard Coach Audit (see appendices) prior to first use and thereafter at a maximum of three year intervals.
- b) The audit may be completed by an STF member, supplier or agent.
- c) The Standard Coach Audit will be assessed against the STF's Coach Core Values (section 5.3) by an auditor trained in accordance with 3.9.2.

3.3.4 Airlines

Flights from Britain are regulated by the Department of Transport and the Civil Aviation Authority. Flights originating in other jurisdictions are governed by the laws and regulations of the country in question. It is not felt that members can take any further measures.

3.3.5 Rail Transportation

All rail transport is regulated nationally. It is not felt that members can take any further measures.

3.3.6 Ferry and Eurotunnel

All ferries (and Eurotunnel) are regulated nationally. For major British ferry companies used, members shall check on an annual basis that levels of on board safety are being maintained and a record of such discussions will be kept.

3.3.7 Public Transport

All public transport is regulated nationally. It is not felt that members can take any further measures.

3.4 Services Secured By Agents and Ground Handlers

Where Agents or Ground Handlers provide services that would be the subject of a safety review if booked direct by members e.g. visits and excursions, they shall sign a contract agreeing to use the same standards as outlined in the appropriate paragraphs of this document.

3.5 Visits and Excursions

Members will take reasonable steps to ensure that, where visits and excursions are included in the final itinerary, risks have been evaluated and monitored. Sufficient information should be provided to group leaders so that they are able to make informed decisions for their own group.

3.6 Inspection Visits

Each Company shall provide a means for clients to inspect a destination in advance of travelling with their group. Terms and conditions for such visits will be at the discretion of each Company. Members shall provide evidence that such a facility is in place.

3.7 Safety Information Before Travel

Each member shall provide written practical safety information to their clients prior to their tour.

3.8 Duty Officer and Emergency Procedures

3.8.1 Members will operate a duty officer system so that they can be contacted at all times when groups are travelling.

3.8.2 Members will produce and maintain a fully documented emergency procedure that is available to all their clients and that is operational at all times.

3.8.3 All group leaders on tour, drivers of British coaches and agents will be provided with details of how to contact the Duty Officer.

3.9 Training

3.9.1 Policy

3.9.1.1 Members policies shall detail the training provided:

- a) to enable staff to be equipped to carry out the tasks assigned to them in their policy.
- b) to familiarise all staff with an outline of their safety policy.

3.9.2 In House Auditors

3.9.2.1 Scope of work

3.9.2.1.1 To analyse and undertake audits for

- a) Accommodation
- b) Coach

3.9.2.1.2 To analyse the results of a Standard Audit, identify and action suitable additional investigation if required and provide an informed opinion on the suitability for use by the member company.

3.9.2.1.3 To visit suppliers to satisfactorily complete a Supplementary Audit, make recommendations regarding improvements to the safety management of the supply where necessary and provide an informed opinion on the suitability for use by the member company.

3.9.2.1.4 To discuss and explain the reason and purpose of the audit and any additional recommendations with the supplier.

3.9.2.2 Qualification to audit

3.9.2.2.1 All in house auditors shall comply with the STF audit training requirements as shown in 3.9.2.3 prior to completing any audits.

3.9.2.3 Auditor Training

3.9.2.3.1 In house auditors shall complete an initial training course, which is supplied, or approved by the STF or the STF's relevant consultants. This course will be designed to enable the auditor to understand the reasoning behind the audit requirements and to be able to fully complete the audit process and forms.

3.9.2.3.2 In addition, the initial training course shall involve a competency assessment which shall include undertaking an accompanied Supplementary Audit with an in house auditor with a minimum of two year's experience or an auditor from the relevant STF consultants. By the end of this process, the auditor shall be able to demonstrate competence in the completion and outcomes of audits.

3.9.2.3.3 All in house auditors shall complete refresher training at least every two years, which is undertaken or approved by the STF or relevant STF consultants.

3.9.2.4 Exclusions

3.9.2.4.1 In house auditors who fail to demonstrate competence during the initial training course shall not be authorised to analyse Standard Audits or complete Supplementary Audits.

3.9.2.4.2 In house auditors who fail to complete the refresher training shall be required to retake and pass the initial competency assessment again, before continuing auditor duties.

3.9.2.4.3 Where the STF or its consultants have reason to question the competence of an in house auditor following on-site audits, the in house auditor may be requested to undergo additional refresher training and may be excluded from completing further audits until such time as this is completed satisfactorily.

3.9.2.5 Exceptions

3.9.2.5.1 Coaching: Holders of the CPC (Certificate of Professional Competence) in International Passenger Transport Level 3 for Transport Managers are exempt from the above requirements.

3.9.2.6 Records

3.9.2.6.1 The member shall maintain a list of suitably qualified in house auditors.

3.9.2.6.2 Records of the training undertaken shall be maintained for a minimum period of 5 years.

* The standards are available in Adobe Acrobat PDF format, so you will need the Adobe Reader to view them on your computer. If you don't have a copy you can download one for free from the Adobe website.