

# Safety Management System

## The Dragon Trip

### Safety Management System

Keeping our customers safe is the number one priority for The Dragon Trip Pte. Ltd. This document outlines the systems in place to ensure that all elements of our tours, such as accommodation, on-site facilities, transport and excursions are safe, and all risks are minimized to an acceptable level. It also explains how these standards will be monitored and deficiencies managed.

### **Safety Management System Statement**

The Dragon Trip Pte. Ltd.'s 'Safety Management System' (SMS) ensures that all reasonable measures are taken to assure our clients of a high level of safety and professionalism throughout a tour. The Dragon Trip Pte. Ltd. is committed to providing a safe and secure environment for our clients and staff alike. We shall achieve this by:

- Maintaining a written Health and Safety Policy.
- Maintaining and promoting a positive health and safety culture amongst staff, clients and suppliers alike.
- Ensuring our products and services comply where applicable with the current local, national and/or international standards.
- Planning and setting standards that meet the needs and expectations of our clients which are both measurable and realistic.
- Reviewing our performance internally on a regular basis.
- Ensuring that our management team and members of staff receive suitable and regular internal and external training to improve their knowledge, competence and professionalism.
- The monitoring and review of our systems are ongoing with a formal review taken on an annual basis.
- The development of Emergency Procedures Guidelines and ensuring that staffed are trained and supported to deliver these.
- Enabling our team to be contacted, at any point, on the trip

Ramsay Kerr

The Dragon Trip

Pte.Ltd. October 2014

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### **Implementation of the Safety Management System**

This SMS has been developed by The Dragon Trip Pte. Ltd. The directors will ensure managers have the knowledge and competence to implement the policy and that training is provided where appropriate.

The directors will ensure that all members of staff are made aware of the basic requirements of the SMS.

The directors will monitor the SMS and examine areas where improvements to the system and activities can be made.

All members of staff are made aware of the need to report any weakness or failures in the SMS to their manager.

All staff are made aware of their responsibilities to the SMS and given adequate training and support to undertake these successfully.

Managers are required to report on a regular basis to the directors regarding the implementation of the SMS including both success and weakness requiring attention and review.

### **Review of the SMS**

Any accidents, incidents or near misses brought to our attention will be recorded and reviewed (see section on Accidents, Incidents and Near Misses).

A formal review of the SMS is held by the directors on an annual basis.

### **Accommodation**

The Dragon Trip Pte. Ltd. will ensure that an accommodation contract is signed when an accommodation is contracted directly, confirming that the accommodation conforms to local and national fire, safety and hygiene standards.

The Dragon Trip Pte. Ltd. will request and endeavour to obtain a copy of the current fire certificate or equivalent local documentation.

The Dragon Trip Pte. Ltd. will request and endeavour to obtain a copy of the current hygiene

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certificate or equivalent local documentation.

The Dragon Trip Pte. Ltd will conduct an audit of every hostel on the trip.

### Transport

#### Ferries

The operators comply with independently set safety standards and no additional practical measures can be undertaken by The Dragon Trip Pte. Ltd. in this respect.

#### Public Transportation

Public transport will only be used for longer Dragon Trip excursions open to the public, and not for schools bookings.

All public transportation is regulated nationally and by the appropriate authorities.

#### Railways

All rail transport is regulated nationally.

No additional practical measures can be undertaken by The Dragon Trip Pte. Ltd. in this respect.

#### Private buses

The Dragon Trip Pte. Ltd. will endeavour to hire buses and coaches from local drivers and ensure that they are fully licensed, insured and checked annually. All drivers will comply with all applicable national, local, trade and other laws, regulations, rules and codes of practice. This

The Dragon Trip Pte. Ltd. endeavors to obtain and keep on record prior to first use and thereafter on an annual basis, copies of motor insurance, liability insurance and the operator's license.

For coach operators that The Dragon Trip Pte. Ltd. treat as or anticipate being 'frequent use' (used for more than 5 coaches in a calendar year) a physical audit will also take place once every 3 years. The inspection undertaken by a The Dragon Trip Pte. Ltd. manager will be in accordance with The Dragon Trip Pte. Ltd.'s coach audit form and a copy maintained on file.

All of The Dragon Trip Pte. Ltd.'s itineraries are compiled taking into account the current UK and EU legislation governing drivers' hours.

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Should a breakdown occur whilst on tour it will be the Adventure Leader's responsibility to ensure our clients are not endangered in any way and that the itinerary disruption is kept to a minimum.

While The Dragon Trip Pte. Ltd. try to use coaches from our 'frequent use' list, this is not always possible due to any of the following, but not limited to; very busy periods, where the location or availability would be best suited by another company, the re-scheduling of bookings, mechanical failure, breakdown, driver illness, customer request or in the case of any other unforeseen circumstances where The Dragon Trip Pte. Ltd. reserves the right to make another booking.

### **Accommodation**

Accommodation providers will be asked to complete an Agent Contract confirming that the accommodations which they provide have a current fire certificate or the local equivalent, the appropriate insurance cover and have attempted to get a hygiene certificate or the local equivalent.

We will endeavor to undertake a more in-depth 'audit inspection', which is carried out on location by an auditor qualified in this capacity or by an experienced The Dragon Trip Pte. Ltd. manager, for any accommodation to be used at one of our own featured locations on a regular basis (in 2 or more consecutive years) or for tours (when used more than 5 times in a calendar year) and thereafter every 3 years, as if this were contracted directly and records maintained accordingly.

### **Other services**

Where Agents or Ground Handlers provide other services that would be the subject of a safety review if booked directly, The Dragon Trip Pte. Ltd. shall sign a contract agreeing to use the same standards as had these been sourced directly by us.

### **Emergency Procedures.**

The Dragon Trip Pte. Ltd. will maintain and update the 'Emergency Procedure Guidelines', which clearly define the role that all staff may need to carry out in the event of a serious incident involving The Dragon Trip Pte. Ltd's clients on tour.

The Dragon Trip Pte. Ltd. reps are on location 24 hours a day and emergency numbers are supplied to all Reps, Group Leaders and clients for the duration of The Dragon Trip.

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One The Dragon Trip Pte. Ltd.'s management team at Head Office in Shanghai shall be appointed as Duty Officer on a roster basis to ensure that a senior member of staff is contactable in an emergency 24 hours a day

All Group Leaders, coach companies and agents will be advised how to contact the Duty Officer should the need arise during any of The Dragon Trip Pte. Ltd.'s tours.

The Duty Officer will be supplied with details of all groups on tour at that time as well as have access to emergency contact numbers for insurance and suppliers.

The Adventure Leaders are instructed and trained as to do what steps to take in an emergency.

### **Incident Reporting and Near Misses**

The Dragon Trip Pte. Ltd. will encourage clients to report any safety related issues immediately. This will enable The Dragon Trip Pte. Ltd. to review their concerns and to ensure that any necessary action is taken straight away

The Dragon Trip Pte. Ltd. will keep a record of all incidents of which it becomes aware or which are brought to its attention. All reports will be reviewed and an investigation will be undertaken if appropriate, in conjunction with The Dragon Trip Pte. Ltd.'s Management Team, at the end of every The Dragon Trip Pte. Ltd. excursion.

An annual review of all accidents and incidents considered as serious will additionally be undertaken by the The Dragon Trip Pte. Ltd.'s directors.

### **Excursions & Visits**

The Dragon Trip Pte. Ltd. will endeavour to ensure that all visits and excursions that are featured in our promotional material whether sold by us or not are considered safe for group activity, subject to our clients conducting themselves in a responsible manner with every due care and attention at all times and adhere to local rules, regulations and safety guidelines.

Wherever possible, The Dragon Trip Pte. Ltd. will ensure that the providers have evaluated health and safety to a satisfactory degree.

We will endeavour to advise group leaders of any potential additional risks which the provider wishes to bring to the attention of groups, before making the excursion or visit.

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### **Social venues**

The Dragon Trip Pte. Ltd. will require a 'standard venue audit' to be completed on a self-declaration basis by the managers of all the bars and nightclubs we feature.

We will endeavour to undertake a more in-depth 'venue audit inspection', which is carried out on location by an experienced The Dragon Trip Pte. Ltd. manager, for any bar or nightclub venue that is to be recommended at any of our featured destinations on a regular basis (in 2 or more consecutive years) when this is practicable to do.

### **General Staff Training**

The Dragon Trip Pte. Ltd. will ensure that The Dragon Trip Pte. Ltd.'s staff members receive initial and ongoing training in all areas for which they are responsible. This ranges from detailed product knowledge through to assessment of all components of a tour such as accommodation and transportation.

Members of staff are encouraged to participate in additional training provided by independent suppliers which are offered by The Dragon Trip Pte. Ltd. when appropriate.

Members of staff are also trained in those areas of the Safety Management System for which they may be required to exercise responsibility. All employees are made aware of the principal commitments and responsibilities of the Safety Management System.

Only senior members of the management team are selected as Duty Officers and will receive appropriate training before carrying out this role in order to fulfill the responsibility

Adventure Leaders are trained in basic first aid and in the safety expectations of The Dragon Trip and our suppliers.

### **Emergency Procedure Training**

All members of staff employed by The Dragon Trip Pte. Ltd. on full permanent contracts receive training in the Company's emergency procedures.

The Dragon Trip Pte. Ltd.'s participants must adhere to the 'Guidelines for Participants' code of conduct and are subject to local laws and regulations, which are not determined by The Dragon

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Trip Pte. Ltd. in any way.

### **Accidents, Injuries & paramedics**

The Dragon Trip managers are contactable 24 hours a day in case of emergency and reps, support team and group leaders are provided with these numbers.

### **Local Paramedics and first aiders**

These paramedics, first aiders and ambulance crew, when used, are supplied by a local Medical agency based on the requirements discussed and their recommendations.

### **Travel Insurance**

It is a requirement of The Dragon Trip Pte. Ltd. that all party members of every group travel with adequate travel insurance cover.

The Dragon Trip Pte. Ltd. can purchase insurance from AIG China on behalf of any group members or staff who do not have adequate travel insurance for the duration of their trip.

It is the party leader's responsibility to check the travel insurance cover meets with the requirements of the group and to advise us without delay of any material matters that may affect the cover, such as pre-existing medical conditions.

### **Tour Operator's Combined Liability**

The Dragon Trip Pte. Ltd. has Tour Operator's Combined Liability Insurance which provides cover of up to £2,000,000.

A copy of the cover certificate can be found in the appendix to this document.

### **'Before You Go Safety Guide' and Inspection Visits**

The Dragon Trip Pte. Ltd. issues all tour parties with a 'Guidelines for Adventure Leaders' document prior to travel which incorporates a copy of our 'Before You Go Safety Guide.' This provides essential information specific to the The Dragon Trip Pte. Ltd.'s trips and staying safe on tour. It also draws attention to key safety information including the promotion of safety

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awareness. The goal is for the tour to operate as safely and smoothly as possible.

The Dragon Trip Pte. Ltd. encourages Group Leader Inspection visits. Details are available on request.

Inspection visits are designed to increase group leader awareness of The Dragon Trip Pte. Ltd.'s tour in advance of a tour and to enable risk assessments of accommodation, excursion and visits to be undertaken when practicable.