

KiwiSki

New Zealand
School Ski Tours



KiwiSki

**SAFETY MANAGEMENT SYSTEM -
2014 - 2015**

INTRODUCTION

The health and safety of clients taking part in our travel programs is of utmost importance. Various parties have individual responsibilities in planning programs and team work is required to ensure these are safe.

This document outlines KiwiSki's Safety Management System. Our Safety Management System is undertaken to proactively enable all KiwiSki personnel to act with due care and diligence towards all aspects of safety.

The Safety Management System:

- Covers the component parts of an international program
- Details review procedures and safety standards of excursion providers and other operators
- Outlines information supplied to personnel with procedures to follow in the event of an emergency

The Safety Management System should be used in conjunction with any risk assessment and other planning documentation group leaders may be required to complete. It should be read in conjunction with KiwiSki's Limited Booking Terms and Conditions. If there are any areas or concerns that are not covered in this document please contact us.

LIABILITY INSURANCE

To protect both our company and our customers KiwiSki has liability insurance in place.

The policy is underwritten by:

- Vero Insurance (NZ) Limited www.vero.co.nz

Please contact us if a copy of these insurance policies is required.

SAFETY POLICY STATEMENT

KiwiSki is committed to providing a safe and secure environment for clients and staff. We have developed our Safety Management System in conjunction with key excursion providers and operators. KiwiSki maintains a focus on safety and professionalism at all times.

This is achieved by:

- Endeavouring to ensure excursion providers and operators (such as accommodation providers, ski resort operators, transport providers, adventure tour companies and other providers) comply (where applicable) with the current local, national and/or international standards.
- Providing management and staff with the appropriate skills and experience required to apply the safety policy and respond quickly and efficiently in the event of an emergency.
- Proactively undertaking measures to minimise the risk of an accident occurring.
- Keeping up to date with safety requirements and practises.
- Establishing and maintaining effective systems of communication with clients.
- Regularly reviewing and updating the safety policy as and when appropriate.

Planning and implementation of the Safety Management System is the responsibility of the company directors. Management and staff will assist to ensure that the safety aspects of our visits and programs are of the highest importance.

STAFF AND ON-TOUR REPRESENTATIVES

Where KiwiSki provides an on-tour representative they will be responsible for overseeing the tour. They are required to apply our safety policy and respond quickly and efficiently in the event of an emergency.

On-tour representatives are empowered following consultation with group leaders (where applicable) to amend the itinerary if this is considered to be in the best interests of the group.

On-tour representatives and all other staff should comply with the requirements of the Safety Management System. They should carry out their duties in accordance with guidelines provided and within the principles of the Safety Management System.

On Tour Representatives are given information on:

- Contents and objectives of the Safety Management System
- Contingency planning
- Procedures in the event of an emergency

On-tour representatives and other staff are asked to report to management any situation that has the potential for danger to clients. Any weaknesses identified in the Safety Management System should also be communicated.

EXCURSION PROVIDERS AND OPERATORS

KiwiSki acts as a booking agent for various excursion providers and operators. In booking the component parts of a program we use the following different types of excursion providers and operators:

- Accommodation Providers
- Transport Providers
- Ski Resort Operators
- Adventure Tour / Activity Companies

- Other Service and Activity Providers

We will endeavour to ensure all excursion providers and operators comply (where applicable) with the current local, national and/or international standards.

If a complaint is received we will contact the excursion provider or operator within 14 days of receiving the correspondence and respond to the complainant within 28 days.

ACCOMMODATION PROVIDERS

For each hotel or resort contracted KiwiSki will endeavour to ensure they comply (where applicable) with the current local, national and/or international standards. We will endeavour to obtain the following:

- A current and valid fire certificate or equivalent documentation
- The necessary license or operating certificates
- Public liability and building fire insurance
- A current hygiene certificate or equivalent documentation

Evidence will be requested annually for regular providers or at the time of booking for ad hoc providers.

TRANSPORT PROVIDERS

For each coach company contracted KiwiSki will endeavour to ensure they comply (where applicable) with the current local, national and/or international standards. We will endeavour to ensure they have:

- An appropriate operating license
- Public liability and motor vehicle insurance
- A contingency plan in the event of a breakdown

Evidence will be requested annually for regular providers or at the time of booking for ad hoc providers. We also request that drivers give a safety talk prior to departure indicating emergency exits and other general safety information.

Airlines comply with strict international and independently set safety standards that are closely regulated and monitored.

OTHER SERVICE AND ACTIVITY PROVIDERS

KiwiSki will endeavour to ensure they comply (where applicable) with the current local, national and/or international standards. We also ask other service and activity providers to outline any potential risks that they wish to bring to the attention of our travellers.

Most activities carry a degree of inherent risk. Group leaders should ensure that any visit or activity is appropriate to the age, abilities and size of their group. Group leaders should also complete risk assessment and other planning documentation where required.

EMERGENCY PROCEDURES

As part of completing KiwiSki Booking Terms and Conditions group leaders are required to provide emergency contact details. Group leaders should also have emergency contact details for the parents or guardians of all group members including partners or next of kin for other supervising staff.

KiwiSki provides a 24 hour emergency contact number to be used when groups are on a travel program. This is included within our pre-tour information provided. A copy of the pre-tour information and group member emergency contact details should be left with the nominated emergency contact person.

TRAVEL INSURANCE

It is a requirement that travellers take out adequate travel insurance. KiwiSki can offer a comprehensive policy option if required.

The insurance should cover:

- Emergencies that arise during the program
- Cancellations of the program

- Transportation delays
- Personal liability
- Costs of repatriation or replacement of any supervisory staff

Group leaders should ensure that particular needs and other factors that may affect insurance cover (such as pre-existing medical conditions of group members and/or group members' family) are covered and disclosed. Group leaders should carefully check proposed travel insurance. Any queries should be directed to the insurance company concerned. We are also happy to assist with any queries.

PRE TOUR INFORMATION

Prior to the commencement of a tour we will communicate regularly with group leaders to ensure essential tour specific information is provided.

Pre-tour information will include:

- A detailed program itinerary complete with times and activity information
- A contingency plan in case of program manager delay
- Emergency contact details
- A list of gear to ensure group members bring the necessary clothing and equipment

Group leaders should ensure full information is provided to all group members

CODE OF CONDUCT

Group leaders and other supervising staff are responsible for ensuring that group members are fully supervised at all times and that any instructions or safety briefings are followed. They will also be responsible for maintaining discipline and good behaviour.

If a KiwiSki On-Tour representative or activity instructor is concerned about the behaviour of any group member he or she may make a decision (in conjunction with the group leader or other supervising staff) to exclude that group member from all or part of that activity.

Where activities or services are run by qualified instructors (such as snow sports lessons) the group leader or other

supervising staff need not be with the group if this is agreed with the instructor beforehand. This should be permitted only where applicable and only where it meets the requirements of any relevant local education authority or governing body.

The instructor should be advised how the group leader and other supervising staff can be contacted in case of difficulty. The group leader or other supervising staff must be present at the start and finish of the activity to liaise with the instructor.

Group leaders and accompanying staff are also responsible for group members health issues such as injury, travel sickness and homesickness. In the event of injury it will be the responsibility of the group leaders and other supervising staff to organise travel homeward if this is required. KiwiSki will endeavour to provide help and assistance.

KiwiSki program managers and staff will not undertake supervision of group members except in an emergency.

NEW ZEALAND BASED SCHOOLS

The New Zealand Ministry of Education produced a guide called Safety and Education Outside the Classroom. This is a guideline for good practise and clarifies schools' responsibilities regarding EOTC safety, provides ideas and examples of how requirements can be met, and safety improved. The guide is designed to assist boards of trustees, principals, and teachers to enhance safety in EOTC programmes and meet their obligations under relevant statutory and best practice requirements.

It is available at:

www.tki.org.nz/r/eotc/resources/pdf/safety_and_eotc.pdf

UNITED KINGDOM BASED SCHOOLS

In the United Kingdom the Outdoor Education Advisers Panel (OEAP) have produced a website where you can download modules on 'Guidance for the Management of Outdoor Learning, Off-site visits and Learning Outside the Classroom'

Visit <http://oeapng.info/downloads/good-practice/>

AUSTRALIAN BASED SCHOOLS

All states in Australia have strict guidelines covering school activities that take place away from the school campus. Here's a rundown, state by state, of website links pointing to detailed information about what to consider when planning school excursions:

South Australia - The Camps and Excursions Guidelines for Schools and Preschools is available as a PDF document at the Department of Education and Children's Services (DECS) website at www.decs.sa.gov.au/policy

Victoria - The Department of Education and Early Childhood Development has a dedicated Safety Guidelines for Education Outdoors website at <http://www.education.vic.gov.au/management/schooloperations/edoutdoors/default.htm>

New South Wales - The policies and procedures which apply to excursions in New South Wales are found at the New South Wales Department of Education & Training website at <https://www.det.nsw.edu.au/policiesinter/category.do?level=Schools>

Tasmania - The Department of Education in Tasmania website has a dedicated Outdoor Education Guidelines section on its website at <http://www.education.tas.gov.au/outdoor/outdoors>

Australian Capital Territory - The Department of Education and Training in the ACT has an Excursions Policy on their website at http://www.det.act.gov.au/__data/assets/pdf_file/0004/17635/ExcursionPolicy.pdf

Northern Territory - The Northern Territory Department of Education and Training policy and guidelines for educational excursions are found on their website at <http://www.det.nt.gov.au/about-us/policies/documents/schools/school-management/educational-excursions>

Western Australia - The West Australian Department of Education's policy and guidelines for educational excursions are found at <http://policies.det.wa.edu.au/>.

Queensland - The procedures for school excursions in Queensland are found at the Department of Education and Training website at <http://education.qld.gov.au/strategic/epr/schools/scmpr002/>

The above information was relevant at the time of writing and may also be useful to other parties and schools in other countries as a guide to promoting best practice.



Kiwiski

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A member of Mercury Travel Group of companies

For our terms and conditions please visit our website