

SAFETY MANAGEMENT SYSTEM

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1. General Company Statement

Accidents on group tours are rare, but can happen. It is the strict policy of OneStage to operate tours with high safety standards in order to prevent the occurrence of accidents. Our pledge to our clients is as follows:

- We prioritise the safety of our passengers
- We provide continuous assessment of our supplies (coaches, hotels, ground operators etc.)
- We provide good, regularly assessed financial security to all clients booking through OneStage
- We do and will continue to provide a dedicated and caring staff team
- We have a system in place to respond quickly and effectively to incidents and accidents
- We are constantly monitoring and reviewing what we provide to clients
- We involve ALL our staff in our safety management system in order to breed good practice throughout the company

OneStage is a member of SSIP and is CHAS compliant. (Contractors' Health and Safety Management Scheme). Please find more information from the websites shown below.



<http://www.ssip.co.uk/>
www.chas.gov.uk

2. Staff and monitoring system

Directors: Philippa Trentham & Sonia Yardley

Operations Director, Philippa Trentham will be responsible for the implementation of our safety management system, in the following ways:

- Making sure that all those operating the tours are fully trained and aware of safety issues
- Updating contracts and service agreements with suppliers including coach companies
- Checking that all hotel /youth hostel properties are inspected regularly
- Checking the suitability and safety of all excursions and concert venues
- Providing documentation and audits of our suppliers to our clients to assist them with risk assessments
- Identifying any weaknesses or problems and solving these problems in conjunction with our clients prior to travel

3. Accommodation

Your accommodation will either be booked directly by OneStage, or through a local agent or ground operator.

Whichever method is used, OneStage maintain some direct contact with the hotel when collating safety information. All hotels and youth hostels are checked by OneStage staff on a regular basis.

Any defects which do not compromise safety will be communicated to the client.

Any defects which do compromise safety will mean that the hotel / hostel is removed from our product portfolio.

Where possible we always supplement our information with the following documents:

- A copy of the current fire certificate which will conform to local and national standards (please note that these differ from country to country)
- The hotel's current insurance policy
- We will always try to get a hygiene certificate, or local equivalent
- A signed service agreement containing many other aspects of safety on the premises

4. Transportation

UK coach companies:

Prior to working with any coach company in the UK, OneStage always obtain the following



- Operating licence
- Motor vehicle insurance
- Public liability insurance
- Ensure that all drivers have clean CRB check
- A detailed service agreement with many other aspects of safety

This is updated on an annual basis.

Non UK coach companies:

Coaches hired outside the UK, (for groups who fly to their destination): These are usually booked through our local Ground Operators and sometimes directly by OneStage. All companies are only employed subject to the satisfactory return of our Service Agreement which covers many aspects of safety including maintenance, emergency procedure and insurance.

Public transport:

OneStage does occasionally suggest the use of public transport, but does not provide any audit for this. All public transportation systems are subject to the local and national safety laws of the country in which they are operating.

Air travel:

All Air Travel providers travelling from the UK, are regulated by the Civil Aviation Authority (CAA) and adhere to strict safety measures. Internal / domestic companies operating outside the UK are subject the national laws in the countries in which they are operating. No further audits are undertaken by OneStage.

Rail and Eurostar:

All rail transportation companies are monitored by the countries through which they pass. No further audits are provided by OneStage.

Ferry and Eurotunnel:

These providers are all regulated by national laws. Most companies provide their own safety management systems and policies which are available on request.

5. Concert Venues

OneStage will always provide a description and pictures of venues chosen on request. Any safety issues (such as busy roads, or high staging) will be communicated to the client before travel so that these issues can be highlighted in risk assessments.

6. Excursions and Visits

OneStage will take all reasonable precautions when suggesting and booking excursions and visits, to make sure that the safety of your group is not compromised. Any real potential risks will be outlined to you. This policy occurs when booking directly, or through another agent at the destination.



7. Inspection Visits

Onestage will, on request, organise a pre-tour visit for Group Leaders, prospective Group Leaders, and any other persons who wish to accompany them. The time taken to arrange this trip for you will be given willingly and at no charge. However there will be a charge (at cost only) for accommodation, travel and assistance on the ground. In most cases, the group leader/s would be accompanied either by a member of OneStage, or by our local representation, so that if any issues arise, they can be dealt with as soon as possible.

8. Pre-Tour Information

Onestage will always endeavour to provide detailed information prior to your tour. This is supported by a detailed Final Pack which is sent to you between 2-4 weeks prior to your tour. You will also be offered copies of service agreements (previously described) for use with your risk assessments, We are always willing to supply you with additional information where possible and reasonable.

9. Tour Managers

All Tour Managers who are UK residents are subject to a CRB check being obtained before employment. New recruits are interviewed, vetted and references obtained. Many of our tour managers are supplied by ground agencies. Unfortunately CRB checks are not available in other countries, but other checks, such as references are made to make sure that these tour managers are suitable for employment with children, and that they have the relevant experience to manage your tour.

10. Emergency and Incident procedures

OneStage provide a 24 hr Duty Manager during your tour, who is provided with back up (also 24 hrs) from other members of staff.

Emergencies (such as accidents), and incidents (such as coach breakdown) are always dealt with as swiftly as possible at any time of the day or night. Detailed logs of what has occurred and actions taken are kept.

11. Crisis Management

OneStage have a crisis management plan in place, which is available for viewing on request.

12. Training

At OneStage, we are firm believers in using our common sense and experience to improve the safety of our passengers and the way in which incidents are dealt with.

All new staff at OneStage are given training on our Safety Management and integrated immediately into the system. They are given support by the Operations Director throughout the first season of operating.



During regular staff meetings, past and recent incidents are analysed. We believe that by making everyone involved in monitoring and improvements, then we can maintain a good culture of safety management.

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