



interiski

SCHOOLS & COLLEGES



SAFETY MANAGEMENT



WINTER 2024/25

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All information contained in this booklet is accurate and correct, to the best of our knowledge, at the time of publication.

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INTRODUCTION

General Statement of Policy

Inter School Travel Ltd will ensure, as far as is reasonably practicable, the health, safety and welfare of all employees and others affected by its on-going operations.

In particular, Inter School Travel Ltd will:

- Provide adequate control of the health and safety arising from work activities.
- Consult with our employees on matters affecting their health and safety.
- Provide and maintain safe plant and equipment.
- Ensure safe handling and use of substances.
- Provide information, instruction and supervision for employees on matters of health and safety.
- Ensure all employees are competent to do their tasks.
- Provide adequate training.
- Prevent accidents and cases of work-related ill health.
- Maintain safe and healthy working conditions.
- Review, and revise as necessary, this policy on an annual basis.



Colin McIntosh
Chairman
Inter School Travel Ltd
1st September 2024

Health and Safety Responsibilities

Overall and final responsibility for health and safety is that of Inter School Travel Ltd. As the company operates both in the UK and overseas, responsibilities for health and safety matters are split between different employees.

The Managing Director

The Managing Director has ultimate responsibility for the overall arrangements for health and safety. The Managing Director will ensure, as far as is reasonably practicable, the health, safety and welfare of all employees and others who may be affected by the company's operations.

In particular, the Managing Director will:

Ensure there is an effective health and safety policy and that all employees are made aware of their individual responsibilities.

To ensure that the company meets its obligations under the Health and Safety at Work Act 1974.

To appoint a person responsible for the health, safety and welfare of employees and other persons in the UK.

To appoint a person responsible for the health, safety and welfare of employees and other persons in our overseas operations.

Ensure funds are adequately appropriated for matters of health and safety.

Ensure appropriate training is provided where required

Health and Safety Coordinator (UK)

The Health and Safety Coordinator (UK), will be responsible for all matters of health, safety and welfare which affect employees and others at our UK office, whilst assisting the Managing Director.

- Understand and implement the company health and safety policy.
- Organise for the company health and safety policy, risk assessments and works procedures to be reviewed annually. In the case of the health and safety policy, this must also be signed by the Managing Director.
- Keep records of all accidents to employees and others on the premises in the UK office.
- Keep records of all near misses to employees and others on the premises in the UK office.
- Assist the Managing Director in ensuring all matters of health and safety affecting the UK office are managed and maintained.
- Liaise with the Resorts Director to ensure all matters regarding health and safety are up to date.
- Set a good example on matters of health and safety at all times.

Resorts Director

The Resorts Director will be responsible for all matters of health, safety and welfare affecting employees and others in our overseas operations, through the assistance of the management team.

The Resorts Director will:

- Understand and implement the company health and safety policy.
- Ensure all overseas employees are aware of the company health and safety policy and their responsibilities.
- Work closely with the resort management team to ensure the company's health and safety policy is implemented by all employees.
- To report and discuss matters of health and safety with the Managing Director .
- Keep records of all accidents to employees and others.
- Keep records of all near misses to employees and others.
- Set a good example on matters of health and safety at all times.



INTRODUCTION

Resorts Managers

The Resorts Managers are responsible for ensuring the company's health and safety policy is implemented in the overseas operations.

The Resorts Managers will:

- Understand and implement the company health and safety policy.
- Work closely with the Resorts Director to assist and ensure safe working conditions and practices for all employees and others affected by the company's overseas operations.
- Ensure those employees working directly beneath them understand and implement the company's health and safety policy.
- To report and discuss unsafe working practices with the Resorts Director.
- Liaise with the Health and Safety Coordinator (UK) to ensure all matters regarding health and safety are up to date.
- Set a good example on matters of health and safety at all times.

All Employees

All employees have a responsibility for their own health and safety and that of others who may be affected by their acts or omissions.

Employees are expected to co-operate with the company to enable it to discharge its own responsibilities successfully.

All employees are expected to:

- Understand and implement the company health and safety policy.
- Carry out their duties in a safe manner, in accordance with instructions and with regard to rules regarding safety and procedures, regulations and codes of practice.
- Report to their line manager any unsafe practice or condition.
- Obtain and use the correct tools for their work, and not to use anything which may be unsafe .
- Ensure any safety mechanisms present on any plant or machinery are used correctly and not bypassed in any way.
- Use protective equipment where required and where provided.
- Not participate in any horseplay.

General Health and Safety Management

In attempting to address these areas, we have spent many years identifying potential problems and then adjusting our package, staffing levels or policy in an attempt to ensure, as far as reasonably practicable, risks are minimised.

Areas Addressed In This Guide

The following areas of your ski trip are addressed in this guide:

- Accommodation
- Après-ski
- Child Protection
- Medical & Dietary Requirements
- Ski School
- Staffing
- Transport

Appendix

- Risk Assessments for Skiing
- Risk Assessments for General / Après-ski Activities
- Allergy Cards



ACCOMMODATION

Our schools package provides half board accommodation in carefully selected hotels (breakfast and evening meal normally taken in the hotel, with a hot snack lunch provided at selected mountain restaurants). All rooms have private bathrooms and the occupancy is generally 2, 3, 4 or 5 to a room.

We will aim to provide all groups with room allocations and floor plans prior to departure to enable you to allocate rooms to students and to be able to take all considerations into account (gender, floors, staff rooms etc.). Single rooms are not normally provided for staff, however, if a single room is required, please let us know and they will do their best to accommodate your needs. Please be aware single rooms will attract a charge.

Please refer to the Party Leaders' Handbook for information regarding rooming arrangements at the Residence Planibel.

Each hotel must meet the region's standards with regard to safety, hygiene and fire regulations. The hotels are awarded a certificate to operate subject to inspection by the relevant authorities. This is the main criterion that we use. Many of the hotels we use have been taking our clients for years. All new venues are carefully checked out before any contractual arrangements are agreed. As an additional measure, we also follow and comply with the protocol as set out in the School Travel Forum handbook.

All hotels have one of our School & College Coordinator to act as liaison between group, hotel and coach drivers. Information and specific requirements of each group are accessed by the School & College Coordinator prior to arrival to ensure all arrangements run smoothly.

Your coordinator will happily arrange for a fire drill to take place on the evening of arrival, should a party leader so require. Where possible each group is located in a separate area from any others staying in the hotel with rooms for staff interspersed for ease of supervision. Hotels are aware of the need for security and take all necessary steps to ensure the safety of their guests.

All accommodation used by us for the benefit of clients is subject to the audit conditions set out by our membership of the School Travel Forum.

ACCOMMODATION



APRÈS-SKI

As part of our package an après-ski programme is arranged after consideration of the group's needs and the availability of venues. Some of these activities need careful assessment to ensure the provision of adequate supervision, and to ensure that participants have the appropriate clothing.

Every group will have two nights of set après-ski – a pizza evening at a local pizzeria and a presentation at the end of your stay, when your instructors will come along to your hotel and hand out badges and certificates (may not be possible in Andorra or Spain). Below is a list of possible après-ski activities for the remainder of the week. It is important to realise that the activities are often resort dependent. The programme will be a selection of those activities based on the chosen hotel, and subject to any requests submitted. We will ask you in advance if there are any activities in which your students are unable to participate.

Cerler

- Sports Hall
- Karaoke
- Quiz Night
- Bingo
- Swimming
- Benasque Visit
- Film Night

Courmayeur

- Crepes
- Disco
- Film Night
- Ice Cream
- Ice Skating
- Karaoke
- Pizza Night
- Presentation
- Quiz Night
- Swimming

La Thuile

- Swimming (subject to Planibel pool opening)
- Quiz Night
- Bingo Night
- Pizza Night
- Presentation
- Disco
- Ice Cream
- Crêpes

Grandvalira

- 10-Pin Bowling & Karaoke
- Ice Cream
- Andorra La Vella Visit
- Pizza Night
- Indoor Trampolining*
- Caldea Spa (additional payment required)
- Quiz Night
- Bingo Night
- Ice Skating (additional payment required)

Gressoney

- Sports Hall
- Swimming
- Ice Skating
- Film Night
- Quiz Night
- Karaoke Night
- Bingo Night

Pila

- 10-Pin Bowling
- Swimming
- Ice Skating
- Pool Hall (max 35 pax)
- Ice Cream
- Disco (subject to numbers)
- Quiz Night
- Karaoke Night
- Bingo Evening
- Town Tour
- Shopping

Pal Arinsal

- 10-Pin Bowling
- Ice Cream
- Andorra La Vella Visit
- Pizza Night
- Indoor Trampolining
- Caldea Spa (additional payment required)
- Quiz Night
- Bingo Night
- Snow Tubing
- Ice Skating (additional payment required)

Please bear in mind that some après-ski activities require coach transport. Staff and pupils should be aware of this and have suitable footwear. These activities are sometimes after dinner and travel is in the dark.

Equally, some après-ski activities will be reached on foot. Again, staff and pupils should be aware of this and have suitable clothing and footwear depending on the weather conditions. If you are required to walk to an après-ski activity, it will be along a pedestrianised and well-lit route.

Activities marked with an asterisk have their own separate risk assessment documents which can be found in the appendices of this booklet.

Crêpes

- Some groups will walk to crêperie, others coach
- One group per venue is normal
- Please consider any individual dietary requirements of your group members

Film Night

- To take place in your hotel
- Age appropriate films to be shown (Party leader to bring films to watch)

Ice Cream

- Some groups will walk to ice cream parlour, others coach
- One group per venue is normal
- Please consider any individual dietary requirements of your group members

Karaoke

- To take place in your hotel
- Karaoke machines and microphones are the property of Interski, solely for the use of school/college après-ski

Pizza Evening

- Some groups will walk to pizzeria, others coach
- Replaces evening meal in hotel
- One group per venue is normal
- Please consider any individual dietary requirements of your group members

Pool Hall

- Some groups will walk to Pool Hall, others coach
- One group per venue is normal
- Licensed bar on premises - ID required

Presentation

- To take place in your hotel or restaurant
- Instructors will hand out badges and certificates to students

Quiz Night

- To take place in your hotel
- We will provide quizzes and groups are also welcome to bring their own
- If you wish to give prizes to the students, you will need to provide your own

Sports Hall

- Some groups will walk to the Sports Hall, others coach
- One group per venue is normal
- Suitable clothing and footwear required

Town Tour

- Guided tour of shops and any local sites of interest
- Suitable clothing and footwear required

APRÈS-SKI



CHILD PROTECTION

We have adopted the following general principles, along with other responsible adults, in working together for the safety of children.

LOCO PARENTIS

School staff and supervisory adults from the school remain in 'loco parentis' for the duration of the trip and are ultimately responsible for the safeguarding and welfare of the child.

The primary concern at all stages will be the interests and safety of the child. All children will be given the opportunity to achieve their full potential.

All of our staff and responsible adults must strive to work in partnership with children and apply the following principles:

- Treat all children as an adult would wish to be treated, with dignity and respect.
- Ensure that all responsible adults are aware of the safeguarding principles adopted by Interski.
- Take care not to infringe privacy any more than is necessary to safeguard the welfare of the child.
- Be committed to understanding the effects of racial harassment, racial discrimination and institutional racism as well as cultural misunderstanding or misinterpretation.
- Use plain, jargon free language, appropriate to the age and culture of each person. Explain unavoidable technical and professional terms.

Procedures provide a framework to ensure that responsible adults work together for the protection of children. They are not, and cannot be, a substitute for professional judgement and sensitivity.

If you would like a copy of our safeguarding policy, full details are available on request.

MEDICAL & DIETARY REQUIREMENTS

It is the responsibility of the party leader to provide us with details of any dietary or medical requirements that you / parents / guardians feel are relevant to a ski trip.

All relevant suppliers will be given a list of any dietary and medical requirements for their group at the beginning of the week.

If medication is required upon the mountain (e.g. inhalers, epipens etc.) Instructors are not permitted to hold/keep medication on them; it needs to be kept on the student.

We have French, Italian and Spanish translation cards for various allergies and dietary requirements, which can be found in the appendices of this booklet. We recommend printing and laminating the cards for ease of use throughout the week.

Most hotels will be able to provide a gluten free diet but students may not be offered exactly the same meal as the rest of the group. On pizza night, as gluten free pizzas are cooked in the same oven as the standard pizzas, an alternative meal may be offered. There will generally be a gluten free option available at the mountain restaurants. As specialist dietary products may be less available overseas, we highly recommend that students requiring a gluten free diet take some gluten free snacks with them. They are also welcome to bring their own food items and most hotels will be happy to store any perishables in their fridge.

In cases where requirements are complex or special, students may be required to bring food items with them.

It is imperative that participants with dietary or medical requirements have a thorough understanding of the limitations of their condition i.e. what they can/cannot eat, symptoms of when they may be becoming unwell.



SNOWSPORTS SCHOOL

Our schools & colleges packages normally include 24hrs* of tuition over the course of the trip, plus a daily lunch break of either one of two hours. This is normally delivered with 5hrs on Monday to Thursday inclusive and 4hrs on Friday.

Prior to departure you will be asked to provide information about the snowsports ability/experience of every member of the group who will be in ski school (including staff).

Tuition groups for skiers are based on a ratio of up to 12 students with each instructor. If you're travelling to Italy, it's likely that should you not be able to form full groups of the same standard, skiers from other groups may be mixed in.

Aosta Valley

We have a unique arrangement and agreement with the Aosta Valley region allowing us to operate a ski school. All instructors are English-speaking and are familiar with the resorts they are working in, having either worked there in previous seasons or having undertaken appropriate resort orientations and briefings before teaching.

We also use instructors provided by the local ski schools, all of whom can speak English.

Lunches are taken at a variety of mountain restaurants where the instructors will provide supervision. Lunch breaks are normally one or two hours before lessons recommence for the afternoon session.

So students progress as quickly as possible, we sometimes mix schools together to create groups which are better matched by ability. This is a unique benefit to travelling with Interski to the Aosta Valley.

Snowboarding

Although we can cater for snowboarders, it's slightly more difficult to deliver and so we've introduced some specific criteria to ensure we can do this efficiently. This information is covered in the provisional booking letter and terms and conditions. However, if you've not already discussed snowboarding with us, please give us a call so we can talk this through in more detail.

Other Countries and Resorts

In other countries and resorts where more restrictions exist surrounding the employment of instructors, we work closely with the local ski schools. All instructors can speak English and most have experience working with school groups.

Groups will normally take lunch at the same venue each day and breaks can be either one or two hours before lessons recommence for the afternoon session. **You will need to make arrangements to meet and supervise your group during lunchtimes.**

It is normal practice to allocate a number of instructors to your group, based on a maximum of 1:12. You should use this ratio to calculate the minimum number of instructors you're likely to have and arrange your ski groups based on this. As we use external ski schools more in these destinations, there is less scope to mix with other groups. Where there is a mixed ability within a tuition group, progress will only proceed as quickly as the slowest learner.

Operational Procedures

WHAT ARE YOUR STAFF OPERATIONAL PROCEDURES IN TERMS OF CUSTOMER CARE AND SAFETY?

- All ski instructors are trained to minimum standard of Level 2, either through the British Association of Snowsports Instructors or other national equivalent.
- All instructors will be aware of the accident/injury protocol.
- All full-time resort staff attend pre-season training.
- All staff are made constantly aware of operational procedures.
- Management structure enables swift and effective problem solving.
- All resort staff have a DBS (or national equivalent) check.

HOW DOES YOUR COMPANY ENSURE THAT ALL SUPPORT STAFF ARE AWARE OF THE NECESSARY PROCEDURES?

- Through pre-season training and regular and ongoing appraisal.
- All staff are issued with detailed job descriptions and are supported by experienced staff during their initial four-week commencement period.
- All staff are made aware of client feedback to allow for improvement in performance.

WHAT MEASURES DO YOU TAKE TO ENSURE THE SAFETY OF THE PUPILS WHILST THEY ARE UNDERTAKING SKI ACTIVITIES WITH THE SKI SCHOOL?

- Maximum class size of 12.
- Constant monitoring of instructor performance.
- High profile of Ski School management on the hill during the skiing period.
- Constant monitoring of class numbers and ability.
- Check out and check in by the Snowsports Supervisor morning and afternoon in Italy.
- School staff will be responsible for check out and in in Andorra.

WHO IS RESPONSIBLE FOR ENSURING THE SKI INSTRUCTORS ARE APPROPRIATE TO WORK WITH YOUNG PEOPLE?

- Resorts Manager (Operations) in Italy, if employed by our snowsport school.
- Otherwise the local ski schools.

HOW DOES THE COMPANY ENSURE THAT SKI EQUIPMENT USED IS FIT FOR PURPOSE AND CORRECTLY FITTED?

- Constant maintenance of all ski equipment by resident ski hire technicians in Interski/supplier workshops.
- All of our Resort Staff are Atomic qualified rental technicians and external suppliers are also trained according to local standards.
- Skis are fitted according to strict regulation guidelines. Emergency Procedures.
- External (third party) ski hires are subject to contract conditions to guarantee quality of equipment and fitting.

HOW DOES THE COMPANY LINK TO THE SKI SCHOOL DURING SKI ACTIVITIES?

- Our Ski School is run as an integral part of the business and is therefore administered and regulated by our employees.
- External ski providers are also in close contact with Interski and school staff.
- In Italy, the Resorts Manager (Operations) and Snowsports Supervisors are all in constant contact with resort staff by radio link and phone.

WHAT IS THE PROCEDURE FOR CONTACTING THE COMPANY BY THE SKI SCHOOL IN THE EVENT OF ANY ACCIDENT?

- All instructors are issued with a full list of contact details for the Resorts Management Team.
- All accidents are reported to us and school staff by the local rescue services so that we can assist where possible to ensure clients are taken to the appropriate medical facilities.
- Injured parties will then be treated under the guidance of the medical facility and further action will be determined by them.
- Any decisions will only be made after consultation with the party leader, circumstances permitting.

IN THE EVENT OF AN INCIDENT HOW DOES THE COMPANY ENSURE THAT THE PARTY LEADER IS INFORMED AS SOON AS POSSIBLE?

- Contact numbers for party leaders and teachers are provided in the Client Booking Portal and a full contact list is issued to every resort team member on Monday morning.
- All party leaders are informed as soon as possible.
- We are also able to locate party leaders over the lunchtime period by contacting the relevant restaurant directly.

* All resorts currently offer 24 hours except for Pal Arinsal in Andorra which offers 20 hours.



STAFFING

Prior to the commencement of the season, staff training is carefully structured to ensure that staff are fully conversant with procedures and provide support to each other as required. We run training seminars and in-resort training in policy and procedures. We also issue, to all employees, a detailed handbook for reference purposes. This document is very comprehensive and it is the company policy that employee suitability is compliant with the handbook contents.

The Aosta Valley

During the winter season, we have a resort infrastructure that consists of a team of full-time staff, fleet of vehicles and a main office in Aosta.

Under our Resorts Director, our full-time team remain in resort for the winter to ensure your ski trip runs smoothly. Each member of the team has a specific area of responsibility and there is a clearly defined referral procedure to escalate matters where necessary.

Other Countries and Resorts

As we do not have the same volume of clients across all the resorts we operate outside of the Aosta Valley, we may not have staff based there for the whole season. However, in each country, region or resort, there will be a dedicated senior member of staff during any period when we have clients staying there. Each group will have a minimum of one member of staff to accompany them during their week to coordinate the delivery of the package. It may be the case that your coordinator travels to and from resort with you.



TRANSPORT

Air Travel

Our school/college packages by air are mainly sold inclusive of flights and continental transfers.

Flights are usually booked with the following airlines:

- British Airways
- EasyJet
- Jet2
- RyanAir
- Vueling

Other carriers may be used.

Please see your airline's website for full details of their booking conditions, policies and frequently asked questions.

At the airport, the students will be the responsibility of the staff leading the trip. If you are taking a large group of students, then you may wish to assign a member of staff to a selected number of students in order to keep supervision to a maximum.

For groups of 10 or more, we can organise UK airport representation to ensure that your airport experience is as smooth as possible. A representative will contact you in the week prior to travel to arrange a meeting point at the airport. On departure day, they will meet you on arrival at the airport and help you through check-in and security. Where available, they will make sure your group are fast-tracked through airport checks and escort you to your departure gate.

Coach Travel

We work with an array of coach operators, strategically located throughout the UK. All vehicles are full executive specification, which provide all the usual expected facilities – seat belts (everyone, child or adult, must wear a seat belt according to UK & EU legislation), reclining seats, toilet, washroom, and audio/visual equipment. They are air conditioned and most are liveried and within five years of first registration. All vehicles are fully maintained and a copy of the fleet insurance is kept in our offices for reference. We insist that all vehicles and drivers are contactable and on departure days the progress of the vehicles are monitored carefully during their route to resort.

Further information on our coach policy can be found in the downloads section of your client login area.

We have handling agents at Stop 24 (M20 Folkestone) to liaise with the operations department on departure days and to ensure all arrangements for schedules and ferries are carefully controlled. Each vehicle will follow a carefully structured itinerary on its route to enable the group to arrive in resort at a time both convenient to hotels and to fit in with arrival day procedures. The groups have breakfast provided on the outbound and inbound journeys at pre-determined venues to give greater control and security to group leaders.

Cross Channel Ferries

P&O, DFDS AND IRISH FERRIES

Crossings are nearly always in the evening, outbound, and early morning, inbound. The boats can take in excess of 1000 passengers. Whilst it is accepted that reasonable freedom of movement is required, we suggest that party leaders take steps to exercise adequate control by stipulating a meeting place on board and always have a member of staff available at that point.

Vehicles

Maintenance – All vehicles are required by law to undergo scheduled safety and maintenance checks every 6 weeks. All checks are carried out and signed off by fully qualified mechanics and are also subject to random independent inspection visits. Safety maintenance checks are rigorous and examine or test, as appropriate, all key aspects of the vehicle from safety belts to steering columns.

Full MOT - Performed annually, as with private vehicles.

DVSA (Driver + Vehicle Standards Agency) - All vehicles and operators are subject to roadside spot checks, premises spot checks and scheduled visits by DVSA officials. Any discrepancies in any areas can result in the operator being fined or see the operator lose their operator's licence, effectively preventing them from doing business.

ALL vehicles must be equipped with the following as standard:

- Seat belts – either lap or 3 point
- Emergency lighting
- Clearly marked emergency exits
- Emergency window hammers
- First aid kits

ALL vehicles are contactable by either driver mobile phone or coach phone, to be answered only by the co-driver if the vehicle is in motion. This is a contractual obligation between Interski and the operator.

ALL vehicles are equipped with snow tyres & snow chains.

ALL operators must have rescue and breakdown provision, appropriate to each vehicle, e.g. Volvo recovery for Volvo coaches.

Passengers – we provide an audio track to be played at the start of the journey with a safety briefing to all passengers covering the various safety equipment, measures and emergency procedure.

Coach Operators

We retain a copy of all Operator Licences and insurance.

The coach operators we use are well established. Most have worked alongside us for some time and have a detailed knowledge of our programme and requirements.

Operator performance, in terms of vehicle and drivers, is recorded and monitored via client feedback. This is used to assess future partnership.

Operators must demonstrate that their fleet has the required quality of vehicle required for comfort and safety over long distance.

We audit all coach operators inline with our obligations under the membership of the School Travel Forum.

Coach Drivers

DRIVING TIME

There are several aspects concerning the regulation of how long a driver can spend in control of the vehicle.

Drivers are allowed to drive for a combined total of 21 hours in any one journey, shared between two drivers.

Each driver may not drive for any longer than 4.5 hours without taking a break of at least 45 minutes or handing over to their co-driver.

Drivers are responsible for ensuring they are sufficiently rested prior to driving, particularly overnight. We ensure there is provision for this on each trip.

TACHOGRAPHS

All driver hours are strictly governed by British law, enforced by DVSA and monitored by tachographs. Tachograph recording is now mostly digital and cannot be altered or tampered with. Any discrepancies, such as driving over the allotted time, is likely to result in fines and/or driving bans.

CHILD PROTECTION

All drivers are subject to checks via the Disclosure and Barring System and Disclosure Scotland.

Competence – In addition to the required testing and licencing for each classification of vehicle, all drivers must now complete a Certificate of Professional Competence, issued by the DSA & JAUPT (Driving Standards Agency & Joint Approvals Unit for Periodic Training), without which their licence would be invalid. Units of the driver CPC include courses in First Aid, Tachograph Law and Health & Safety.

Drivers are also required to undergo periodic medical examinations to ensure they are fit and healthy enough to perform their role.

INTERSKI

Additional considerations, specifically required by contract between ourselves and the coach operator, as follows:

Every tour will have two drivers for the duration and a feeder/relief driver as appropriate, depending on where the vehicle originates from or needs to return to.

Where possible, we prefer that drivers new to us complete at least one tour with an experienced driver before leading a tour themselves.

All drivers should have experience driving abroad and in winter conditions.

TRANSPORT



TRANSPORT

Transport Operational Guidelines

WHAT CRITERIA ARE USED FOR THE SELECTION OF COACH OPERATORS?

- Operators are hand-picked to cover geographical requirement.
- We will source a fleet size which has adequate capacity.
- Most operators are members of CPT - Confederation of Passenger Transport or of Coach Marque – a Confederation of Professional Transport initiative which has strict membership standards on vehicles, staffing and training.
- Established operators, used for a number of years, with each departure carefully monitored and recorded. The performance of each operator is then assessed as a consideration for future work.
- All operators must show that their fleet has the required quality of vehicles for this work.

WHAT TRAINING AND INFORMATION IS GIVEN TO DRIVERS BEFORE BEING ALLOCATED TO INTERSKI WORK?

- Any new driver will undergo his/her first Interski departure with an experienced crew member before taking control of any vehicle.
- Every departure has a driver reference folder with full information.
- Coach operators are selected based on the driver experience they already have.

DOES INTERSKI HAVE ANY CONTROL OVER THE SELECTION OF DRIVERS?

- Each departure is assessed for driver performance, involving such criteria as appearance, willingness, cooperation and information. These assessments are recorded. Note of any special comments is made, positive and negative. We are then able to intervene if necessary.
- All coach companies are asked to submit a list of drivers to be used on the Interski contract and all coach operators are asked to declare their screening processes for suitability.
- We will, wherever possible, ensure that if particular requests are made for specific driver staff, these are complied with.

COMMUNICATION BETWEEN DRIVERS AND CLIENTS IS PARAMOUNT – WHAT SHOULD WE EXPECT TO BE TOLD BY OUR DRIVERS?

- All driver crews, whether feeder or tour drivers introduce themselves, give a description of the vehicle and facilities on board, and give details of all safety aspects, including emergency procedures. This may be given by the driver or by means of an audio CD.
- Tour drivers will give full information on the journey schedule, rest breaks, driver changes and ferry details.
- The journey will usually involve a rest stop on the UK side of the channel, a driver change in the middle of the night, a breakfast stop and perhaps a short break before arriving.
- The return journey is less involved, with a rest stop in France at approx 22.00 hrs and then breakfast on the ferry (pre-arranged) in addition to re-fuelling or driver changeover stops, as required.
- A regular update of the schedule is given, with particular information relating to arrival either in resort or return home.

HOW ARE DRIVERS' HOURS ALLOCATED AND WILL WE NEED A FEEDER DRIVER TO DOVER?

- The Aosta Valley is one of the closest ski areas available overland, at just 11/12 hours from Calais. Andorra and Spain are slightly further.
- All operators are given adequate notice to plan the operational side of driver allocation, and the planning has to involve tour drivers within tachograph ruling to allow a maximum 21 hour period to reach resort.
- The point of departure and selection of hotel/resort will determine whether a feeder driver will commence the journey, or whether tour drivers will undertake the whole journey. The converse will apply inbound.

WHAT ROUTE IS USED FOR THE JOURNEY TO THE AOSTA VALLEY IN ITALY?

From Calais the route via the French motorway system will take the coaches past Reims and Dijon towards Geneva. The breakfast stops are in the Toulouse area and approximately 3-4hrs from Andorra/Spain.. After breakfast the route to the Mont Blanc tunnel passes Geneva on the Autoroute Blanche to Chamonix. Access to the Aosta Valley is via the Mont Blanc tunnel.

WHAT ROUTE IS USED FOR THE JOURNEY TO ANDORRA/SPAIN?

From Calais the route follows the French motorway system towards and around Paris, past Orleans, Chateroux and Limoges. The breakfast stop is just North of Toulouse and approximately 3.5hrs from Andorra.

HOW CAN EVERYONE KEEP IN TOUCH WITH EACH OTHER?

- Each coach has a mobile phone on board, which is a pre-requisite of Interski's contractual agreement with the coach companies. The progress of all our coaches is carefully monitored both on their way to Dover and their 'check in' with our agents at Stop 24 (M20 Folkestone), as well as being contacted early on the Sunday morning to confirm the arrangements prior to their arrival in the resort.

- In the event of difficulty all coach crews have contact numbers (24hrs) where they can refer problems, ask for assistance or report delays. There should be no circumstances where they cannot get advice or help.

CAN WE USE AN OPERATOR FROM OUR SCHOOL OR LOCAL AUTHORITY PREFERRED PROVIDER LIST?

We will always consider any such request, if given in good time. However, due to the demands that we place on operators, the time that it takes to perform our required checks and to arrange contracts, this is not usually possible unless we have used the operator previously.

WHAT PROVISION IS MADE TO ENSURE DRIVERS ARE SUFFICIENTLY RESTED PRIOR TO DEPARTING RESORT?

- Drivers' hotel rooms are retained for the duration of departure day to ensure they can rest sufficiently prior to travel.
- Drivers are not supplied with a ski pass for the last two days of the trip and are not permitted to ski on departure day.
- Where possible, drivers are allocated single rooms.



TRANSPORT - FERRIES

Risk Assessment & Important Information

Vessels comply fully with all current international and national Maritime Safety Regulations and we operate a comprehensive and audited Safety Management System.

Loading & Embarkation Areas in the Port of Dover

When travelling through the Port of Dover, including all waiting and loading areas, the Travel Centre and the quayside, please be aware that berth areas are subject to normal road traffic regulations and strict road laws are adhered to under Health and Safety Regulations.

We should also advise that the embarkation areas are extremely busy with freight and tourist vehicles manoeuvring to and from our vessels and you are respectfully requested to instruct your party members to follow the designated black and white walkways whenever moving around the portside to access food outlets and other facilities.

Behaviour of Young Persons On-Board

HAZARD INFORMATION

Please be aware of the following whilst on board:

- **Bad Weather:** Announcements will be made to advise passengers to stay seated and take extra care when moving around.
- **Wet decks:** Take extra care when using outside decks especially in wet weather.
- **Doors:** Keep hands and fingers clear of hinges and door edges on both external and internal doors.
- **Door sills:** Lots of doors have sills, especially those leading to the vehicle and outside decks. Take care when crossing the sills; step over them; do not stand on them.

- **Stairs:** Take extra care and use the handrails as stairs can be very steep and often become crowded. Please do not push or force your way into congested areas.
- **Young Persons' behaviour:** Boisterous and noisy behaviour is not welcome on board ship; it can be offensive and put others at risk. Please do not behave in any way which inconveniences others.
- **Running: DO NOT RUN** on board the ship at any time, either inside the ship or on the outside decks.
- **Moving vehicles:** Take extra care when leaving the stairways and moving around on the vehicle decks as cars, coaches and lorries may have started moving before you rejoin your own vehicle
- **Access: DO NOT** assemble or form groups in numbers which block alleyways (corridors) or stairway accesses. It is essential that routes around the ship are kept as clear as possible.

We want your group, along with all our passengers, to enjoy their crossing with our ferry operators and to be safe. We would therefore be grateful for your co-operation on the following points:

1. On boarding, we would ask you to introduce yourself at the Information Desk with the completed form overleaf. (There is no need to bring your whole group to the desk.)
2. It is important that your group is made aware of the safety information detailed below and that the potential dangers of unruly behaviour are explained. When a meeting point or area has been allocated, please ensure that your group keep together there until both the captain's welcome message and important safety announcements have been played.
3. For the safety and well-being of all passengers and staff, we would request that your group be supervised at all times and that the following points are observed:

DO...

- Respect the peace and comfort of other passengers
- Use the waste bins provided and leave the ship as tidy as you found it

DO NOT...

- Run, roam around or make noise in alleyways.
 - Allow access to the outer decks during night crossings
 - Touch any safety equipment or enter areas closed off by watertight doors or access the vehicle decks whilst at sea
 - Play in the lifts, sit on the stairs or block the alleyways
 - Congregate at the top of stairways to the vehicle decks until called forward for disembarkation
 - Congregate at the Information Desk as this area needs to be kept clear
4. Please note that it is ferry operators' policy to:
- Not allow anyone under 18 to buy tobacco, cigarettes, wine or spirits, even as gifts. Under 18s are not allowed to buy alcoholic drinks from the bar.
 - Not allow anyone under 18 to play on gaming machines or (where provided) to enter casinos.
 - Prosecute all incidents of theft.

We ask that you return to your meeting point/area, as agreed with your group leader, 10 minutes prior to arrival and await further information regarding disembarkation.

Transcript of Safety Message

"Ladies and Gentlemen, this is an important safety announcement.

Your attention is drawn to the emergency instruction notices which are displayed in the Assembly Stations and in other passenger spaces. These notices include the location of Assembly Stations; that is the areas where passengers should assemble in the event of an emergency; the method of donning a lifejacket and a description of the general alarm signal.

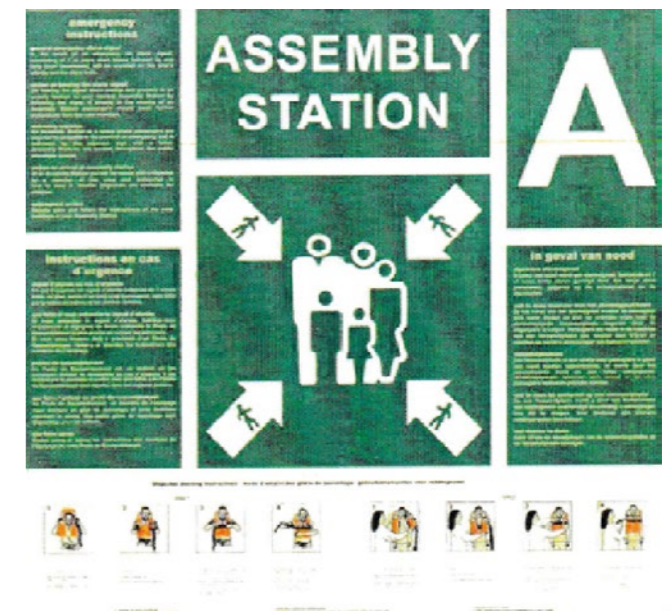
This signal consists of seven or more short blasts followed by one long blast on the ship's whistle and followed by a similar signal on the alarm bells. If this signal is sounded you should proceed to the nearest Assembly Station. Assembly Stations are located throughout the public passenger spaces and can be identified by a square green and white sign with arrows pointing inwards to a symbol depicting a family group.

At an Assembly Station, a crew member will issue you with a lifejacket and instruct you how to wear it. Smaller lifejackets are available for children.

You should remain calm and follow the instructions of the crew member.

Thank you for your co-operation and we hope you enjoy your crossing."

Assembly Station Signage



TRANSPORT



APPENDIX A

Ski Related Risk Assessments

- Skiing / Snowboarding
- Use of Chairlifts
- Use of Gondolas
- Use of Draglifts
- Use of Moving Walkways / Travelators

Après-ski & General Risk Assessments

- 10-Pin Bowling
- Disco
- Ice Skating
- Indoor Trampolining
- Pool Hall
- Snow Tubing / Bum Boarding
- Sports Hall
- Swimming
- Travel Between Venues On Foot
- Travel Between Venues By Coach



APPENDIX A

SKI RELATED

Skiing / Snowboarding

WHAT ARE THE HAZARDS?	WHO MIGHT BE AFFECTED?	HOW MIGHT THEY BE AFFECTED?	RISK RATING (NO ACTION)	CURRENT SAFETY MEASURES	RISK RATING (WITH ACTION)
<p>Falling whilst skiing or snowboarding</p> <p>Collisions with other skiers and snowboarders or static objects</p> <p>Becoming separated from the rest of the group</p> <p>Carrying ski/snowboard equipment</p> <p>Physical exertion</p> <p>Adverse weather</p> <p>Excessive speed</p>	<p>Group members</p> <p>Interski staff</p> <p>Members of the public</p>	<p>Minor physical injuries such as, but not limited to, strains, bumps and bruises</p> <p>Major physical injuries such as, but not limited to, broken bones and or damaged ligaments</p> <p>Fatigue</p> <p>Dehydration</p> <p>Effects of cold, wind and precipitation</p> <p>Snow blindness</p> <p>Sun burn</p>	High	<p>Ski/snowboard groups are devised based on individual abilities and instructors will only take students on pistes within their capability.</p> <p>All instructors used are fully licenced, qualified and experienced professionals.</p> <p>All instructors attend a meeting each day which includes a safety briefing with details of piste closures and weather reports.</p> <p>Students are evaluated each day by their instructor and changes to groups are made to take into account the speed of progression and ensure ability standards within groups remain equal.</p> <p>Students are constantly supervised by their instructor from collection to drop off.</p> <p>Students under the age of 18 are obliged to wear safety helmets by law.</p> <p>On collection of ski/snowboard equipment from the ski hire, instructions are given on how it should be correctly carried.</p> <p>Lessons will include time for students to take short frequent rests.</p> <p>Students are encouraged to drink plenty of fluids during the day and drink stops will be scheduled into the daily programme as required.</p> <p>All students will be expected to wear clothing suitable to the weather conditions.</p> <p>Advice is given prior to the trip on appropriate clothing and equipment, including details about layering.</p> <p>Protection of eyes using suitable eyewear will be emphasised.</p> <p>Instructors will ensure students follow the speed set by the instructor at all times.</p> <p>Regular and frequent application of high factor sun cream' to the list of current safety measures</p>	Medium



APPENDIX A

SKI RELATED

Use of Chairlifts

WHAT ARE THE HAZARDS?	WHO MIGHT BE AFFECTED?	HOW MIGHT THEY BE AFFECTED?	RISK RATING (NO ACTION)	CURRENT SAFETY MEASURES	RISK RATING (WITH ACTION)
<p>Falling from the lift at either the embarking or terminating station</p> <p>Falling from height</p> <p>Falling or slipping on moving walkways whilst getting on the lift</p> <p>Being struck by the chairlift</p> <p>Colliding with the turnstile</p>	Group members	<p>Minor physical injuries such as, but not limited to, strains, bumps and bruises</p> <p>Major physical injuries such as, but not limited to, broken bones and or damaged ligaments</p>	High	<p>All lift systems are installed, operated and maintained in line with local and national rules and regulations.</p> <p>All chairlifts are fitted with safety bars which must be used at all times from leaving the bottom lift station and should not be raised until the chairlift has safely arrived at the top station.</p> <p>Safety briefings and instructions will be given to all students prior to using chairlifts for the first time.</p> <p>Chairlifts are staffed by trained operators at all times who will assist younger and more novice skiers/snowboarders.</p> <p>Newer chairlifts are accessed on a moving walkway which brings the user to a speed similar to the moving chairlift.</p> <p>Lift operators on older chairlifts will manually reduce the speed of the chairlift for novice skiers/snowboarders.</p> <p>Students should approach lift entry points at a suitable speed, regarding the conditions and other skiers/snowboarders.</p> <p>Many chairlift entry points have purpose built barriers placed to ensure speed is reduced whilst approaching the lift.</p> <p>Students should never participate in any horseplay or tomfoolery whilst using chairlifts.</p>	Medium

Use of Gondolas & Cable Cars

WHAT ARE THE HAZARDS?	WHO MIGHT BE AFFECTED?	HOW MIGHT THEY BE AFFECTED?	RISK RATING (NO ACTION)	CURRENT SAFETY MEASURES	RISK RATING (WITH ACTION)
<p>Falling under the gondola</p> <p>Failing to get off the gondola at the terminating station</p> <p>Panic attack induced by the enclosed space, heights or any other aspect of the gondola journey</p> <p>Collisions with the turnstile</p> <p>Being knocked or bumped by other people in the queue, or by their equipment</p> <p>Slips, trips and falls</p>	Group members	<p>Minor physical injuries such as, but not limited to, strains, bumps and bruises</p> <p>Major physical injuries such as, but not limited to, broken bones and or damaged ligaments</p>	High	<p>Instructions will be given to students prior to using the gondola for the first time.</p> <p>Group members must stand well back from the edge whilst waiting for the gondola to arrive.</p> <p>On embarking and disembarking, group members should move quickly and carefully, avoiding hesitation.</p> <p>Anyone failing to disembark at the terminating station should remain calm in the gondola and wait patiently either for the lift to be reversed or wait until you come all the way back round.</p> <p>Do not stand unnecessarily close to the edge.</p> <p>Anyone with a history or phobia of heights or enclosed spaces should avoid using gondolas.</p> <p>Group members should be aware of other members in the queue, and be particularly aware of others carrying ski equipment and how it is being carried.</p> <p>Group members should use the turnstiles carefully, taking note of how they operate and anticipate the rotating motion of the turnstile as they pass through.</p> <p>Whilst walking through the gondola station, walk carefully keeping an eye out for steps, raised floor areas or other trip hazards.</p>	Low



APPENDIX A

SKI RELATED

Use of Draglifts

WHAT ARE THE HAZARDS?	WHO MIGHT BE AFFECTED?	HOW MIGHT THEY BE AFFECTED?	RISK RATING (NO ACTION)	CURRENT SAFETY MEASURES	RISK RATING (WITH ACTION)
<p>Being struck by the lift</p> <p>Falling from the lift</p> <p>Colliding with the turnstile</p> <p>Colliding with other people on joining the queue</p>	<p>Group members</p> <p>Members of the public</p>	<p>Minor physical injuries such as, but not limited to, strains, bumps and bruises</p> <p>Major physical injuries such as, but not limited to, broken bones and or damaged ligaments</p>	Medium	<p>Instructions will be given to students prior to using a draglift for the first time.</p> <p>Awareness is required at all times when using a draglift, particularly at the point of joining the lift.</p> <p>Anticipate a sharp pull by the lift as it first leaves the bottom station.</p> <p>The draglift should be held at all times.</p> <p>No horseplay and tomfoolery.</p> <p>Instructors should be the last to travel on the lift, so they can give assistance to anyone who falls off.</p> <p>Before embarking on the draglift a plan should be made in case any group members fall from the lift.</p> <p>Skiers and snowboarders should approach the lift station at a sensible speed, taking into account the conditions and size of the queue.</p> <p>Many draglift entry points have purpose built barriers placed to ensure speed is reduced whilst approaching the lift.</p> <p>Take care when passing through the turnstile, anticipating the rotating motion of the metal bars.</p>	Low

Use of Moving Walkways

WHAT ARE THE HAZARDS?	WHO MIGHT BE AFFECTED?	HOW MIGHT THEY BE AFFECTED?	RISK RATING (NO ACTION)	CURRENT SAFETY MEASURES	RISK RATING (WITH ACTION)
<p>Falling from the lift</p> <p>Colliding with the turnstile</p> <p>Colliding with other people on joining the queue</p>	<p>Group members</p> <p>Members of the public</p>	<p>Minor physical injuries such as, but not limited to, strains, bumps and bruises</p> <p>Major physical injuries such as, but not limited to, broken bones and or damaged ligaments</p>	Medium	<p>Instructions will be given to students prior to using a moving walkway for the first time.</p> <p>Awareness is required at all times when using a moving walkway, particularly at the point of joining the lift.</p> <p>Anticipate a sharp pull by the lift as it first leaves the bottom station.</p> <p>No horseplay or tomfoolery.</p> <p>Instructors should be the last to travel on the lift, so they can give assistance to anyone who falls off.</p> <p>Before embarking on the moving walkway a plan should be made in case any group members fall from the lift.</p> <p>Skiers and snowboarders should approach the lift station at a sensible speed, taking into account the conditions and size of the queue.</p> <p>Many walkway/travellator entry points have purpose built barriers placed to ensure speed is reduced whilst approaching the lift.</p> <p>Take care when passing through the turnstile, anticipating the rotating motion of the metal bars.</p>	Low



APPENDIX A

NON-SKI RELATED

Après-ski - 10-Pin Bowling

WHAT ARE THE HAZARDS?	WHO MIGHT BE AFFECTED?	HOW MIGHT THEY BE AFFECTED?	RISK RATING (NO ACTION)	CURRENT SAFETY MEASURES	RISK RATING (WITH ACTION)
Slips, trips and falls Bumps and knocks Mechanical ball retrieval system Weight and handling of bowling balls	Group members Participants Spectators	Minor/moderate impact injuries Bruising and sprains Collisions Dehydration	Medium	Participants must be physically and medically fit. Safety briefing prior to commencing. Suitable clothing and footwear to be used. One bowler on the lane at a time. Only use bowling balls of a suitable weight, with adequate room for fingers and thumb. No horseplay. Do not interfere with the ball return mechanism. Do not walk on the lane. Supervision by school staff.	Low

Après-ski - Disco

WHAT ARE THE HAZARDS?	WHO MIGHT BE AFFECTED?	HOW MIGHT THEY BE AFFECTED?	RISK RATING (NO ACTION)	CURRENT SAFETY MEASURES	RISK RATING (WITH ACTION)
Loud music Flashing lights (strobe lighting) Dark areas Busy dance floor Slips, trips and falls Unruly behaviour Licensed bar on premises – potential access to alcohol Effects of alcohol	Group members	Bruising or sprains from falls Dizzy spells Claustrophobia Epileptic reaction to lighting Not adhering to good etiquette	Medium	Participants will be briefed by their Interski coordinator prior to the session regarding safety guidelines and good etiquette. Staff will check if any participants have issues with flashing lights or claustrophobia. Water and easy access to fresh air will be available at all times. Uniformed Interski staff will be present at all times, monitoring both inside and outside the premises. Our resort rescue will be available if required and where possible.. Staff will warn any unruly behaviour and have delegated powers to remove an offender from the remainder of the session. Bar monitored at all times to prevent alcohol being sold. Wristband policy implemented for sale of alcohol – only issued to participants aged 18 and over. Disco normally for clients and Interski staff only.	Low



APPENDIX A

NON-SKI RELATED

Après-ski - Ice Skating

WHAT ARE THE HAZARDS?	WHO MIGHT BE AFFECTED?	HOW MIGHT THEY BE AFFECTED?	RISK RATING (NO ACTION)	CURRENT SAFETY MEASURES	RISK RATING (WITH ACTION)
Slips, trips and falls Collisions Excessive speed Blades on ice skates Unruly behaviour	Group members Members of the public	Impact injuries from falls Impact injuries from collisions Not adhering to good etiquette	Medium	Participants will be briefed by their Interski coordinator prior to the session regarding rink regulations and safety guidelines. Uniformed Interski staff will be present at all times. Staff will warn any unruly behaviour and have delegated powers to remove an offender from the remainder of the session. Our resort rescue will be available if required and where possible.. Any concerns noted during the session will be reported to the rink supervisor or duty manager. Participants will need to dress appropriately – long sleeves, jacket fastened, gloves and helmets are recommended.	Low

Après-ski - Indoor Trampolining

WHAT ARE THE HAZARDS?	WHO MIGHT BE AFFECTED?	HOW MIGHT THEY BE AFFECTED?	RISK RATING (NO ACTION)	CURRENT SAFETY MEASURES	RISK RATING (WITH ACTION)
Slips, trips and falls Unruly behaviour Collisions Twists to joints Failing to adhere to venue safety instructions	Group members, participants	Impact injuries Friction injuries Exhaustion Dehydration Bruising and sprains	Medium	Participants must be physically and medically fit Safety briefing prior to commencing Suitable clothing and footwear used Qualified first aider on site Safe distance between participants Supervision by school staff	Low

Après-ski - Pool Hall

WHAT ARE THE HAZARDS?	WHO MIGHT BE AFFECTED?	HOW MIGHT THEY BE AFFECTED?	RISK RATING (NO ACTION)	CURRENT SAFETY MEASURES	RISK RATING (WITH ACTION)
Slips, trips and falls Unruly behaviour Licenced bar on premises – potential access to alcohol	Group members	Bruising or sprains from falls Alcohol intoxication	Medium	Participants will be briefed by their Interski coordinator prior to the session regarding safety guidelines and good etiquette. Staff will warn any unruly behaviour and have delegated powers to remove an offender from the remainder of the session. Bar monitored by our staff at all times and venue instructed not serve alcohol to Interski groups.	Low



APPENDIX A

NON-SKI RELATED

Après-ski - Snowtubing / Bumboarding

WHAT ARE THE HAZARDS?	WHO MIGHT BE AFFECTED?	HOW MIGHT THEY BE AFFECTED?	RISK RATING (NO ACTION)	CURRENT SAFETY MEASURES	RISK RATING (WITH ACTION)
Slips, trips and falls Collisions Excessive speed Unruly behaviour Not adhering to venue rules and regulations	Group members	Impact injuries from falls Impact injuries from collisions Friction injuries from snow or ice	Low	Participants will be briefed at the beginning of the session regarding regulations and safety guidelines. Uniformed Interski staff will be present at all times where possible. Staff will warn any unruly behaviour and have delegated powers to remove an offender from the remainder of the session. Any concerns noted during the session will be reported to the tubing supervisor or duty manager. Participants will need to dress appropriately – long sleeves, jacket fastened, gloves and helmets are recommended.	Low

Après-ski - Sports Hall

WHAT ARE THE HAZARDS?	WHO MIGHT BE AFFECTED?	HOW MIGHT THEY BE AFFECTED?	RISK RATING (NO ACTION)	CURRENT SAFETY MEASURES	RISK RATING (WITH ACTION)
Slips, trips and falls Sprains and strains from sudden, twisting movements Collisions Unruly behaviour	Group members	Bruising or sprains from falls and twists Impact injuries	Low	Participants will be briefed by their Interski coordinator prior to the session regarding safety guidelines and good etiquette. Staff will warn any unruly behaviour and have delegated powers to remove an offender from the remainder of the session. Students should warm-up adequately before participating in any games. Appropriate clothing and footwear should be worn at all times.	Low

Après-ski - Swimming

WHAT ARE THE HAZARDS?	WHO MIGHT BE AFFECTED?	HOW MIGHT THEY BE AFFECTED?	RISK RATING (NO ACTION)	CURRENT SAFETY MEASURES	RISK RATING (WITH ACTION)
Changing room supervision Wet floors Swimming ability Depth of water Slips, trips and falls	Group members Members of the public	Child protection Impact injuries from slips, trips or falls on to hard floors Drowning Choking Panic attack	High	Group teaching/supervisory staff members to monitor changing area. No running on poolside, changing area or any other place where the floors may be hazardous. Assessment of participants swimming ability prior to activity by group teaching/supervisory staff. Participants aware of how to enter/leave pool area safely. Participants aware not to enter pool without permission. All staff aware of participants medical requirements. Lifeguard on poolside.	Medium



APPENDIX A

NON-SKI RELATED

Travel Between Venues by Foot

WHAT ARE THE HAZARDS?	WHO MIGHT BE AFFECTED?	HOW MIGHT THEY BE AFFECTED?	RISK RATING (NO ACTION)	CURRENT SAFETY MEASURES	RISK RATING (WITH ACTION)
Icy/snowy paths and walkways Sections of route without pavement Darkness Cold weather conditions Traffic General public Unruly behaviour Separation of participant from group Slips, trips and falls	Group members Members of the public	Slip, trip or fall Minor/major injury Hypothermia Physical/verbal abuse Getting lost	Medium	Mobile phone must be carried by party leader. Any accompanying Interski staff will carry mobile phones. Ensure group behaviour and supervision is appropriate. Verbal warning of risks. Suitable footwear and clothing to be worn. No running. Staff to supervise road crossings. Party leader at front plus back marker at all times. Walk in single file if narrow paths. Consider cancelling activities in extreme bad weather. Regular head counts. Staff to be vigilant. Party leader provides guidelines to participants about what to do if separated. The route should be planned and communicated to the group, prior to commencing.	Low

Travel Between Venues by Coach

WHAT ARE THE HAZARDS?	WHO MIGHT BE AFFECTED?	HOW MIGHT THEY BE AFFECTED?	RISK RATING (NO ACTION)	CURRENT SAFETY MEASURES	RISK RATING (WITH ACTION)
Unruly Behaviour Disembarking coach onto icy/snowy conditions Separation of participant from group Road traffic accident Breakdown Slips, trips and falls	Group members Interski staff Coach drivers	Getting lost Minor injury Major injury	Medium	Head count taken when participants leave/board transport. Ensure group behaviour and supervision is appropriate. Seat belts must be worn by everyone on the coach when the vehicle is in motion. Encourage safe practice. Party leaders to be seated around the coach to ensure adequate supervision. Ensure participants do not distract the driver when the vehicle is in motion. Ensure participants safely disembark the coach. Accident / Breakdown - Not Serious. Keep participants secure by remaining on coach if it is safe to do so. If not, move participants to a safe location protected from oncoming traffic. When moving follow the highway code and ensure group leaders supervise participants. Accident / Breakdown - More Serious. Move those able to walk from the scene of the accident keeping them safe throughout. Deal with casualties as best as possible until the emergency services arrive.	Low



APPENDIX B

Nut Allergy

FRENCH

Allergie Aux Noix

Je suis allergique aux noix avec ou sans coquille, et je ne peux donc pas manger d'aliments qui en contiennent. Pouvez-vous, s'il vous plait, vous assurer que les aliments que vous me donnez ne contiennent aucune trace de fruits secs avec ou sans coquille ?

Merci de votre compréhension.

ITALIAN

Allergia Alla Frutta Secca Con O Senza Guscio

Sono allergico/allergica alla frutta secca con o senza guscio, e non posso quindi mangiare cibi che contengono questo. Può gentilmente accertarsi che il cibo che mi dà non contenga alcuna traccia di frutta secca con o senza guscio? Grazie per la sua comprensione.

SPANISH

Alergia A Los Frutos Secos Con O Sin Cáscara

Soy alérgico/a a los frutos secos con o sin nueces, y por lo tanto no puedo comer alimentos que contengan esto. ¿Podría asegurarse de que la comida que me da no contiene trazas de frutos secos con o sin nueces? Gracias por su atención.

Gluten Free

FRENCH

Aliments Sans Gluten

Je suis coeliaque. Je dois suivre un régime sans gluten. Je ne peux pas manger des aliments qui contiennent de la farine, ni des grains de blé, de seigle, de l'orge, de l'avoine. Est-ce que je peux échanger mon voucher Interski contre un produit qui correspond à ces besoins?

Merci de votre compréhension.

ITALIAN

Dieta Senza Glutine

Sono celiaco/celiaca e devo quindi seguire una dieta senza glutine. Significa che non posso mangiare cibi che contengono farina o chicchi di grano, segale, orzo o avena. Posso pertanto avere qualcosa che non sia panino/pizza in cambio del mio voucher Interski?

Grazie per la sua comprensione.

SPANISH

Dieta Sin Gluten

Soy celíaco/celíaca y por lo tanto debo seguir una dieta sin gluten. Esto significa que no puedo comer alimentos que contienen harina o granos de trigo, centeno, cebada o avena. Por lo tanto, ¿puedo comer algo que no sea un sándwich/pizza en a cambio de mi cupón de Interski?

Gracias por su comprensión.

Eggs / Egg Products

FRENCH

Allergique Aux Oeufs

Je suis allergique aux oeufs et je ne peux donc pas manger aucune nourriture qui en contienne des traces. Pourriez-vous gentiment vous assurer que ce que vous me donnez ne contienne pas de traces d'oeufs?

Merci de votre compréhension.

ITALIAN

Allergico Alle Uova

Sono allergico/a alle uova e a tutti i prodotti a base di uova. Sto veramente male se mangio qualsiasi cosa a base di uova.

Grazie per la Sua comprensione.

SPANISH

Alérgico A Los Huevos

Soy alérgico/a a los huevos y a todos los productos derivados del huevo. Me pongo muy enfermo si como algo hecho de huevos.

Gracias por su comprensión.

Fish Allergy

FRENCH

Allergie Aux Poissons

Je suis allergique aux poissons, et je ne peux donc pas manger aucune nourriture qui en contienne des traces. Pourriez-vous gentiment vous assurer que ce que vous me donnez ne contienne pas de traces de poisson?

Merci de votre compréhension.

ITALIAN

Allergia Al Pesce

Sono allergico/a al pesce, e non posso quindi mangiare cibi che contengono pesce o tracce di pesce. Può gentilmente accertarsi che il cibo che mi dà non contenga alcuna traccia di pesce?

Grazie per la Sua comprensione.

SPANISH

Alergia Al Pescado

Soy alérgico/a al pescado y no puedo comer que contengan pescado o trazas de pescado. ¿Puede usted amablemente asegurarse de que los alimentos que me da no contienen trazas de pescado?

Gracias por su comprensión.



APPENDIX B

Seafood Allergy

FRENCH

Fruits De Mer

Je suis allergique aux fruits de mer, et je ne peux donc pas manger aucune nourriture qui en contienne des traces. Pourriez-vous gentiment vous assurer que ce que vous me donnez ne contienne pas de traces de fruits de mer?

Merci de votre compréhension.

ITALIAN

Frutti Di Mare

Sono allergico/a ai frutti di mare e non posso quindi mangiare cibi che contengono frutti di mare. Può gentilmente accertarsi che il cibo che mi dà non contenga alcuna traccia di frutti di mare?

Grazie per la Sua attenzione.

SPANISH

Marisco

Soy alérgico/a al marisco y por lo tanto no puedo comer alimentos que contengan marisco. ¿Puede usted por favor, asegúrese de que la comida que me da no contiene algún rastro de marisco?

Gracias por su atención.

Lactose Allergy

FRENCH

Allergie Au Lactose

Je suis allergique au lactose, et je ne peux donc pas manger aucune nourriture qui en contienne des traces. Pourriez-vous gentiment vous assurer que ce que vous me donnez ne contienne pas de traces de lactose?

Merci de votre compréhension.

ITALIAN

Allergia Al Lattosio

Sono allergico/a al lattosio, e non posso quindi mangiare cibi che contengono lattosio o tracce di lattosio. Può gentilmente accertarsi che il cibo che mi dà non contenga alcuna traccia di lattosio?

Grazie per la Sua comprensione.

SPANISH

Alergia A La Lactosa

Soy alérgico/a a la lactosa, y por eso no puedo comer alimentos que contienen lactosa o trazas de lactosa. ¿Puede usted por favor, asegúrese de que los alimentos que me da no contienen trazas de lactosa?

Gracias por su comprensión.

Wheat Allergy

FRENCH

Allergie Au Blé

Je suis allergique au blé, et je ne peux donc pas manger aucune nourriture qui en contienne des traces. Pourriez-vous gentiment vous assurer que ce que vous me donnez ne contienne pas de traces de blé?

Merci de votre compréhension.

ITALIAN

Allergia Al Grano

Sono allergico/a al grano, e non posso quindi mangiare cibi che contengono grano o tracce di grano. Può gentilmente accertarsi che il cibo che mi dà non contenga alcuna traccia di grano?

Grazie per la sua attenzione.

SPANISH

Alergia Al Trigo

Soy alérgico/a al trigo, y por lo tanto no puedo comer alimentos que contengan trigo o trazas de trigo. ¿Puede usted amablemente asegurarse de que la comida que me da no contiene ningún rastro de trigo?

Gracias por su atención.

Shellfish Allergy

FRENCH

Mollusques Et Crustacés

Je suis allergique aux mollusques et crustacés, et je ne peux donc pas manger aucune nourriture qui en contienne des traces. Pourriez-vous gentiment vous assurer que ce que vous me donnez ne contienne pas de traces de mollusques et crustacés ?

Merci de votre compréhension.

ITALIAN

Crostacei E Mollusco

Sono allergico/a ai molluschi e ai crostacei e non posso quindi mangiare cibi che contengono molluschi o crostacei. Può gentilmente accertarsi che il cibo che mi dà non contenga alcuna traccia di molluschi e crostacei?

Grazie per la sua attenzione.

SPANISH

Crustáceos Y Moluscos

Soy alérgico/a al moluscos y a los crustáceos y no puedo comer alimentos que lo contengan ¿Puede asegurarse de que la comida que me da no contiene algún rastro de los dos?

Gracias por su atención.



APPENDIX B

Vegetarian

FRENCH

Vegetarien

Je suis végétarien/ne, et je ne peux donc pas manger aucune nourriture qui contienne des traces de viande ou de poisson. Pourriez-vous gentiment vous assurer que ce que vous me donnez ne contienne pas de traces de viande ou de poisson?

Merci de votre compréhension.

ITALIAN

Vegetariano/a

Sono vegetariano/a, e non posso quindi mangiare cibi che contengono carne o pesce. Può gentilmente accertarsi che il cibo che mi dà non contenga alcuna traccia di carne o pesce?

Grazie per la sua comprensione.

SPANISH

Vegetariano

Soy vegetariano/a, y por lo tanto no puedo comer alimentos que contienen carne o pescado. ¿Podría asegurarse de que la comida que me da no contiene ningún rastro de carne o pescado?

Gracias por su comprensión.

Celery Allergy

FRENCH

Allergie Au Celeri

Je suis allergique au céleri et je ne peux donc pas manger aucune nourriture qui en contienne des traces. Pourriez-vous gentiment vous assurer que ce que vous me donnez ne contienne pas de traces de céleri?

Merci de votre compréhension.

ITALIAN

Allergia Al Sedano

Sono allergico/a al sedano e a tutti i prodotti a base di sedano. Non posso quindi mangiare cibi che contengono sedano o tracce. Può gentilmente accertarsi che il cibo che mi dà non ne contenga alcuna traccia?

Grazie per la sua comprensione.

SPANISH

Alergia Al Apio

Soy alérgico/a al apio y a todos los productos elaborados con apio. Por lo tanto, no puedo comer alimentos que contengan el apio o restos de él. Por favor ¿Puede asegurarse de que los alimentos que me da no contiene ningún rastro de apio?

Gracias por su comprensión.

Lupin Allergy

FRENCH

Allergie Au Lupin

Je suis allergique au lupin et je ne peux donc pas manger aucune nourriture qui en contienne des traces. Pourriez-vous gentiment vous assurer que ce que vous me donnez ne contienne pas de traces de lupin?

Merci de votre compréhension.

ITALIAN

Allergia Al Lupino

Sono allergico/a al lupino e a tutti i prodotti a base di lupino. Non posso quindi mangiare cibi che contengono lupino o tracce. Può gentilmente accertarsi che il cibo che mi dà non ne contenga alcuna traccia?

Grazie per la sua comprensione.

SPANISH

Alergia Al Altramuz

Soy alérgico/a al altramuz y a todos los productos a base de altramuz. Por lo tanto, no puedo comer alimentos que lo contengan o tienen trazos. ¿Puedes por favor asegurarte de que la comida que me da no contiene ningún rastro de ella?

Gracias por su comprensión.

Sesame Seeds Allergy

FRENCH

Allergie Aux Graines De Sesame

Je suis allergique aux grains de sésame et je ne peux donc pas manger aucune nourriture qui en contienne des traces. Pourriez-vous gentiment vous assurer que ce que vous me donnez ne contienne pas de traces de graines de sésame? Merci de votre compréhension.

ITALIAN

Allergia Al Sesamo

Sono allergico/a al sesamo e a tutti i prodotti a base di sesamo. Non posso quindi mangiare cibi che contengono sesamo o tracce. Può gentilmente accertarsi che il cibo che mi dà non ne contenga alcuna traccia?

Grazie per la sua comprensione.

SPANISH

Alergia Al Sésamo

Soy alérgico/a al sésamo y a todos los productos que contienen sésamo. Por lo tanto, no puedo comer alimentos que contengan sésamo o trazas de él. ¿Puede asegurarse de que la comida que me da no contiene ningún rastro de sésamo?

Gracias por su comprensión.



APPENDIX B

Mustard Allergy

FRENCH

Allergie a la Moutarde

Je suis allergique à la moutarde et je ne peux donc pas manger aucune nourriture qui en contienne de traces. Pourriez-vous gentiment vous assurer que ce que vous me donnez ne contienne pas de traces de moutarde?

Merci de votre compréhension.

ITALIAN

Allergia Al Senape

Sono allergico/a al sesamo e a tutti i prodotti a base di sesamo. Non posso quindi mangiare cibi che contengono sesamo o tracce. Può gentilmente accertarsi che il cibo che mi dà non ne contenga alcuna traccia?

Grazie per la sua comprensione.

SPANISH

Alergia A La Mostaza

Soy alérgico/a a la mostaza y a todos los productos elaborados con mostaza. Por lo tanto, no puedo comer alimentos que contengan la mostaza o rastros de ella. ¿Puede asegurarse de que la comida que me das no contiene ningún rastro?

Gracias por su comprensión.

Sulphur Dioxide Allergy

FRENCH

Allergie Au Dioxyde De Soufre

Je suis allergique au dioxyde de soufre et je ne peux donc pas manger aucune nourriture qui en contienne de traces. Pourriez-vous gentiment vous assurer que ce que vous me donnez ne contienne pas de traces de dioxyde de soufre? Merci de votre compréhension.

ITALIAN

Allergia Al Diossido Di Zolfo

Sono allergico/a al diossido di zolfo e a tutti i prodotti a base di diossido di zolfo. Non posso quindi mangiare cibi che contengono diossido di zolfo o tracce. Può gentilmente accertarsi che il cibo che mi dà non ne contenga alcuna traccia? Grazie per la sua comprensione.

SPANISH

Alergia A Dióxido De Azufre

Soy alérgico/a al dióxido de azufre y a todos los productos a base de dióxido de azufre. Por lo tanto, no puedo comer alimentos que lo contengan o tienen trazas del mismo. ¿Se asegura de que la comida que me da no contiene ningún rastro de ella? Gracias por su comprensión.

Dairy Allergy

FRENCH

Grave Allergie au Lactose Et Les Produits Laitiers

Je suis gravement allergique au lactose e les produits laitiers, et je ne peux donc pas manger aucune nourriture qui en contienne des traces. Pourriez-vous gentiment vous assurer que ce que vous me donnez ne contienne pas de traces de lactose e les produits laitiers? Merci de votre compréhension.

ITALIAN

Grave Allergia Al Lattosio E Latticini

Sono allergico/a al lattosio, e non posso quindi mangiare cibi che contengono lattosio o tracce di latticini. Può gentilmente accertarsi che il cibo che mi dà non contenga alcuna traccia di lattosio/latticini? Grazie per la sua comprensione.

SPANISH

Alergia Severa A Los Productos Lácteos

Soy gravemente alérgico/a a los productos lácteos y sus derivados. Por lo tanto, no puedo comer alimentos que los contengan directamente o que contengan trazas de ellos. ¿Puede asegurarse de que la comida que me das no contiene ningún rastro de productos lácteos? Gracias por su comprensión.

Garlic Allergy

FRENCH

Allergie A L'ail

Je suis allergique à l'ail, et je ne peux donc pas manger aucune nourriture qui en contienne de traces. Pourriez-vous gentiment vous assurer que ce que vous me donnez ne contienne pas de traces d'ail?

Merci de votre compréhension.

ITALIAN

Allergia All'aglio

Sono allergico/a all'aglio. Non posso quindi mangiare cibi che contengono aglio. Può gentilmente accertarsi che il cibo che mi dà non ne contenga alcuna traccia?

Grazie per la sua comprensione.

SPANISH

Alergia Al Ajo

Soy alérgico/a al ajo. Por lo tanto, no puedo comer alimentos que ne contengan rastros. ¿Podría asegurarse de que los alimentos que me da no contienen ningún rastro?

Gracias por su comprensión.



APPENDIX B

Vegan

FRENCH



Vegan

Je suis végétalien/nne. Je ne peux donc pas manger d'aliments d'origine animale tels que la viande, le poisson, les produits laitiers et les œufs. Pouvez-vous vous assurer que les aliments que vous me donnez ne contiennent pas de traces de ces produits ?

Merci de votre compréhension.

ITALIAN



Vegano

Sono vegano/a. Non posso quindi mangiare cibi di origine animale come carne, pesce, latticini e uova. Può gentilmente accertarsi che il cibo che mi dà non ne contenga alcuna traccia?

Grazie per la Sua comprensione.

SPANISH



Vegano

Soy vegano/a. Por lo tanto, no puedo comer alimentos de origen animal como carne, pescado, productos lácteos y huevos. ¿Podría asegurarse de que los alimentos que me da no contienen ningún rastro de estos?

Gracias por su comprensión.





SAFETY MANAGEMENT

WINTER 2024/25

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