

Safety Management System

The Learning Adventure

NOTE: This safety management system applies bookings made through The Dragon Trip Pte Ltd, The Dragon Trip Adventure Travel Ltd, The Dragon Trip LLC, The Learning Adventure brand or through the partnership with Shanghai Zhonglei Travel Service Co Ltd. For simplicity, in all safety documentation provided, only the name The Learning Adventure will be used.

Keeping program participants safe at all times is the number one priority at The Learning Adventure. This document outlines the systems in place to ensure that all elements of the tours, such as accommodation, on-site facilities, transportation, Adventure Leaders and excursions are safe and that potential risks are minimized to an acceptable level. It also explains how these standards will be monitored and deficiencies managed.

Summary of safety management documents maintained at The Learning Adventure:

Document	Person Responsible	Last Reviewed	When next to be reviewed?
Safety Management System	Director	31.03.2023	31.03.2024
General Risk Assessment	Asia Operations Manager	31.03.2023	31.03.2024
Minimum Accommodation and Coach Standards	Asia Operations Manager	31.03.2023	31.03.2024
Accommodation Audit Template	Asia Operations Manager	31.03.2023	31.03.2024
Coach Company Audit Template	Asia Operations Manager	31.03.2023	31.03.2024
Code of Conduct, Child Safeguarding & Data Protection Policy	Director	31.03.2023	31.03.2024
Incident Reports	Senior Officer	31.03.2023	31.03.2024
TLA Adventure Leader Handbooks	Asia Operations Manager	31.03.2023	31.03.2024
TLA Adventure Leader Guide Packs. EG. Pax info, any additional safety notes.	Operations Officers	31.03.2023	31.03.2024
Completed accommodation and coach company audits	Regional Specialists	31.03.2023	31.03.2024
Safety Briefing Given by Adventure Leaders	Asia Operations Manager	31.03.2023	31.03.2024
Further Safety Information Specific to region	Regional Specialists	31.03.2023	31.03.2024

Safety Management System Statement

London
The Learning Adventure
133 Whitechapel High Street
London E1 7QA

+44 (0)20 3457 0545

Boston
The Learning Adventure
51 Melcher St,
Boston, MA 02210

+1 617 500 8578

Shanghai
The Learning Adventure
Rm. 202, Building 4, 689 Xinhua Rd
Baoshan District, Shanghai, PR China

+86 021 61 50 32 00

The Learning Adventure's *Safety Management System* (SMS) ensures that all reasonable measures are taken to ensure that all tours operate within a framework of high levels of safety and professionalism. The Learning Adventure is committed to providing a safe and secure environment for clients and staff alike. This is achieved by:

- Maintaining and promoting a positive health and safety culture amongst staff, clients and suppliers.
- Ensuring products and services comply, where reasonably practicable, with the current local, national and/or international standards.
- Planning and setting standards that are realistic, measurable and meet the needs and expectations of clients.
- Reviewing performance internally on a regular basis.
- Ensuring that management and members of staff receive suitable and regular training to improve their safety knowledge, competence and professionalism.
- Consistent monitoring and reviewing of systems, including a formal review carried out on an annual basis.
- Maintaining *Emergency Procedure Guidelines* and ensuring that staff are trained and supported to deliver these.
- Enabling suitable team members to be contacted at any time during a trip.

Implementation of the Safety Management System

This SMS has been developed by The Learning Adventure. The Directors will ensure managers have the knowledge and competence to implement the policy and that training is provided where appropriate.

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

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

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

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

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

Review of the SMS

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

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

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Accommodation

Safety reviews must be carried out for all accommodation which is regularly used (more than 3 times per calendar year). This is the responsibility of the relevant Regional Specialist and a safety review includes:

- Endeavoring to complete an accommodation audit on the property. If an audited accommodation fails to meet TLA minimum standards, groups are not permitted to stay there and the regional operations manager must make alternative accommodation arrangements or work with the accommodation supplier to bring the accommodation to a level which passes TLA minimum standards. The audit must be repeated at least once every three years.
- Endeavor to obtain a copy of the current fire certificate or equivalent local documentation.
- Endeavor to obtain a copy of the current hygiene certificate or equivalent local documentation.

A Director will ensure that Regional Managers are trained in how to complete an accommodation audit and will be provided with an accommodation audit template alongside an outline of TLA minimum standards.

Occasionally accommodation will be used where an accommodation audit has not been carried out, for example, if we have had to make a last-minute change to an itinerary, or our usual accommodation option is unavailable. In such an event, Adventure Leaders are expected to use judgement and take appropriate action regarding any safety concerns.

Transport

The Learning Adventure uses privately operated coaches, minibuses and other privately operated forms of transportation. Any private transportation supplier used by The Learning Adventure more than 3 times in one calendar year must undergo a transportation audit (reviewed every 3 years).

In cases of an audited transportation supplier not meeting our minimum transportation standards, the regional operations manager must arrange an alternative transportation supplier or work with the supplier to improve their practices so that they can meet our minimum standards.

TLA programs sometimes use publicly operated transport including planes, buses, coaches, ferries and trains. We endeavor for all suppliers on such routes to conform to national standards and risk management pertaining to these journeys is outlined in the General Transportation Risk Assessment.

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

The Learning Adventure only uses airlines which have passed IATA's (International Air Transport Association) Operational Safety Audit (IOSA). Further information related to IATA's IOSA can be found [here](#):

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<https://www.iata.org/whatwedo/safety/audit/iosa/Pages/registry.aspx>

The Learning Adventure is a brand operated by The Dragon Trip Group. The Dragon Trip Pte Ltd is a UK company, which forms part of this group and is a member of ATOL, a government-run financial protection scheme operated by the UK's Civil Aviation Authority. In order to be granted an ATOL license, The Dragon Trip Pte Ltd undergoes stringent auditing to ensure our policies related to flight bookings are robust and aligned with industry norms.

Activities, Excursions and Visits

All TLA programs are subject to TLA general risk assessments and these can be shared with schools upon request.

The Learning Adventure will endeavor to ensure that all activities, excursions and visits are considered safe for the participant(s), subject to our clients conducting themselves in a responsible manner with every due care and attention at all times and adhering to local rules, regulations and safety guidelines.

If a high-risk activity is included in an itinerary, it must first be risk assessed and appropriate safety measures must be taken to reduce the risk to a satisfactory degree.

Wherever possible, The Learning Adventure will ensure that providers have evaluated health and safety to a satisfactory degree.

Where third party agents, destination management companies or ground handlers provide services for The Learning Adventure groups, The Learning Adventure endeavors to ensure, where reasonably practicable, that these providers adhere to the same safety standards as The Learning Adventure.

Services Provided by Third Party Suppliers

Where reasonably practicable, if a third-party supplier provides services that would be the subject of a safety review if arranged directly, The Dragon Trip & The Learning Adventure will endeavor to sign a contract outlining a commitment from the supplier to use the same standards as had these been arranged directly by The Dragon Trip and The Learning Adventure.

Food Safety

The Learning Adventure will ensure that all meals adhere to the participants' dietary requirements. Prior to travel, the party leader is responsible for acquiring accurate information that will be used by Adventure Leaders to ensure religious or dietary requirements are upheld. The passenger information form will be sent

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by a Learning Adventure representative to the school and needs to be completed and returned prior to travel.

All restaurants used must adhere to local food safety and hygiene standards and standards outlined on the TLA restaurants risk assessment. A Learning Adventure representative or guide will usually have visited the restaurant in advance to ensure safety and quality however, in some cases (e.g. the itinerary is forced to change from its original path), local restaurants may be used without an advance visit. In such instances, it is the Adventure Leader's responsibility to assess whether it is appropriate for use.

Emergency Procedures

A Director must ensure that all Regional Operations Managers and Adventure Leaders are properly trained and equipped to handle possible emergency situations, including those which are outlined as hazards in the risk assessments.

This training can be in the form of a training session, but also must be included in written Adventure Leader hand-books or other written information given to Adventure Leaders.

Emergency procedures training sessions for office staff should include:

- Review of the Emergency Procedures Flow Chart.
- Conduct simulated emergency situations.
- Outline what kinds of emergency should be escalated to a senior.
- Check communication channels are functioning.
- Review the following communication policies: Contact travel agent straight away, speak with a Director before contacting an insurance company, do not speak to members of the press without approval from a Director.
- Training on how to break distressing news to next of kin, and how to retrieve next of kin information.
- Explain that all incidents must be written up in an incident report form and sent to a Director, and when necessary, a third party (e.g. insurance company or agent) but only after a Director has approved this.

The Learning Adventure representatives are available 24 hours a day and emergency numbers are supplied to all representatives, Group Leaders and clients for the duration of a TLA program.

Counselling from qualified trauma counsellors may be provided after an incident.

Non-Emergency Procedures

A Director will train relevant team members on:

- How to effectively complete a risk assessment and accommodation audit.
- Their full safety responsibilities outlined in this SMS.

Incident Reporting and Near Misses

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

The Learning Adventure will keep a record of all incidents of which it becomes aware or which are brought to its attention. An annual review of all accidents and incidents will be undertaken by a Director in order to learn from incidents and improve safety management systems.

General Staff Training

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

Members of staff are encouraged to participate in additional training provided by independent suppliers which are offered by The Learning Adventure when appropriate.

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

Adventure Leaders

The Learning Adventure strives to provide suitable Adventure Leaders for all groups, and they all must adhere to the following requirements:

- Written confirmation of no criminal record.
- Trained in The Learning Adventure policies and emergency procedures.

Travel Insurance

It is a requirement of The Learning Adventure that all participants that travel with us have adequate travel insurance cover.

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

Tour Operator's Combined Liability

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A school's booking with The Learning Adventure is made with one of the following companies, which all hold valid tour operators combined liability insurance. Clients can see their booking contract for confirmation of which company they are booked with.

- The Dragon Trip Pte Ltd: Tour Operator's Combined Liability Insurance which provides cover of up to £5,000,000.
- The Dragon Trip LLC: Tour Operator's Combined Liability Insurance which provides cover of up to US\$1,000,000.
- Shanghai Zhonglei Travel : Tour Operator's Combined Liability Insurance which provides cover of up to CNY200,000.

A copy of the cover certificate can be asked for if requested.

Pre-departure information and party leader inspections

The Learning Adventure issues all tour parties with a 'Pre-Departure' document prior to travel, and a representative from TLA will be available for a pre-departure phone call should the school require this.

This provides essential information specific to TLA's trips and staying safe on tour. It also draws attention to key safety information including the promotion of safety awareness. The goal is for the tour to operate as safely and smoothly as possible.

The Learning Adventure encourages party leader inspection visits. Further details are available on request.

Inspection visits are designed to increase party leader awareness of The Learning Adventure's tour in advance of a tour and to enable risk assessments of accommodation, excursion and visits to be undertaken when practicable.

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