

## Safety Management System The Learning Adventure

*NOTE: This safety management system applies to any Learning Adventure bookings made through any company within the Transforma Travel Group (formerly The Dragon Trip Group). 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	Date to be reviewed
Safety Management System	Head of Global TLA Operations	06.02.2024	06.02.2025
Code of Conduct, Child Safeguarding	Head of Global TLA Operations	06.02.2024	06.02.2025
Additional Risk Assessment for any higher risk activities on a trip	Regional Specialists to lead (working with Procurement Manager). Senior Officers for regions where Regional Specialists not present	On-going	
Accommodation Audit Template	Procurement Manager (translations organised by regional GMs)	06.02.2024	06.02.2025
Accommodation Audit Minimum Standards	Head of Global TLA Operations	06.02.2024	06.02.2025
Completed Accommodation Audits	Procurement Manager (working with Regional Specialists) - Globally apart from Europe / Europe Operations Manager for Europe	06.02.2024	06.02.2025
Coach Audit Template	Procurement Manager (translations organised by regional GMs)	06.02.2024	06.02.2025
Coach Audit Minimum Standards	Head of Global TLA Operations	06.02.2024	06.02.2025
Completed Coach Audits	Procurement Manager (working with Regional Specialists) - Globally apart from Europe / Europe Operations Manager for Europe	06.02.2024	06.02.2025
Third Party Supplier Contract and Audit Template	Procurement Manager (translations done by regional GMs)	06.02.2024	06.02.2025
Third Party Supplier Minimum Standards	Head of Global TLA Operations	06.02.2024	06.02.2025
Completed Audits and Contracts with Third Party Suppliers	Procurement Manager (working with Regional Specialists) - Globally apart from Europe / Europe Operations Manager for Europe	06.02.2024	06.02.2025
Emergency Procedures Policy	Head of Global TLA Operations	06.02.2024	06.02.2025
Incident Reports	Second Responder	06.02.2024	06.02.2025
TLA Adventure Leader Handbooks	Adventure Leader Manager	06.02.2024	06.02.2025

TLA Adventure Leader Guide Packs. EG. Pax info, any additional safety notes.	Officer (overseen by Senior Officer and Adventure Leader Manager)	06.02.2024	06.02.2025
Safety Briefing Given by Adventure Leaders	Adventure Leader Manager	06.02.2024	06.02.2025
Data Protection Policy	Central Services Manager	06.02.2024	06.02.2025

## Safety Management System Statement

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 Head of Global Operations will ensure managers have the knowledge and competence to implement the policy and that training is provided where appropriate.

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

The Head of Global Operations 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 Head of Global Operations regarding the implementation of the SMS including both success and weakness requiring attention and review.

Regional General Managers are responsible for ensuring that all trips in their region adhere to all safety commitments outlined in this safety management system.

## 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 Head of Operations on an annual basis.

## **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 procurement manager supported by regional specialists 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 Head of Global Operations will ensure that the Procurement Manager and Regional Specialists 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 procurement manager must work with country teams to 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:

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

The Learning Adventure is a brand operated by Transforma Travel 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, The Learning Adventure will endeavor to audit all third-party suppliers who provide either:

- any higher risk activities
- Or act as a destination management company, providing various components of a tour to The Learning Adventure.

The audit will be compared against our minimum standards. The audit can be completed by a trained member of The Learning Adventure team or if that is not possible, by a representative from the supplier.

We will also, where reasonably practicably, endeavor to sign a contract with the third-party supplier, using our standard contract template (preferred) or a contract provided by the third-party supplier (if the contract is approved by a manager from The Learning Adventure).

Contracts with third party suppliers and audits should be reviewed every three years.

## **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 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 recommendations as listed in the restaurant section of the General 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**

Please see the policy called "Emergency Procedures Policy" for a full outline of the emergency procedures in place.

## **Incident Reporting and Near Misses**

As part of the policies outlined in the "emergency procedures policy", 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 of or which are brought to its attention. An annual review of all accidents and incidents will be undertaken by the C.O.O. 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.

Typically, our Adventure Leader ratios are as follows

- Standard tour groups: 1 Adventure Leader per bus (ratio up to 1:40)
- Premium tour groups: 1 Adventure Manager per group + 1 Adventure Leader per bus (plus, if required in selected countries, Adventure Assistants to bring ratio to 1 TLA staff : 10 students).
- Residential programs: 1 Adventure Manager per group + 1 Adventure Leader per bus + 1 Logistics Coordinator + Adventure Assistants to bring ratio of 1 TLA staff : 10 students
- We are flexible on the above if requested by schools.

Qualifications of each position:

*Adventure Manager:* Holds a valid first aid qualification which varies by region as follows (or similar):

Mainland China: Chinese Red Cross Basic First Aid Training

Japan: Japan Red Cross First Aid or Tokyo Disaster Prevention & Medical Service Assoc First Aid

S Korea: Basic First Aid training from Red Cross

Southeast Asia: Basic First Aid training from Red Cross

Australia & New Zealand: Level 2 First aid training from Red Cross or St John's

UK: First Aid for Teenagers provided by First Aid for Life

For other regions please reach out to us directly for further information.

*Adventure Leader:* Has been through TLA in-house first aid training, which is an on-line course led by our Adventure Leader Manager, who is a qualified and experienced with building first aid training programs.

*Adventure Assistant:* Not first aid trained.

## **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**

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.

- Transforma Travel Group Ltd: Tour Operator's Combined Liability Insurance which provides cover of up to £5,000,000.
- Transforma Travel Group 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.
- The Dragon Trip Adventure Travel Ltd: Tour Operator's Combined Liability Insurance which provides cover of up to HK\$ 20,000,000.

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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Ho Chi Minh City  
Hong Kong  
London  
New York  
Shanghai

[info@thelearningadventure.com](mailto:info@thelearningadventure.com)