

Safety Management System

The Learning Adventure

NOTE: This Safety Management System (SMS) applies to any The 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	CEO responsible for SMS / Head of Global TLA Operations responsible for implementation	26.02.25	01.03.26
General Risk Assessment	Safety Manager	04.03.25	01.03.26
Code of Conduct, Child Safeguarding	Safety Manager	04.03.25	01.03.26
Additional Risk Assessments on a trip	Safety Manager (working with Regional Specialists, or Senior Officers where Specialists not present)	Ongoing	
Accommodation Audit Template	Product Manager	04.03.25	01.03.26
Accommodation Audit Minimum Standards	Safety Manager	04.03.25	01.03.26
Completed Accommodation Audits	Safety Manager (working with Regional Specialists, or Senior Officers where Specialists not present)	Ongoing	
Transportation Audit Template	Product Manager	05.03.25	01.03.26
Transportation Audit Minimum Standards	Safety Manager	05.03.25	01.03.26
Completed Transportation Audits	Safety Manager (working with Regional Specialists, or Senior Officers where Specialists not present)	Ongoing	

Third Party Supplier Contract	CEO/Product Manager	07.03.25	01.03.26
Third Party Supplier Audit Template	Product Manager	05.03.25	01.03.26
Third Party Supplier Minimum Standards	Safety Manager	05.03.25	01.03.26
Completed Audits with Third Party Suppliers	Safety Manager (working with Regional Specialists, or Senior Officers where Specialists not present)	Ongoing	
Completed Contracts with Third Party Suppliers	Product Manager (working with Regional Specialists, or Senior Officers where Specialists not present)	Ongoing	
Emergency Procedures Policy	CEO responsible for Policy / Head of Global TLA Operations responsible for implementation	26.02.2025	01.03.2026
Incident Reports	Safety Manager	05.03.2025	01.03.26
TLA Adventure Leader Handbooks	Adventure Leader Manager	05.03.2025	01.03.26
TLA Adventure Leader Guide Packs. EG. Pax info, any additional safety notes.	Adventure Leader Manager (working with Booking Officers to implement)	05.03.2025	01.03.26
Safety Briefing Given by Adventure Leaders	Adventure Leader Manager	05.03.2025	01.03.26
Data Protection Policy	Legal and Compliance Manager	21.01.2025	01.03.26

In cases of vacant positions, the responsibility falls to the immediate manager of the vacant position.

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.

Certain terms may be used throughout this document and their definitions are below;

- **Adventure Leader** : A The Learning Adventure “Adventure Leader” is a dedicated individual who manages all the logistics and details on a Learning Adventure tour, ensuring a smooth and educational travel experience for the group by handling everything from hotel check-ins to route navigation, while also providing local insights and cultural commentary to enhance the journey; essentially acting as the primary The Learning Adventure representative and point of contact for the Group Leader and travellers throughout the tour.
- **Group Leader** : A "Group Leader" on The Learning Adventure tours is an individual responsible for recruiting travellers, preparing them for their trip abroad, and supervising the entire group throughout the tour, ensuring their safety and well-being by accompanying them at all times during meals, sightseeing, and optional excursions; essentially acting as the main point of contact and leader for the group while travelling with The Learning Adventure. Group Leaders act *in loco parentis* for the duration of the tour for all accompanying minors.

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 Learning Adventure will ensure that all members of staff are made aware of the basic requirements of the SMS.

All named positions 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.

Operations 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.
- If a requested accommodation does not meet the requirements of the TLA audit, then the school can make the decision to continue and accept liability
- 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.

The 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.

Adventure Leaders act as The Learning Adventure's representatives on the ground. Adventure Leaders are trained to constantly assess risk and any concerns around accommodation safety should be escalated to the Adventure Leader on tour by the Group Leader.

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 minimise the risk, manage the response and endeavor to ensure that the itinerary disruption is kept to a minimum level.

Adventure Leaders act as The Learning Adventure's representatives on the ground. Adventure Leaders are trained to constantly assess risk and any concerns around transportation safety should be escalated to the Adventure Leader on tour by the Group Leader.

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 ATOL licensed, 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 the TLA General Risk Assessment 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.

Each itinerary undergoes a risk-assessment by The Learning Adventure. Activities which fall outside of our General Risk Assessment will be risk-assessed independently 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 activities outside of the General Risk Assessment
- Or act as a Destination Management Company, providing various components of a tour to The Learning Adventure.

The audit will be compared against The Learning Adventure's 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 practicable, 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 take all steps reasonably practicable to ensure that all meals adhere to the participants' dietary requirements. Prior to travel, the Group 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.

The Learning Adventure will take all steps reasonably practicable to ensure that all booked restaurants adhere to local food safety and hygiene recommendations as listed in the restaurant section of the General Risk Assessment.

Adventure Leaders act as The Learning Adventure's representatives on the ground. Adventure Leaders are trained to constantly assess risk and any concerns around food safety should be escalated to the Adventure Leader on tour by the Group Leader.

In some cases meals may be provided in the form of a cash advancement. In which case, where the choice of food is down the individual, The Learning Adventure can accept no liability for food safety.

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 Head of Operations 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. The Learning Adventure will endeavor to ensure Adventure Leaders adhere to the following requirements:

- Written confirmation of no criminal record as per The Learning Adventures internal policy
- Trained in The Learning Adventure policies and emergency procedures

The Learning Adventure endeavors to provide in-house training for all Adventure Leaders and Managers; this includes a module on safety.

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 Group Leader's responsibility to check the travel insurance cover meets with the requirements of the participants.

The Learning Adventure can facilitate insurance cover if required. It is the responsibility of the school to provide true and accurate information to complete the cover requirements.

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 Group Leader inspections

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

It is the responsibility of the Group Leader to make The Learning Adventure aware of any pre-existing medical or health conditions within the group.



This provides essential information specific to The Learning Adventure'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.