

DEVELOPMENT PROCESS FOR A SAFETY MANAGEMENT SYSTEM (SMS)

What is a SMS?

A SMS is a documented system that details the arrangements that the business has in place to ensure the safety of their customers. An SMS is broken into 3 key parts to include:

1. The business's policy statement/commitment to customer health and safety,
2. The organisational responsibilities
3. The arrangements for the implementation of measures in place to reduce the risk to customers and others affected by the business's activities.

Checkpoint's SMS template follows the HSE (Health and Safety Executives) model of Plan, Do, Check, Act also referred to as HSG65: <http://www.hse.gov.uk/pubns/priced/hsg65.pdf>

Why is a SMS required?

A SMS demonstrates how seriously a business takes its health and safety responsibilities. A SMS will show how the business protects those who could be affected by its activities. Should anything go wrong then the business will need to be able to show that they did everything possible (all that is reasonably practicable) to protect their customers. To evidence this, the business will need to be able to demonstrate that they have applied suitable solutions to mitigate the risk.

Getting started

We need to know a little more about your business to understand what processes are already in place. The following information/documentation will assist us in developing the SMS:

- Summary of the business profile, traveller profile and services offered
- Do you act as a 'Principle' tour operator or 'Agent'?
- What is the management organisational structure? - An organisational chart would be helpful
- Is there anyone in the business who has been designated with health and safety responsibilities?
- Do you have a current source of competent health and safety advice or would this be CheckPoint going forward?
- Do the business' products include Tours that have 'Tour Escorts' or 'Guides' on them? If yes, what responsibilities do they have under health and safety for taking care of the group?
- If the business already has a health and safety statement or wording in contracts in place already, please could we have a copy?
- What processes (if any) are in place for risk assessing and auditing the services/products offered to customers?

- E.g. Accommodation, transport, activities, ensuring facilities are suitable etc.
- If there is no system currently in place we can advise on possible solutions regarding the prioritisation of audits. This could be determined by; passenger volume, claims history, complaints etc. Additionally, the auditing methods will be developed such as, self-assessment completed by the supplier and/or a physical onsite audit and the follow-up procedures
- Does the business have an accident reporting procedure?
- Does the business have an emergency procedure or crisis management in place? Is there a contact telephone number that is available 24/7 when a tour is in progress?
- Is there any health and safety training that staff members are required to complete?

Please provide any relevant documentation, additional useful information and a high-resolution business logo for use within the SMS.

What happens next?

We will use the information you provide to create a first draft SMS. We will send this to you to review and discuss any additions and changes.

Once agreed, a final version will be provided for you to roll out and adopt within your business.

A SMS is very much an evolving document and should be reviewed at regular intervals to make sure it is still relevant and reflective of current business operations. We will recommend a review time scale for this, which will be detailed in the final SMS version.