

## Generic Risk Information - School Travel

### Background, responsibilities, and duty of care

#### BACKGROUND

Trips in the UK and Europe are often undertaken by the Company on behalf of schools to a varying number of destinations.

The Department for Education good practice guide 'Health and Safety on Educational visits' provides the main source of guidance on risk assessment in connection with adventure activities and for educational visits.

<https://www.gov.uk/government/publications/health-and-safety-on-educational-visits/health-and-safety-on-educational-visits>

This risk information covers the most common and hazardous risks, but by its generic nature should always be reviewed for the specific conditions likely to be found on each separate trip.

#### RESPONSIBILITIES

Under Health & Safety at Work Management Regulations, every employer should make a suitable and sufficient assessment of the risks to the Health & Safety of his employees to which they are exposed whilst at work, or working on or by roads; and to persons arising out of or in connection with the conduct by him of his undertaking.

#### DUTY OF CARE

The company has a duty of care: to their own employees, to passengers, including group leaders and to other road users.

### Assessing the risks

The individual tour leader is responsible for carrying out a full risk assessment for their tour. This generic risk information is designed to assist the tour leader with this task but should not be relied upon exclusively, nor can Galloway offer further advice and information concerning any other risk assessment.

This Generic Risk Assessment can form the basis of the Group Leader's own full Risk Assessment, which should include:

#### Group Specific Risk Assessment

This should take into account factors such as the ages, number and ability level of group participants.

#### Site Specific Risk Assessment

Considers the environment, geography and climate of the destination of the tour and any additional visits, which may have associated risks (separate risk assessments may be necessary).

#### Dynamic Risk Assessment

This takes into account possible changing circumstances such as a revised itinerary, inclement weather or an incident.

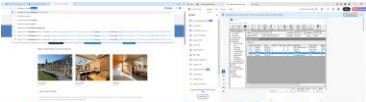
### General steps to help reduce the risk and deal with any consequences

- Ensure the Group Leader is familiar with and understands their obligations for the planning, supervision, approval and preparation of pupils.
- Teamwork between the Group Leader and Galloway is very important, and there needs to be a clear definition of roles and responsibilities so that each knows what to expect of the other.
- Issue the Risk Assessment to Group Leader when the booking is confirmed (or upon request).
- The Company will maintain appropriate insurance cover for Employers Liability, Public Liability, Motor Insurance and Crisis Management.
- Verify that the Group has Travel Insurance. If the Group has not arranged Travel Insurance through Galloway, obtain details of their insurers.

#### IN ADDITION:

- Galloway produces a Driver Handbook, which details the actions, responses and conduct expected of our drivers.
- Galloway carries out Driver Training to ensure they are best equipped to look after school groups and handle situations with which they be confronted.
- Galloway complies with the highest standards required by Coach Marque in respect of vehicle standards, care and maintenance.
- Galloway <https://>

| Hazard | Driver | Leaders | Pupils | Others | Controls |
|--------|--------|---------|--------|--------|----------|
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| Hazard                                                                                                                                                                                                                                 | Driver | Leaders | Pupils | Others | Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| <p><b>PUPILS WITH SPECIAL NEEDS, SPECIAL DIETS OR OTHER REQUIREMENTS.</b></p> <p>- added potential for difficulties or danger for certain group members.</p> <p>- risk of allergic reaction</p> <p>- risk of anaphylactic reaction</p> |        | ♦       | ♦      |        | <p>Obtain details of any pupils with special needs.</p> <p>Where wheelchairs are to be used ensure that means of access is provided to the coach, the accommodation and visits.</p> <p>Check if any members of the group has special Dietary or Medical requirements.</p> <p>Check the itinerary and conduct additional Risk Assessments to cover any areas where the particular special needs identified may give rise to hazardous situations.</p> <p>Highlight in the brochure, booking conditions and booking documentation the need for the group to inform Galloway of any special needs / requirements at the time of booking.</p> <p>Ensure those that any group member that is at risk carries medication with them at all times and ensure any food/drink they are consuming is suitable.</p> |
| <p><b>GROUP MOVEMENT</b></p> <p>- Losing Party Members.</p>                                                                                                                                                                            |        | ♦       | ♦      |        | <p>Group Leader and Supervisors must be familiar with the members of the group prior to the visit.</p> <p>Head counts must be performed regularly when the party is getting on or off the coach and on entrance and exit from buildings or areas of interest.</p> <p>Group to be divided into accountable groups, or to employ a 'buddy' or 'chain' system to alert of absentees.</p> <p>The Group Leader must have a mobile phone enabled to operate at the location of the visit. Ensure the Group Leader is in possession of the Galloway Emergency Contact Number, Coach telephone number and guide contact number.</p> <p>Pupils to be issued with emergency cards containing the message 'I AM LOST!' in the local language and the contact number for the Group Leader's mobile phone.</p>       |
| <p><b>GROUP MOVEMENT</b></p> <p>- Journey Stops</p>                                                                                                  |        | ♦       | ♦      |        | <p>The coach should only stop at 'suitable' Service Areas.</p> <p>The Driver is to brief the Group on the facilities at the stop location, give duration of stop and latest time that party must return to the coach. Advise appropriate movement around the location and any specific hazards to be avoided.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

| Hazard                                                                                                                                                                            | Driver | Leaders | Pupils | Others | Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| <b>GROUP MOVEMENT</b><br><br>- Hazardous Areas                                                                                                                                    |        | ♦       | ♦      |        | <p>Driver to brief group to take extra caution whilst in town centres or trafficked areas, particularly where traffic will be approaching from an unfamiliar direction.</p> <p>Group to be divided into accountable groups, or to employ a 'buddy' or 'chain' system to alert of absentees.</p>                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>POSSESSION OF ILLEGAL GOODS</b><br><br>- offensive weapons eg knives<br><br>- intoxicating substances (alcohol, tobacco, solvents etc)<br><br>- other eg fireworks, laser pens |        | ♦       | ♦      |        | <p>Driver briefing to outline acceptable levels of behaviour.</p> <p>Group leader to establish and make known clear instructions and guidelines.</p> <p>Possible sanctions to be available.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>ILLNESS (Passengers)</b>                                                                                                                                                       |        | ♦       | ♦      |        | <p>All passengers should have a Global Health Insurance Card.</p> <p>Group Leader should ensure travel insurance is in place.</p> <p>Medical forms should be completed for all students and be in the possession of the Group Leader, so that all pre-existing medical conditions are identified.</p> <p>The Group Leader should review the medical status of students before departure and check that they have any necessary medication with them.</p> <p>Group Leader should report any illness requiring hospital treatment or admission to Galloway and the travel insurance company at the time of incident. Upon return to the UK the group leader is to complete and return incident report form.</p> |
| <b>INJURY &amp; FIRST AID</b>                                                                                                                                                     |        | ♦       | ♦      |        | <p>The Group Leader is responsible for assessing the requirements for First Aid and for carrying a suitable First Aid Kit in accordance with paragraphs 64 to 66 of HASPEV.</p> <p>All passengers should have a Global Health Insurance Card.</p> <p>Group Leader should ensure travel insurance is in place.</p> <p>Group Leader should report any injury requiring hospital treatment or admission to Galloway and the travel insurance company at the time of the incident. Upon return to the UK the group leader is to complete and return incident report form.</p>                                                                                                                                     |
| <b>LOSS OF POSSESSIONS</b><br><br><br><b>PASSPORT</b>                                                                                                                             |        | ♦       | ♦      |        | <p>Group Leader / Driver to brief regarding security of possessions</p> <p>Group Leader should report any loss to Galloway and the travel insurance company.</p> <p>Report any loss of passport to the UK Border Agency before scheduled return to the UK. Any passports found on coaches or accommodation will be returned directly to the UK Passport Office.</p>                                                                                                                                                                                                                                                                                                                                           |

| Hazard                                                                                                                       | Driver | Leaders | Pupils | Others | Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| <b>CRIME</b><br><br>(theft, assault)                                                                                         |        | ♦       | ♦      |        | Group Leader / Driver to brief regarding security of possessions<br><br>Group Leader to brief regarding personal safety<br><br>Group Leader should report any incident to Galloway and the travel insurance company at the time of incident.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>TERRORISM</b>                                                                                                             | ♦      | ♦       | ♦      | ♦      | Group Leader to brief on what action to take in the event of a terrorist attack.<br><br>Driver/Guide to advise group to follow National Counter Terrorism Security Office advice – RUN, HIDE, TELL •<br><br><a href="http://www.gov.uk/government/publications/stay-safe-film">www.gov.uk/government/publications/stay-safe-film</a>                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>BEHAVIOUR PROBLEMS</b>                                                                                                    | ♦      | ♦       | ♦      | ♦      | Driver briefing to outline acceptable levels of behaviour.<br><br>Age, excitability, and personality of Group Members to be considered and behaviour / relationships monitored.<br><br>Leaders should sit amongst the group and not together. Particularly important when a double-decker vehicle is used – there must be a supervisory presence upstairs.<br><br>It is strongly recommended and in some countries it is compulsory that staff should sit throughout the coach (not all together), with at least one adult next to each emergency exit.<br><br>Any individual(s) giving cause for concern to be reported to the Group Leader for them to deal with immediately.<br><br>Employ closer supervision techniques if appropriate. |
| <b>CHANGING CIRCUMSTANCES</b><br><br>(weather conditions, changes in itinerary, incidents, illness or unusual circumstances) | ♦      | ♦       | ♦      | ♦      | Have in place a backup plan<br><br>Driver and Group Leader to cooperate and perform 'Ongoing Risk Assessment' to consider changing circumstances.<br><br>Identify the Hazard, who might be affected, level of Risk, and implement appropriate Control Measures.<br><br>Keep a record of significant hazards identified and controls implemented.                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>SAFETY AWARENESS OF PASSENGERS</b>                                                                                        |        | ♦       | ♦      |        | Driver must provide briefings on basic safety provisions, welfare facilities and advise of the location of emergency exits and emergency equipment, particularly on double-decker vehicles.<br><br>Driver must communicate effectively with the passengers throughout the trip to inform and provide awareness of hazards as they become apparent.<br><br>For Safeguarding information please see Galloway Safeguarding Policy.                                                                                                                                                                                                                                                                                                             |

| Hazard                                                                                                              | Driver | Leaders | Pupils | Others | Controls                                                                                                                                                                                                                                                                                                                                                                                                      |
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| <b>FALLS &amp; COLLISIONS</b> with furniture / other passengers inside coach                                        |        | ♦       | ♦      |        | <p>Passengers should be discouraged from leaving their seats and moving around (unless necessary) whilst the coach is in motion.</p> <p>It is mandatory for passengers to wear seat belts whilst seated on a moving vehicle.</p>                                                                                                                                                                              |
| <b>ACCESS / EGRESS</b><br><br>- use of steps<br><br>- access to upstairs (on double-decker vehicle)                 |        | ♦       | ♦      |        | <p>Driver safety briefing.</p> <p>Well maintained vehicle floor surfaces, step nosings, handrails, lights.</p> <p>Ensure that the Group Leader or another Supervisor is present by the Coach Door(s) when pupils are entering or leaving the coach.</p>                                                                                                                                                       |
| <b>ACCESS / EGRESS</b><br><br>- to the coach - standard<br><br>- to the coach - mid door (on double-decker vehicle) |        | ♦       | ♦      |        | <p>Driver safety briefing.</p> <p>Ensure that the Group Leader or another Supervisor is present by the Coach Door(s) when pupils are entering or leaving the coach.</p> <p>Emergency Exits must not be used except in an Emergency.</p>                                                                                                                                                                       |
| <b>ACCESS / EGRESS</b><br><br>- to the coach (whilst abroad)<br><br>- vehicle door opening onto wrong side          | ♦      | ♦       | ♦      |        | <p>Driver to brief passengers to take extra caution and be aware that traffic will be approaching from an unfamiliar direction.</p> <p>Driver to use designated drop off areas or parking spaces where possible.</p> <p>Where the vehicle is fitted with a 'Continental Door' this should be used whenever appropriate.</p> <p>Driver to avoid disembarking the Group onto a trafficked road if possible.</p> |
| <b>OBJECTS FALLING</b><br><br>- from overhead luggage racks                                                         | ♦      | ♦       | ♦      |        | <p>Driver to give safety briefing.</p> <p>Ensure heavy items are stowed in the luggage hold or under the seats.</p> <p>Monitor racks for inappropriate luggage or stowage.</p>                                                                                                                                                                                                                                |
| <b>OBSTRUCTIONS</b><br><br>- in gangways                                                                            | ♦      | ♦       | ♦      |        | <p>Driver to give safety briefing.</p> <p>Ensure heavy items are stowed in the luggage hold or under the seats.</p> <p>Monitor aisles for obstructions and ensure emergency exit is kept clear.</p>                                                                                                                                                                                                           |
| <b>MANUAL HANDLING OF LUGGAGE</b>                                                                                   | ♦      | ♦       | ♦      |        | <p>Drivers (and others) handling heavy luggage should take care to minimize the risk of injury to themselves (especially to the back) by observing good manual handling practice as outlined by the Galloway Drivers Handbook.</p>                                                                                                                                                                            |

| Hazard                                                                                                                        | Driver | Leaders | Pupils | Others | Controls                                                                                                                                                                                                                                                                                                                                                                                                                              |
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| <b>VEHICLE REVERSING</b><br><br>                                                                                              |        | ♦       | ♦      | ♦      | <p>Follow procedures outlined in the Galloway Drivers Handbook. Minimise need for reversing. Seek assistance from reliable third party.</p> <p>Vehicle fitted with reversing horns, camera or detectors.</p>                                                                                                                                                                                                                          |
| <b>VEHICLE REFUELLING</b><br><br>(risk of slips and trips, risk of fire and explosion, risk of being struck by other vehicle) | ♦      | ♦       | ♦      |        | <p>Passengers should not normally be in the vehicle during refuelling. If this cannot be avoided, passengers are to remain seated on vehicle while fuelling is in progress.</p> <p>No smoking while refuelling is in progress.</p> <p>Drivers wear appropriate footwear.</p>                                                                                                                                                          |
| <b>ACCESS TO VEHICLE CONTROLS AND EQUIPMENT</b><br><br>(risk of tampering and unauthorised use of vehicle)                    | ♦      | ♦       | ♦      | ♦      | <p>Remove keys when leaving the coach or otherwise when not required. Ensure that an unlocked coach is being supervised at all times. Perform Duty Checks and vehicle inspection in accordance with the Galloway Drivers Handbook.</p>                                                                                                                                                                                                |
| <b>ROADWORTHINESS OF VEHICLE</b><br><br>(risk of catastrophic vehicle failure)                                                | ♦      | ♦       | ♦      | ♦      | <p>Vehicles maintained to the highest standards in accordance with the requirements of the Vehicle Inspectorate and the CoachMarque Code of Practice to ensure that they remain safe, reliable, clean and presentable.</p> <p>Drivers are required to carry out Daily 'Vehicle pre-use Checks' in accordance with the Galloway Drivers Handbook.</p> <p>Defect reporting procedure in place.</p>                                      |
| <b>VEHICLE ACCIDENT, BREAKDOWN OR OTHER MAJOR INCIDENT</b><br><br>                                                            | ♦      | ♦       | ♦      | ♦      | <p>Emergency and breakdown procedures detailed in driver's handbook in accordance with best practice, including local procedures abroad.</p> <p>Passengers removed to a place of safety and warning lights and triangle used.</p> <p>A first aid kit is provided on all vehicles.</p> <p>Driver has means of communication with Galloway traffic office.</p> <p>24 hour duty officer backed by Galloway Crisis Management System.</p> |

| Hazard                                                                                                                                                       | Driver | Leaders | Pupils | Others | Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| <b>COACH SECURITY</b>                                                                                                                                        | ♦      | ♦       | ♦      |        | <p>Three key elements to coach security are: Security Checks, Keeping secure and Vigilance.</p> <p>Drivers should visually check inside their vehicle at the start and end of a journey to ensure nothing has been left behind or concealed.</p> <p>Drivers should ensure that doors and lockers are closed and locked when coach is left unattended and where possible parked in a authorised and secure location.</p> <p>Drivers and group leaders should ensure only authorised passengers enter the coach.</p> <p><a href="http://www.gov.uk/government/publications/bus-and-coach-security-recommended-best-practice">www.gov.uk/government/publications/bus-and-coach-security-recommended-best-practice</a></p> |
| <b>COACH CLEANING</b>                                                                                                                                        | ♦      |         |        |        | <p>Drivers to clean vehicle at regular intervals throughout the trip, ensuring that hand sanitisers and soap are always available.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>OTHER ROAD USERS</b><br><br>– vehicles (risk of collision with vehicle while coach is in motion, with possible subsequent injury to staff and passengers) | ♦      | ♦       | ♦      | ♦      | <p>Competent, well-trained drivers.</p> <p>Seatbelts fitted in accordance with legal requirements.</p> <p>Passengers briefed to remain seated as much as possible and to wear seatbelts.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>OTHER ROAD USERS</b><br><br>– vehicles<br><br>(Risk of stationary coach being struck by another vehicle)                                                  | ♦      | ♦       | ♦      | ♦      | <p>Driver parks vehicle away from moving traffic or pulls off road as far as possible.</p> <p>Passengers alight to a safe place away from vehicle.</p> <p>Vehicle lights maintained in working order and hazard warning lights fitted in accordance with Legal requirements.</p> <p>Coach parked in designated parking bays when left unattended.</p>                                                                                                                                                                                                                                                                                                                                                                  |
| <b>ADVERSE WEATHER AND TRAFFIC CONDITIONS</b>                                                                                                                | ♦      | ♦       | ♦      | ♦      | <p>Monitor weather &amp; traffic reports for news of adverse conditions and congestion.</p> <p>Establish the likely effects on the journey and amend the itinerary where appropriate in consultation with the Group Leader.</p> <p>Relay news and information to the Group to keep them informed.</p>                                                                                                                                                                                                                                                                                                                                                                                                                  |

| Hazard                                        | Driver | Leaders | Pupils | Others | Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| DRIVER COMPETENCE                             | ♦      | ♦       | ♦      | ♦      | <p>Drivers must hold a current PCV licence valid for the type of vehicle being driven.</p> <p>Galloway checks all drivers at recruitment, and provides training and assessment, utilising a buddy system to gain experience.</p> <p>Drivers Licences are checked every 6 months.</p> <p>Drivers are trained in accordance with the 'CoachMarque' Code of Practice and the Galloway Drivers Handbook.</p> <p>Galloway School Travel will only contract with coach companies that will confirm that their tour drivers have received appropriate DBS clearance.</p>                                                                        |
| DRIVER COMPETENCE<br>- Double-decker vehicles | ♦      | ♦       | ♦      | ♦      | <p>Driver trained and experienced with double-decker vehicles.</p> <p>Negotiate bends and humps with additional care.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| IMPAIRED DRIVER PERFORMANCE<br>- Illness      | ♦      | ♦       | ♦      | ♦      | <p>Driver must notify Galloway of any illness or medical condition immediately.</p> <p>Replacement and or cover provided.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| IMPAIRED DRIVER PERFORMANCE<br>- Distraction  | ♦      | ♦       | ♦      | ♦      | <p>Pre-journey safety briefing in accordance with 'best practice'.</p> <p>Passengers must not be allowed to distract the Driver by talking to him/her unnecessarily, or by moving about excessively or indulging in horseplay or pranks.</p> <p>Group organiser or other nominated person to sit near driver.</p> <p>Drivers briefed not to use hand held microphone or speak directly to any person when the vehicle is in motion.</p> <p>The Driver is prohibited from using hand held mobile telephone while vehicle is in motion. A 'hands free' installation only can be used for essential communication regarding operations.</p> |
| IMPAIRED DRIVER PERFORMANCE<br>- Fatigue.     | ♦      | ♦       | ♦      | ♦      | <p>The Company will ensure Drivers Hours are limited and monitored to comply with the EU Regulations. Routes are carefully planned taking into account distance and time required for each leg of the journey.</p> <p>Tachograph records are completed and handed in to the Traffic Office in accordance with the Galloway Drivers Handbook.</p> <p>Two drivers will be used where appropriate.</p>                                                                                                                                                                                                                                      |

| Hazard                                                                                                                                                           | Driver | Leaders | Pupils | Others | Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| <b>IMPAIRED DRIVER PERFORMANCE</b><br><br>- Stress                                                                                                               | ♦      | ♦       | ♦      | ♦      | <i>EU Regulations regarding drivers hours and daily rest periods and driving breaks are adhered to. Monitoring of tachograph records.</i><br><br><i>Route planning to avoid excessive traffic and potential delays.</i><br><br><i>Two driver operations utilised where appropriate.</i><br><br><i>Passenger code of conduct enforced by driver.</i><br><br><i>24 hour emergency contact number available in accordance with best practice.</i>                                                                                                                                                                                                                                   |
| <b>IMPAIRED DRIVER PERFORMANCE</b><br><br>- Influence of Alcohol and Drugs.                                                                                      | ♦      | ♦       | ♦      | ♦      | <i>The Company has implemented policies for the prevention and detection of impaired driver performance due to the effects of alcohol, and prescribed and illegal drugs.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>SEA CROSSINGS</b><br><br>- Ferry / Tunnel.<br><br><br><br><br><br><br><br>- Clandestine Entrants.                                                             |        | ♦       | ♦      |        | <i>Group to be subdivided and accountable to specific supervisors.</i><br><br><i>The Group's attention is to be drawn to the Safety Briefings and Safety Arrangements provided by the Cross Channel Carrier (Ferry or Tunnel).</i><br><br><i>On Ferry crossings, access to the coach by the Group during the crossing is prohibited.</i><br><br><i>On Eurotunnel transits the Group should be advised to remain with the coach.</i><br><br><i>The Company has implemented policies for prevention of clandestine entrants. Drivers follow the code of practice issued by CPT along with any supplementary information issued by local authorities or cross channel carriers.</i> |
| <b>ACCOMMODATION</b><br>(Fire Safety, Balconies, Food & Hygiene, Security, Segregation)                                                                          | ♦      | ♦       | ♦      |        | <i>All accommodation is audited for safety / standards in accordance with the Galloway Health and Safety Policy. (Details available)</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>VISITS</b><br><br>- additional risks<br><br>(most visits have no extra risks associated with them and are therefore covered by this generic risk assessment.) | ♦      | ♦       | ♦      |        | <i>Visits are categorised according to the hazards they present</i><br><br><i>Nearly all have a basic rating (1), and are therefore not considered to present any additional risks for a group.</i><br><br><i>In the few places where a particular hazard is identified a specific risk assessment is carried out</i>                                                                                                                                                                                                                                                                                                                                                            |

## Air Travel Supplement

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| <p><b>AIR TRAVEL</b></p> <p>– at airport</p> <p><i>(Risk of vehicles colliding with pedestrians in drop off and collection points)</i></p> <p>– Boarding and disembarking the aircraft</p> <p>– Onboard the aircraft</p> <p>– DVT (Deep vein thrombosis)</p> |  |  |  |  | <p>Group leaders to closely supervise departure and arrival of group from and to coach whilst in coach drop off and collection areas.</p> <p>The Group's attention is to be drawn to the Safety Briefings and Safety announcements provided by Airport staff.</p> <p>Group to be subdivided and accountable to specific supervisors.</p> <p>Supervisors will establish a specific area for the group to be based.</p> <p>Group leader to ensure boarding and departing the aircraft is carefully supervised by all staff members and a head count is taken at each control stage, e.g. passport control/immigration, baggage check/collection and customs.</p> <p>Group leader to ensure that all group members read and or listen to airlines safety announcements and any further announcements or instructions issued at all times whilst on board the aircraft.</p> <p>Group leader will set out clear rules for behaviour before flight starts.</p> <p>Seats will be booked, where possible in a single block to allow for better supervision.</p> <p>In the event of an emergency or incident group leader will notify cabin crew straight away.</p> <p>On long flights and if anyone is at specific risk group leader will instruct regular exercise.</p> |
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