



SOLMAR  
VILLA HOLIDAYS

INTERNATIONAL OVERSEAS

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# Safety Management System

Version 2 - 2023

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## Section 1:

# Statement of Solmar Villas' Health and Safety Policy

The Health and Safety of customers is of the utmost importance to Solmar Villas.

As a minimum requirement Solmar Villas encourages its contracted suppliers to meet all local, regional and national requirements of their own country's safety laws required in order to operate legally within their jurisdiction.

In addition, Solmar Villas seeks to encourage suppliers to maintain reasonable standards of safety for all villas.

**Julie Blake**  
**Managing Director**  
Solmar Villas



## Section 2:

# Solmar Villas' Health and Safety Policy Objectives

The Solmar Villas Health & Safety Team will:

- Produce, implement and maintain a Safety Management System (SMS) in line with the Statement of Solmar Villas' Health and Safety Policy. The SMS will outline Solmar Villas' process to assess their suppliers against a common set of health and safety standards.
- In some instances, the standards set out in the Solmar Villas Health & Safety Guidance are 'best practice' and may be above the minimum requirements of a specific country's standards or law. Solmar Villas recognises it cannot compel suppliers to conform to such higher standards but will work with them and encourage improvements to safety standards where possible. Solmar Villas will use the Solmar Villas' Health & Safety Guidance as the basis for any recommendations made to suppliers to improve the level of customer safety.
- Select and target contracted suppliers of Accommodation and Services for principal villas for assessment by risk evaluation against a set of common denominators such as passenger volume, former incidents.
- Assess and monitor targeted contracted suppliers for principal villas with a cyclical audit program of self-assessments or physical audits every 3 years.
- Our policy is that accommodation complies with local regulations and standards.
- Solmar Villas endeavour to ensure that targeted Accommodation and Services suppliers for principal villas comply with the Solmar Villas Health and Safety policy as detailed within the SMS.

## Section 3:

# Identification of Responsibilities

### Policy Making

The Solmar Villas Head of Overseas Safety and Risk Management (HOSAR) is **Mandie Ellis** who will report directly to the Board. Board directors **Adam Connolly** and **Julie Blake**, together with the HOSAR, will constitute the Health and Safety Committee.

### Implementation

The HOSAR along with the Board will endeavour to ensure:-

Relevant Solmar Villas employees are made aware of their responsibilities in relation to the SMS and have sufficient training.

All relevant Solmar Villas employees carry out their responsibilities in accordance with the training and procedures set out in the SMS.

### Review

The Health and Safety Committee will meet at a minimum annually to:

- Review the application of the Solmar Villas Safety Management System.
- Consider any new developments, which may improve the standards of the SMS.
- Endeavour to ensure any previous objectives set are being successfully implemented.
- Endeavour to ensure any reported accidents or incidents have been investigated and action taken where appropriate.

## Section 4:

# Document Review

The periodic review of the SMS and the procedures within it are the responsibility of the HOSAR and Health and Safety Committee.

The SMS should be reviewed at a minimum annually.

In cases of product development or process change the HOSAR may review and amend individual procedures outside of the annual review.

Information about villa safety will be provided on the Solmar Villas website and customer documentation for all accommodations.

## Section 5:

# Overview of Accommodation Auditing Strategy

## Accommodation Audit Standards

To endeavour to risk assess Solmar Villas' suppliers worldwide, Solmar Villas has worked to create the Solmar Villas Health and Safety Guidance and Audits in line with the federation of tour operators – (ABTA), which covers the areas of gas, fire, general, hygiene, Legionella and swimming pool safety.

The Solmar Villas Health and Safety Guidance endeavours to assist in situations where local standards are difficult to define, or are not considered acceptable by Solmar Villas and where suitable safety standards can be agreed with the supplier in question.

The Solmar Villas Health and Safety Guidance and Audits seeks to identify 'best practice' standards that form the basis on which authorised staff are briefed to review each property. The Solmar Villas Health and Safety Guidance Standards form the basis for any recommendations that Solmar Villas makes to suppliers whilst accepting that Solmar Villas cannot compel suppliers to conform to such standards.

Copies of the Solmar Villas contractors' audits, physical and self-assessment audits criteria are attached as appendix [A].

### Phase I: Accommodation Target Selection

Phase I of the Accommodation auditing process determines which properties are to be audited by risk evaluation against a set of common denominators such as passenger volume, former incidents, Suppliers with which Solmar Villas contracts directly will be targeted for the audit process if they fall within the principal accommodation group, for which Solmar Villas will endeavour to take the audit action as described:

1. 'Principal' accommodation (ie with which Solmar Villas acts as a principal for the accommodation contract) to receive a Physical Audit or a Self-assessment Audit.
2. 'Agency agreement' villas, we will act as an intermediary sales agent only. As an agent we accept no responsibility for the acts or omissions of the supplier or for the services provided by the supplier and as such health and safety risk assessments are limited to a desk top review.

### Phase II: Accommodation Audit Assessment Process

Audit answers will be risk assessed and owners/suppliers will be encouraged to take action for improvement wherever possible.

## Section 5:

# Overview of Accommodation Auditing Strategy

## Leisure Resorts

These are resorts which include accommodation offered by Solmar Villas within a wide range of facilities in a resort complex. Solmar Villas will endeavour to use the FTO, 3 yearly self-assessment audit for the facilities within the complex, coupled with physical inspection on a random sampling basis.

### **The Following Facilities And Services Are Not Audited by Solmar Villas:**

USA, Florida. Facilities and services on villa resort complexes.

Solmar Villas do not audit communal facilities/services that may be available to occupants of villas on resort complexes (e.g. Champions Gate Resort). This is the case regardless of whether or not Solmar customers have to make local payment for use of such communal facilities and services.

### **Florida Accommodation Suppliers**

Solmar Villas do not currently audit villas supplied by their chosen third-party Florida accommodation providers, who have their own auditing processes in place. Solmar have undertaken reasonable levels of due diligence to review and analyse the providers' safety management and audit processes before accepting them.

### **Florida Attraction Tickets and Disney Park Tickets**

Solmar Villas do not currently audit attractions/parks that are sold via their chosen third-party providers as it is deemed that such attractions/parks already have suitable and established safety management systems in place.

## Transfers

Solmar Villas' Policy on transfers and car hire is to include service standards within contracts with each supplier to deal with matters such as valid insurance, regular maintenance, qualifications of driver, working hours, and prohibition of alcohol and drugs. Solmar Villas does not audit transfers and car hire.

## Flights

Solmar Villas does not audit flights, but relies on the approach taken to safety matters with regard to aviation by the relevant authorities (eg Civil Aviation Authority).



## Section 6:

# Customer Complaints Procedure

## Customer Complaints Process

Customer complaints that are made to Solmar Villas are managed by the Customer Complaints Team. We will endeavour to identify these on a two level basis.

### Level 1

Typically these are issues where a significant risk or hazard is alleged that may affect multiple customers, or where a customer has sustained serious injury during travel or during their accommodation stay.

### Level 2

Typically these are issues where a risk to customers or a hazard has been alleged or where the customer sustains a minor health concern/ailment during travel or during their stay.

## Process for Incidents

Any issues or incidents brought to the attention of the Health & Safety team are aimed to be actioned in line with Solmar Villas' processes for investigation.

## Section 7: Escalation Procedures

### Escalations

Any serious issues or incidents identified (whether by the Audit Process, via Customer Complaint or by any other means will be reviewed with a view to consideration as to whether it is necessary to:

- Restricting the accommodation of customers within the property.
- Withdrawing customers from the property, or suspend an activity or service.
- Undertake a risk assessment to finding an acceptable alternative solution.
- Warn customers of the risk in question.

## Section 8: Training

In accordance with the company policy on Health and Safety, Solmar Villas endeavours to ensure that their staff are adequately trained to follow the relevant processes detailed within the SMS. The contractors completing the audits have been trained using Travel Advice materials.







**SOLMAR**  
VILLA HOLIDAYS

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