
Risk Management for Tour Operators

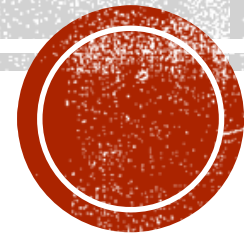
Online Training Course 5:
Incident Reports, Insurance and Reputational Risk

AGENDA

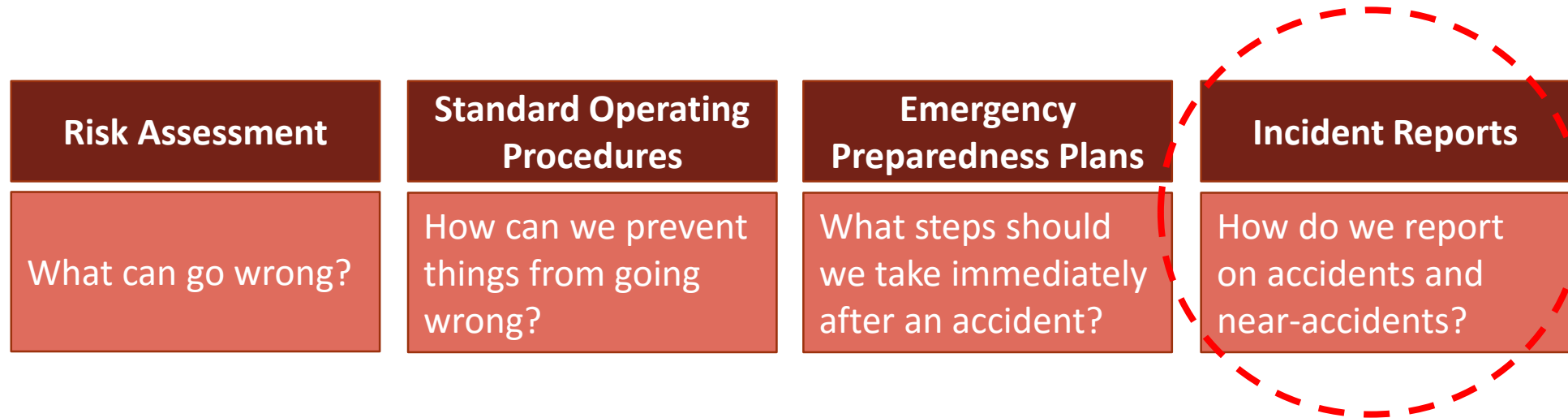
- Incident reports
- Example of an incident report
- Role of employee responsible for risk management
- Homework assignment
- References



INCIDENT REPORTS



THE STANDARD RISK MANAGEMENT SYSTEM



- You now have emergency preparedness plans in place to deal with incidents.
- ➔ Next step: **reporting** on these incidents to help you **improve your risk management system**.



WHAT IS AN INCIDENT REPORT?

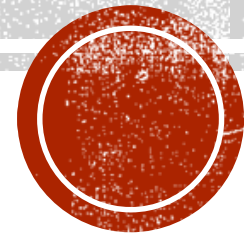
= a **report** by the guide on

- an **accident** in your tour.
 - or a **near-accident** in your tour.

 - What should be inside the report?
 - Information on the **incident**
 - Information on the **clients**
 - Information on **what was done by staff**
- Include **as many details as possible!**



EXAMPLE OF AN INCIDENT REPORT



EXAMPLE OF AN INCIDENT REPORT

1. General information on the incident

Part 1: General Information	
Reported by	Amy Adams
Name of guide	Amy Adams
Name of tour	City walking tour no. 3
Seriousness of incident	<input checked="" type="checkbox"/> accident <input type="checkbox"/> near-accident <input type="checkbox"/> other _____
Date and time of incident	July 1 st 2011, approx. 3pm
Place of incident	Stairs leading to the monument in the city center
Description of incident	The client tripped over a step and fell down 4-5 steps.
Actions taken by guide	Instructed the driver to stay with the other clients, called the emergency number 112, tried to ensure the client maximum comfort, and went with the ambulance and client to the hospital. In the hospital, the tour operator's employee for risk management took charge. Rejoined other clients for dinner at around 6pm.



EXAMPLE OF AN INCIDENT REPORT

2. Personal information on involved client

Part 2: Client information (one form per client directly involved in the incident)	
Name of client	Bill Baker
E-mail	bill.baker@email.com
Description of injury	Injury to leg (sprain), scratches on hands
Was the client transferred to hospital?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
Client refused hospital treatment?	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no
Transported by ambulance?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
Any other type of transport?	No
Were the police called to the scene?	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no
Rescue teams involved?	Ambulance and paramedics



EXAMPLE OF AN INCIDENT REPORT

3. Information on the other clients

Part 3: Other clients	
Were any other group members in need of (trauma) support?	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no
Was (trauma) support offered?	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> clients declined help
Other actions taken concerning clients	When I left to hospital with the injured client, the driver brought other clients back to hotel. I rejoined the other clients when the tour operator's risk management employee took charge (approx. 3 hours after incident).
Witnesses to accident	Other clients: Chris Clark (chris.clark@email.com , +1234567) Dan Davis (dan.davis@email.com , +7654321)



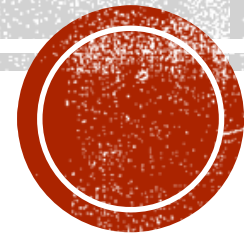
EXAMPLE OF AN INCIDENT REPORT

4. Other

Part 4: Other	
Risk Management Employee informed?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no time of notification <u>4pm on July 1st</u>
Insurance company of client informed?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no time of notification <u>3:20pm on July 1st</u>
Insurance company of tour operator informed?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no time of notification <u>5:00pm on July 1st</u>
Other necessary information	The client at first tried to continue the activity - I had to insist that we call the ambulance.
Signature of person who filled out the report	<i>A. Adams</i>
Signature of guide (unless the same as above)	
Actions taken after incident (risk management employee fills out)	Standard Operating Procedures for guides updated: Guides should warn clients about tripping over uneven ground/steps.



ROLE OF EMPLOYEE RESPONSIBLE FOR RISK MANAGEMENT



WHY ARE INCIDENT REPORTS IMPORTANT?

- Incident reports play an important role if **legal action** is taken against you.
- Incident reports also help you **evaluate your risk management system**:
 - Is your **risk assessment** up to date? ← **Update your risk assessment?**
↔ Are there new risks? Do “old” risks have to be looked at again?
 - Are your **standard operating procedures** working? ← **Update your SOPs?**
↔ Why did the accident happen? New procedures to minimize risk?
 - Are your **emergency preparedness plans** useful? ← **Update your emergency plans?**
↔ Is your staff prepared to manage emergencies?

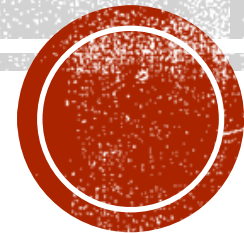


ROLE OF EMPLOYEE RESPONSIBLE FOR RISK MANAGEMENT

- **The employee responsible for risk management** should
 - **Collect and store** the incident reports.
 - **Analyze** the incident reports by **answering the questions from the previous slide**
 - **Update your risk management system** if necessary.
 - **Distribute and communicate the purpose** of incident reporting to your guide.



HOMEWORK ASSIGNMENT



ASSIGNMENT 5

- Make an incident report template for your company.
- You can download the **incident report template** on our website to guide you.

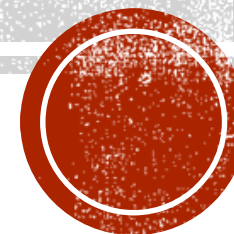


Incident Report
Template

- Please send your assignments to riskmanagement4tourism@gmail.com.



REFERENCES



REFERENCES

- Vakinn (2013): Safety plan for tourism. Guidelines and examples.
<http://www.vakinn.is/static/files/Enska/safety-plan-for-tourism.pdf>
- ISO (2016): ISO 21101 - Adventure tourism - Safety management systems - A practical guide for SMEs.
<https://www.iso.org/publication/PUB100405.html>
- Explore (2012): The Explore Safety Manual. How to keep you and your group safe (& happy!)



THANK YOU!

