

RISK AND SAFETY MANAGEMENT

IN SMALL AND MEDIUM-SIZED TOURIST
ACCOMMODATION

Morocco, 2019



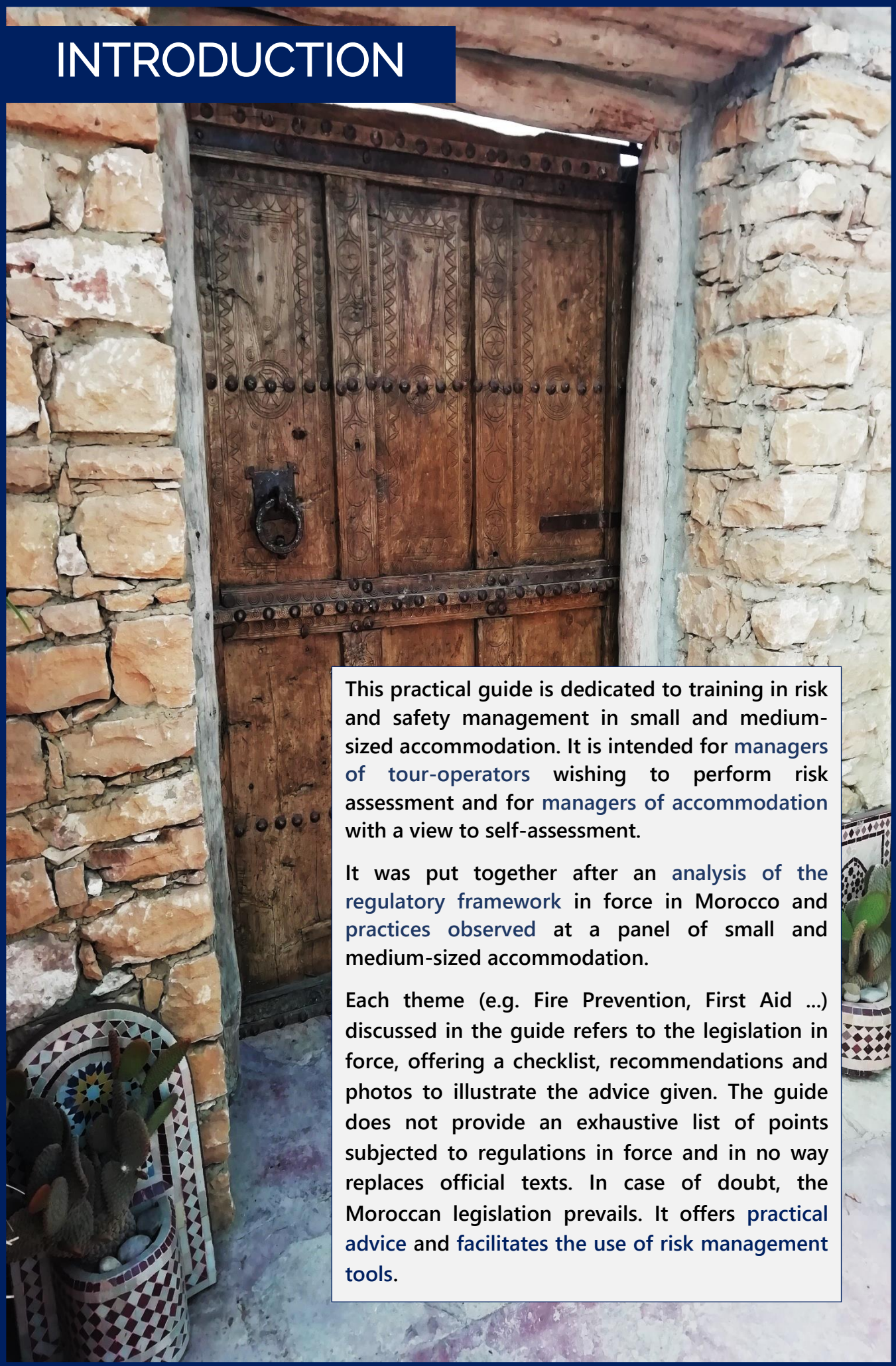
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INTRODUCTION



This practical guide is dedicated to training in risk and safety management in small and medium-sized accommodation. It is intended for managers of tour-operators wishing to perform risk assessment and for managers of accommodation with a view to self-assessment.

It was put together after an analysis of the regulatory framework in force in Morocco and practices observed at a panel of small and medium-sized accommodation.

Each theme (e.g. Fire Prevention, First Aid ...) discussed in the guide refers to the legislation in force, offering a checklist, recommendations and photos to illustrate the advice given. The guide does not provide an exhaustive list of points subjected to regulations in force and in no way replaces official texts. In case of doubt, the Moroccan legislation prevails. It offers practical advice and facilitates the use of risk management tools.

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>METHODOLOGY

Or how to carry out a systematic risk analysis in small and medium-sized accommodation

THE 4 TIPS FOR CONDUCTING AN EFFECTIVE ASSESSMENT VISIT



1

Communicate clearly: speak plain language, avoid jargon, explain issues and norms with concrete examples.

Basing findings on objectively observable elements drawn from different sources of information.

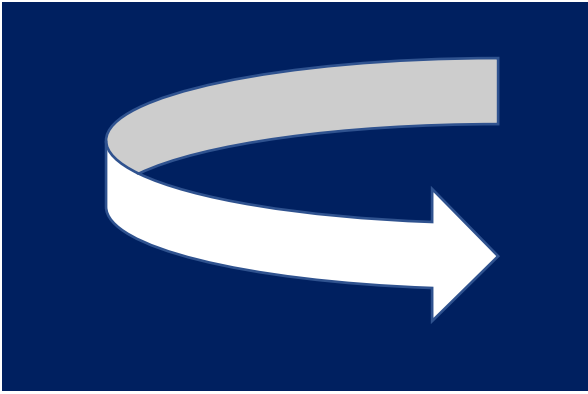
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For example, if you observe that the structure has an emergency plan, you must also ensure that it is communicated to tourists, that employees are aware and finally check that the emergency exits are indeed free and indicated. In other words, it is recommended to cross information from 3 different sources (at least 2 for objective proof). Methods such as observation (e.g. rooms, emergency exits, steps and stairs), interviews (e.g. to assess the level of knowledge of employees), document review (e.g. training report, emergency plans, previous risk assessment) thus make it possible to collect sufficient data and make reliable findings.



Critical thinking and common sense should help to avoid hasty judgments and reassess certain situations if the slightest detail seems to be missing.

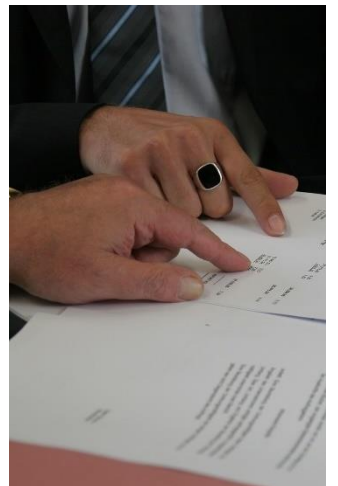
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It is easy to automatically accept all the information shared by managers and people in charge. However, to conduct a good evaluation, one must try to have the most complete picture, by checking the facts in a constructive way. Do not rely on declarative elements but ask to see the proof, such as a document, a certificate. For example, if the manager of an establishment explains that all kitchen employees have the necessary knowledge and training to ensure good food hygiene, you can ask to see their CV, checking dates and consulting documents related to their training (photos, training content ...) and if nothing is available, you can ask the employees questions to assess their level of competence.



Orient the assessment towards a continuous improvement process



It is necessary first and foremost to accompany changes positively, by stimulating the operators. The conduct and purpose of the visit must be made clear to the managers of the accommodation. It is in no way an inspection or a control and the data and remarks are not to be transmitted to any organization. To offer guidance for improvements, it is however necessary at the end of the visit to set targets or objectives to be achieved. The use of an action plan facilitates monitoring and is strongly recommended (a template is provided in the last section of this guide).





RISK AND SAFETY ASSESSMENT VISIT: THE 3 STEPS

1

ORGANIZE THE VISIT

As the assessment visit is a **voluntary process**, the **agreement** of the owners and managers of the accommodation is an **indispensable** prerequisite. The purpose and scope of the visit must be clearly understood by the management of the establishment. The **outcome** of the visit must enable the definition of an **action plan** with long-term measurable **performance indicators**.

Before visits, you must determine the services offered by the establishments and the risks that could be associated with their location, or related to seasonality and natural conditions. The website of the structure may enable you to **collect basic information**.

During the **introductory briefing**, at the beginning of the visit, it is important to **remind your interlocutors of your position** (thanking them for their availability), **the objective and the scope of the visit** (e.g. *during this visit, I shall do a tour of your establishment and visit the bedrooms that are available; if possible, I should also like to talk briefly with your employees. The purpose of my visit is to gain a better understanding of the risks you encounter in your activity so that I may share advice and recommendations*), **the voluntary nature** of the process, **the guarantee of anonymity** with regard to data collected and to ask for the **agreement** of the management to **take photos and visit** the whole structure.

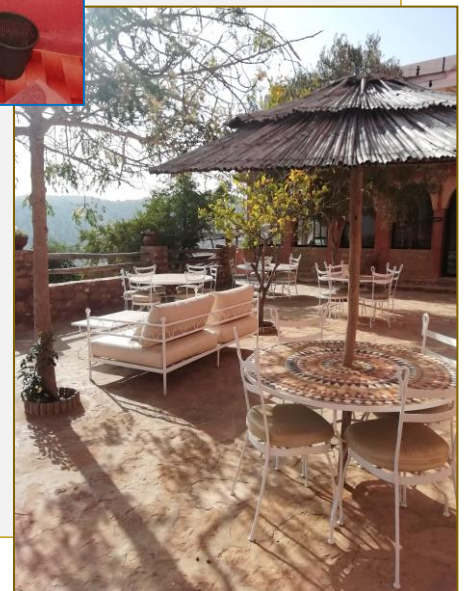
VISIT THE STRUCTURE

A qualitative assessment should include information from a variety of sources, such as observation, interviews and document consultation.

The observation of the structure of the establishment includes: the rooms, the reception, the available displays, the floors, the stairs and steps, the kitchen, the outbuildings and external facilities (garden, park, swimming pool ...). Depending on the size of the establishment, a sufficient number of bedrooms should be visited to ensure their condition (and that they are as different as possible, e.g. single rooms, double rooms, suites ...).

The structures of the accommodation may be very different (mountain lodges, traditional houses, modern hotels ...). It is recommended to systematically ask why the building was built or organized in a particular way, so as to identify the technical, structural or legal constraints. This also helps to discern the level of safety awareness, the potential savings achieved and finally, to have all the parameters to propose and discuss the recommended corrective actions.

2





Interviews with management and employees are a second important source of information. For an objective appraisal of the situation, it is important to remain as neutral as possible during exchanges. Situational scenarios and questions based on concrete examples make it possible to evaluate the knowledge and skills of the people in context, e.g. 1: *I am sure you are aware of fire hazards, aren't you?* -) **leading question – not recommended.**

e.g. 2: *You have been trained on fire prevention, haven't you? Do you know how to react in case of fire?* -) **closed question – not recommended.**

e.g. 3: *What kind of knowledge do you have about fire prevention? How would you react in the event of a fire?* -) **open question – recommended.**

Basic interviewing techniques should be mobilized: pay attention to non-verbal clues, maintain neutrality, coolness and respect, ensure that note-taking does not disturb the interlocutor (fill in the evaluation grid at the end of the visit instead), try to understand the root causes of the issues by asking relevant questions. For example, employees may have limited knowledge in terms of fire prevention, but what is the reason for this? Were the employees recruited recently? Were they trained but did they fail to retain / understand the content of the training? Has the management not organized training for lack of time, resources or risk awareness?

Document verification is important in order to validate / invalidate certain information. It may include a critical reading / observation of the following documents: risk assessment plan, contingency plans, training reports (fire prevention, first aid), employees' proficiency certificates, documents on previous accidents, maintenance certificates.

COMPLETE THE CHECKLISTS OF AND SHARE RESULTS

3

Checkpoint lists are available below **for each identified theme**. These lists are based on the regulations in force but cannot substitute for a complete reading of the legal texts. Depending on the evolution of the legal framework and parameters related to the location of the site, its structure or its topographical features (e.g. camping area, mountain resorts, earthquakes, avalanches...), checkpoints can be added to the lists.

Most of the grid questions are closed questions that should not be asked directly, as this may disrupt the process of understanding the root causes.

The notes from observation and interviews, together with documentary verification, make it possible to gather a set of data that must be analyzed. The grid can then be filled, as far as possible on the basis of evidence. It is important to take a maximum of photos during visits.

At the end of the visit, it is important to share the major recommendations / conclusions that have been observed. The following points are important for sharing findings in the best way:

- Thank management and employees for their availability and always share findings with a focus on the positive points, e.g.:
I noticed there were prevention signs for the safe use of chemical products in the laundry room. That is a very good initiative. However, none of the employees applied good practices when cleaning the equipment. According to the interviews, it may be related to their perception, they do not have the impression that what they are doing can be dangerous. It might help to remind the team before they start cleaning up and explain the expected attitudes and practices. It is sometimes useful to recall the dangers to which one is exposed and how to avoid them so as not to hurt oneself, e.g. cut or burn yourself ...
- Gather advice / recommendations related to the same topic, e.g. collect all data related to fire prevention and summarize the main points identified, e.g. *in terms of fire prevention, I noticed that...*
- Explain how the practices observed are risky and what consequences they might have if preventive measures are not in place.
- When sharing findings, it is important to explain clearly the root causes identified and whether management agrees with you or whether other facts need to be taken into account.
- Time must be given to management to understand the risks. There is sometimes a tendency to be in denial, and we often underestimate, due to lack of knowledge, certain risks related to our practices.



> SECTIONS RELATING TO RISK
AND SAFETY

FIRE SAFETY

Fire safety includes all measures and means intended for the prevention of fire risk (such as detection and alarm devices) as well as action to combat fire (evacuation, extinction, etc.).



REGULATION

- Order of the Minister of Tourism No. 1751-02 of 23 Chaoual 1424 (December 18, 2003) setting the standards for the classification of tourist establishments.
- Vizirial Decree of June 28, 1938 concerning the protection of workers in establishments that use electrical currents.
- Safety regulations against the risk of fire and panic in buildings, Kingdom of Morocco, Ministry of the Interior, Directorate General of Civil Protection

➤ CHECKLIST

	CONFORMITY	
	YES	NO
Entrance and common areas		
Presence of extinguishers adapted to fixed and mobile risks		
Presence of Armed Fire Hydrants (RIA), mandatory for constructions after 2003		
Signage of the direction towards the exit		
Signage of emergency doors in Arabic and foreign languages		
Safety lighting		
Evacuation plan posted		
Fire safety instructions in Arabic and foreign languages		
Smoke detectors		
Fire alarm		
Bedrooms		
Presence of extinguishers adapted to fixed and mobile risks / RIA		
Signage of the direction towards the exit		
Emergency exit signs (stairs and doors, direction marked) in Arabic and foreign languages		
Safety lighting		
Evacuation plan posted		
Fire safety instructions in Arabic and foreign languages		
Safety lighting		

Smoke detectors		
Fire alarm		
Corridors and stairs		
Marking of the direction towards the exit		
Safety lighting		
Accessibility		
Width of corridors and stairs – 1.2 m		
The evacuation direction leads to a safe place		
Emergency exits		
Presence of an emergency exit		
The emergency exit is on the opposite side to the main entrance		
Marking of the direction towards the exit		
Emergency lighting		
Ease in opening the door, in the direction for evacuation, not locked		
Permanently kept clear		
Electrical installation		
Verification by an organization accredited by the Ministry of Mines		
Non-exposed protected wires		
Secure socket outlets and connections		
Staff		
Training in the use of fire-fighting		
Other		
Direct liaison with the nearest Civil Protection		
Automatic fire extinguishers in boiler rooms		

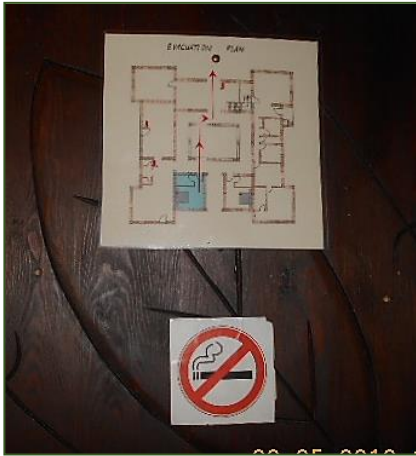


RECOMMENDATIONS

- Fire extinguishers must be suitable for the type of hazard, easily identifiable, and set at a height that is adequate for access. Reminder: fire extinguisher powder is the only versatile product able to extinguish all types of fires; however, the CO2 extinguisher is recommended for fighting fires with gas or electricity as their origins.
- Rescuers and firemen should have easy access to the entire establishment and evacuation should be designed to be as easy as possible.
- Evacuation drills should be organized on a regular basis to prepare employees to act appropriately if a fire occurs.
- Chimneys must be swept.

GOOD PRACTICES

- ✓ Adapted, available and revised equipment (extinguisher, RIA)
- ✓ Proper signage: evacuation plan, no smoking



NON-CONFORMITIES

- X Uncovered electrical panel
- X Non-compliant storage of gas
- X Unsafe environment
- X Lack of ventilation in boiler rooms



FIRST AID

In case of emergency, it is essential to be able to provide first aid to an injured or sick person and to have the necessary contacts for a rapid response of the relief providers.



REGULATION

- Order of the Ministry of Tourism No. 1751-02 of 23 Chaoual 1424 (December 18, 2003) setting the standards for classification of tourist establishments.



CHECKLIST

	CONFORMITY	
	YES	NO
First Aid training for staff		
Realization of simulation exercises		
Availability of a complete first aid kit		

TYPICAL CONTENT OF A FIRST AID KIT

Hygiene / disinfection

- ✓ Alcohol-free compresses
- ✓ Bottle of 70% alcohol for disinfection of small equipment
- ✓ Bottle of ether
- ✓ Antiseptic

Insect bites / Splinters / Foreign bodies

- ✓ Tick forceps
- ✓ Tweezers
- ✓ Soothing ointment for insect bites

Protection / hygiene

- ✓ Pairs of single-use disposable gloves
- ✓ Single-use oral protection filter masks
- ✓ Isothermal blanket
- ✓ Kit

Wounds / burns / haemorrhages

- ✓ Assortment of hypoallergenic individual dressings
- ✓ Assortment of hydrocolloid dressings for burns
- ✓ Sterile triangular (non gauze) bandage (96 cm X 96 cm X 136 cm)
- ✓ Elastic gauze bandage (4 m X 6 cm)
- ✓ Instant cold compress
- ✓ Sterile compresses (10 cm X 10 cm et 5 cm X 5 cm)
- ✓ Sterile compressive bandage (8 cm X 10 cm)
- ✓ Roll of hypoallergenic adhesive plaster
- ✓ Pair of scissors for fabric
- ✓ Safety pins

GOOD PRACTICES

- ✓ Complete first aid kits, non-expired products
- ✓ First Aid techniques reminder display

N.B. It is advisable to identify a person as responsible for the supply and the regular verification of the first aid kit (check the validity of the products).



CATERING

The principles of basic food hygiene (respect of the cold chain, proper preservation of food, cleaning and cleanliness of kitchen spaces and utensils, etc.) must be strictly followed in the kitchen to prevent the risk of food poisoning.



REGULATION

- Order of the Ministry of Tourism No. 1751-02 of 23 Chaoual 1424 (December 18, 2003) setting the standards for classification of tourist establishments.

➤ CHECKLIST

	CONFORMITY	
	YES	NO
Classification of the restaurant of the establishment		
1, 2 or 3 forks <i>N.B. The number of forks induces special regulatory requirements e.g. If 1 or 2 forks: the surface of the kitchen must not be less than 55% of the surface of the dining room if less than 30 place settings</i>		
Meals served or only breakfast <i>N.B. Different requirements according to classification</i>		
Overview		
Kitchen must be tiled up to 1.6 m in height		
Good ventilation		
Airlock with the restaurant to avoid odors		
Hood filters changed regularly		
Mosquito nets on the windows		
Adequate lighting		
Rapid wastewater evacuation system		
Cleanliness		
The area for washing dishes and vegetables is separated from work plan		
Use of garbage bags		
Waste bins with pedals		
Handwash with foot control, soap and hand dryer		
Cleaning / Maintenance / Food Hygiene		
Cleaning products and household utensils are kept separate from food storage		

CHECKPOINTS	CONFORMITY	
	YES	NO
The meat and fish processing areas are separated from the other work plans		
Food is stored properly: in a cold room or in sufficient number of functional refrigerators		
Cleaning / Maintenance / Food Hygiene (continued)		
Refrigerators are always switched on		
No wooden crates in cold rooms and refrigerators		
A pest control (disinsectization, deratting) must be carried out by an authorized competent service		
Restaurant		
Regulatory space according to the classification of the establishment <i>N.B. 1 fork: 1m² / place setting; it must be possible to serve 50 % of the clientele at the same time</i> <i>2 forks: 1,5m² / place setting; it must be possible to serve 70 % of the clientele at the same time</i> <i>3 forks: 1m² / place setting; it must be possible to serve 50 % of the clientele at the same time</i>		
Breakfast proposed <i>(mandatory in 1 and 2 star hotels and pensions)</i>		
The table linen is clean		



RECOMMENDATIONS

- It is essential to ensure: the safe storage and use of gas, the maintenance of household appliances, the servicing and maintenance of electrical connections, socket outlets and extensions.
- Ventilation systems must be maintained (filters of hoods changed, fans cleaned ...) to promote a healthy environment in the kitchen.
- Access for animals is strictly forbidden in the kitchen.

Particular attention should be paid in general to the **cleanliness, storage and organization** of: the floor, the preparation surfaces, utensils, equipment and storage cupboards in the kitchen. Tables, dishes and floors must be clean and the dining room well lit.

GOOD PRACTICES

- ✓ General cleanliness
- ✓ Proper storage of spices and foods
- ✓ Storage and organization



Employees must wear different clothes when cleaning and cooking. They must know the basics of food hygiene and the cold chain. Personal Protective Equipment must be available, adequate, sufficient and functional. Kitchen staff must cover their hair and beards.

GOOD PRACTICES

A reminder of the basic rules of hygiene and **regular training** encourage the effective implementation of good practices.



In terms of **storage**,

> **Packaging** (boxes, tin cans, bottles ...) that have contained chemicals or toxic substances must not be reused to store food. Foodstuffs must be kept in food-safe plastic containers. Cartons and cardboard boxes should not be stored in refrigerators to prevent the growth of bacteria.

NON-CONFORMITIES

- ✗ Dirty refrigerator
- ✗ Foods not covered, not separate
- ✗ Presence of packaging, fabrics



GOOD PRACTICES

- ✓ Clean refrigerator
- ✓ Storage in food-safe plastic containers



> **Refrigerators and freezers** must be clean and regularly defrosted. Optimal storage should show the Date of Manufacture and the Shelf-Life Date. All foods must be covered. Vegetables should be cleaned before refrigeration. It is strictly forbidden to refreeze a thawed food.

NON-CONFORMITIES

- ✗ Non-defrosted freezer
- ✗ Non-compliant storage (non-identifiable food ...)



GOOD PRACTICES

- ✓ Defrosted freezer
- ✓ Correct storage



HYGIENE

It is essential to respect the principles of basic hygiene (cleanliness, disinfection, eradication of pests, etc.) in all parts of an accommodation structure.



REGULATION

- Order of the Ministry of Tourism No. 1751-02 of 23 Chaoual 1424 (December 18, 2003) setting the standards of classification of tourist establishments.



CHECKLIST

	CONFORMITY	
	YES	NO
Entrance and common areas		
Toilets separated by gender with closing device on doors		
Running water and soap available		
Constant cleanliness		
Combating pests		
Pest control		
Disinsectization		
Deratting		
Bed bug control		
Various		
Waste management: refrigerated room for processing garbage		
Owner of the accommodation: must have hygiene training		



RECOMMENDATIONS

- All laundry, kitchen linen (tea towels ...), bedroom linen, towels, and restaurant linen must be clean.
- Hot water must be available at all times; in the kitchen, it is essential for an effective cleaning.

GOOD PRACTICES

- ✓ Clean laundry room and linen
- ✓ Optimal storage



SAFETY OF PERSONS

For employees of the structure as for tourists, by day or night, whether or not they are present in the accommodation, all persons and their personal belongings must be in permanent security.



REGULATION

- Order of the Ministry of Tourism No. 1751-02 of 23 Chaoual 1424 (December 18, 2003) setting the standards of classification of tourist establishments.
- Law 61-00 on the status of tourist establishments.
- Order of the Director of Public Works dated April 9, 1953 approving the regulations concerning the installation, operation and maintenance of elevator and service lifts.



CHECKLIST

	CONFORMITY	
	YES	NO
Construction		
Authorization available if the original plan is modified (addition of floor, terrace, balcony ...)		
Common areas		
Hazards covered (sewer / manholes ...)		
Objects securely fixed (mirrors, chandeliers ...)		
Elevator		
Mandatory if more than 3 floors and located from the 2 nd floor for restaurants		
Annual verification of the elevator		
Security of premises and access		
Safe available <i>N.B. mandatory according to establishment classification</i>		
Identity check <i>N.B. mandatory except where an exemption is granted for very small structures in rural areas</i>		
Civil Liability Insurance		
Regular maintenance of spaces around the establishment		
Security and the right of persons		
Civil Liability Insurance		
All employees are declared to the CNSS		
All employees are covered by Occupational Accident Insurance		



RECOMMENDATIONS

- It is advisable to treat cracks in the walls as soon as they appear
- In order to ensure the safety of tourists, it is advisable to have a CCTV system and to ensure that access to the rooms is conditioned by a locking system
- Personal data collected (identity cards, CCTV images) must not be communicated to third parties (except police services)
- Spaces presenting a potential danger must be secure (body of water, children's playground, lanes for circulation of vehicles, etc.)

GOOD PRACTICES

- ✓ Secure play area with boundary, well maintained
- ✓ Suitable materials (sand, tires)



NON-CONFORMITIES

- ✗ Attention to wear (regular maintenance to be done)
- ✗ Potentiel hazard (rusty nail)



ACCESSIBILITY

Persons with Reduced Mobility (PRM) have specific needs to be able to access and move about in tourist accommodation. While complete autonomy is not always possible, some measures can improve the access and movement of PRM:



REGULATION

- Order of the Ministry of Tourism No. 1751-02 of 23 Chaoual 1424 (December 18, 2003) setting the standards of classification of tourist establishments.

➤ CHECKLIST

	CONFORMITY	
	YES	NO
Car park		
1 parking space reserved for Persons with Reduced Mobility / 50 spaces		
Practicable pathway from the car park to the reception		
Reasonable distance from the car park to the reception		
Proper signage		
Entrance		
Access ramp if necessary		
Door opening system + width of 0.8 m		
Common areas		
The floor must be perfectly level (unfurnished, non-slip and without obstacle to the wheel)		
If chamfer: rounded for maximum height of 2 cm; if an edging upstand: - 4 cm		
If slope: 5% inclination with respect to the bearing surface		
No speed bumps		
Sufficient space for circulation: 1.4 m wide and 1.2 m without wall		
Height of handles and switches: between 1.3 m and 1.4 m		
Height of screens: between 1.1 m and 1.25 m		
Telephone height: between 0.8 m and 1.3 m		
Stairs		
Mandatory ramp for emergency stairs, main stairs and stairs of more than 3 steps		
Mandatory adjustments for PRM access (unless elevator available)		

Steps height maximum 16 cm and width minimum 28 cm		
Minimum width 1.2 m without wall, 1.3 m if 1 wall and 1.4 m if 2 walls		
Elevator		
Door width minimum 0.8 m		
Dimension of the cage minimum 1.3 m X 1 m		
Bedrooms		
1 bedroom adapted for PRM / 20 rooms available; 2 rooms / 50		
Width minimum 0.9 m free of obstacles + 1.5 m diameter area for rotation		
Entrance door width between 0.8 m and 0.9 m		
Bathroom		
Same characteristics as the bedrooms (with a rotation area of 1.5 m)		
Toilet bowl height between 0.46 m and 0.50 m		
Shower height between 0.8 m and 1.8 m		
Seat area and grab bar		



RECOMMENDATIONS

Access to the reception is not always possible in full autonomy.





However, access to accommodation can be facilitated by:

- ✓ the provision of **parking spaces** reserved for people with reduced mobility near the entrance
- ✓ the construction of **gentle slopes** (-5 %)



The **circulation** in bedrooms, bathrooms and common areas can be made difficult by:

- > stairs that are not adapted, high steps and slippery floors
- > insufficient space (narrow doors, lack of space to make a U-turn ...)
- > obstacles such as carpets, unconverted edging upstands and chamfers



In the bedrooms, the presence of good quality bedding and a wide free space along the side of the bed are essential to allow the transfer of people with reduced mobility and ensure a minimum of comfort.

In restrooms, booster seats and grab bars in toilets can improve accessibility. The clearance of the space under the sink allows a better accessibility. Particular attention must be given to the floor covering (imperatively non-slip); the floor must be perfectly level.



ACTIVITIES



When facilities are available (e.g. swimming pool, playground ...) within the accommodation structure, or if activities (such as excursions) are organized by the accommodation structure, security measures must be respected to prevent potential risks.



REGULATION

- Law 05-12 of September 4, 2012
- Dahir No. 1-02-238 of October 3, 2002 concerning the promulgation of Law 17-99 on the Insurance Code.



CHECKLIST

	CONFORMITY	
	YES	NO
Guides		
The guides have a permit and a professional card		
Guides in natural areas and guides in urban areas are chosen according to the activity		
Skiing and climbing activities are not among the skills of a natural area guide and must be provided by a specialized instructor		
Transport		
Insurance of vehicles used for the transport of persons – copy available		
Number of insured persons respected during the excursion – traceability of organized excursions		
Driver's driving licence – copy available		
Vehicle technical visit – copy available		



RECOMMENDATIONS

- ✓ For any activity, give a briefing before departure to remind people of safety instructions and the attitudes and practices expected of tourists
- ✓ At the start of any activity, the guide must have a first aid kit, drinking water and a means of communication in case of emergency
- ✓ In the case of rides on mules, donkeys or dromedaries, it is recommended to go with the owner of the animals, as they are best able to control them

- ✓ During an activity such as riding, climbing or skiing, equipment for practice and protection must be in conformity and in good condition
- ✓ Group games and children's play areas must be secure and in compliance with the regulations.

SAFETY POINTS – SWIMMING POOLS AND MINI-POOLS

➤ An information sign placed near the pool must specify: opening hours, the presence of a Lifeguard for surveillance, emergency telephone numbers and the location of the telephone, cautionary instructions on the use of diving boards and slides, the responsibility of parents in the supervision of their children, the prohibition "No Diving" posted, the required clothing and prohibition of animals.

➤ Any swimming pool must be equipped with a shower and sanitary facilities, with a man / woman separation. The contours must be either slip-resistant or marked as slippery. The depth of the pool must be indicated. Pool seals must be clean, free of darkening and well maintained.

The establishment must have a system for the regular on-site treatment of swimming pool water, which must be periodically analyzed by an authorized official laboratory - verification by the services of the municipal health offices "BMH".

➤ In the event that access to the swimming pool is possible for non-residents of the establishment, a cloakroom containing lockers and undressing cabins as well as sanitary facilities with WC and washbasins are mandatory.

GOOD PRACTICES

- ✓ Proper signage
- ✓ Shower near the pool



>RISK AND SAFETY MANAGEMENT SYSTEM



A risk and safety management system may be evaluated as efficient if it meets the checkpoints proposed below and if the management system is regularly updated.

➤ CHECKLIST

	CONFORMITY	
	YES	NO
Safety Management		
Risk awareness, knowledge and sensitivity of the Management towards the risk / safety aspects		
Occurrences (circumstances, dates, types of accident and reactions)		
A Manager for Safety, Hygiene and Health at Work is identified		
Staff is trained		
Checks, simulations and preparatory exercises are regularly performed internally		
Management system		
Normative procedures are in place (risk assessment plan and corrective actions)		
An emergency preparedness plan is available		
Signage (contingency plan, exits ...) is in place		
Emergency numbers are displayed		

REVIEW OF THE VISIT - IN 3 QUESTIONS

1. Do I feel safe in this establishment? Why?
2. Would I come back to this establishment? Why?
3. Would I recommend this establishment to a friend? Why?

CORRECTIVE ACTION PLAN AND RECOMMENDATIONS						
Thematic	Checkpoint	Regulatory YES / NO	Action recommended / proposed	Person Responsible	Monitoring	Date
<i>Example</i> First Aid	No First Aid kit available	YES	- Purchase a kit + basic equipment - Regular check of the equipment	M. P.	- M. P. makes the purchase -P.B. is responsible for checking the equipment (once every three months) - M.P. repurchases missing or expired equipment	- Equipment purchased on 15.07.2019 - Review of equipment on 15.10.2019

