

Training themes on risk and safety management

The training will respond to some of the following questions:

- Why should you have risk and safety management systems in place?
- How do you prevent risks and accidents in your operational activities?
- How to assess the risks of your suppliers?
- How do you deal when a crisis is happening?

...

Content of the training

1/ Setting the context:

- The **EU package travel** directives and regulations: practical implication in terms of risk and safety management (*EU package travel is the new EU law protecting consumers who purchase package holidays organized by tour operators and other forms of combined travel*)
- Overview of common **safety requirements** (code of conducts) of **international tour operators** for their local partners (DMC)

2/ Preventing risks and accidents:

Basic requirements to set up for risk and safety management system:

- how to **analyse** and **priorities** risks?
- how to define **standard operating procedures** (checklist) to mitigate risks?
- how to set up an **incident reporting system** and how to use it improve your standard operating procedures?
- how important is a **public liability insurance**?
- how to use **EFQM excellence model** as a management framework for risk assessment? (*EFQM European foundation for quality management*)
- how to set up an **emergency preparedness plan**?
- how to set up **action and monitoring plan** and practical tips for risk management?
- how to develop a **safety culture** in the company

Safety and your commercial partners:

- how to assess your suppliers of **accommodation** (hotels, guesthouses) in terms of compliance with **fire-, food- and physical safety**? As well your **transport** suppliers (companies, individual drivers ...)?
- how to assess your suppliers of outdoor activities in terms or risk and safety: **safety requirements for outdoor activities** relevant for your products (trekking, ...)?
- how to promote risk and safety management in your **supply chain**?
- How to use and promote with your partners **self-assessment check lists** to review operational risks and implementation level of risk and safety management system?

Safety and you staff

- how to efficiently and effectively **train your staff** on risk and safety measures?
- how to use the **online training course** on risk and safety management?

Customers and safety

- how to communicate on safety issues with your customers?
- how to handle complaints?

3/ Dealing with a crisis

- understand the foreign office emergency levels
- practical considerations when handling crisis and emergencies
- importance of communication during crisis
- the do's and the not to do's
- learning out of lessons

According to expectations and travel products of the participants additional training topics can be included:

Enlarging knowledge on Health and Safety

- basic and more advance first aid
- introduction to occupational health and safety
- introduction to rescue techniques in remote areas + high altitude medicine