

SAFE TRAVEL

Guidelines for guides and tour managers



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The handbook is based on tools and templates available on www.riskmanagement4tourism.org. The handbook will be updated on a regular basis in close collaboration with practitioners and professional associations.

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Introduction

Safety is a vital component of travel. Travelers are more and more aware of risks associated with journeying to foreign countries and safety is an important criterion in their choice of destination. Additionally, feedback from tourists and their overall impressions of a country depend on how safe and comfortable the trip, journey or tour is. That's why international tour operators have become more and more demanding of safety practices from local suppliers of services. These service providers are expected to introduce and use strict procedures of safety management, developing and applying risk management systems compliant with international standards. Safety is thus crucial in providing quality tours in the increasingly competitive global tourism industry.

Tour operators and tour guides play a key role in ensuring the safety of tourists. The life and health of tourists, outcome of tours and reputation of the company depend upon their action or inaction.

This handbook is a general pocket-sized manual designed for use by travel companies and guides. The handbook aims to answer to questions regarding the development of safety systems and related risk management strategies. It is designed to enable easy implementation of a systematized risk management system, an essential tool of any successful tour operator. The handbook provides the main rules, recommendations, practical examples and templates necessary for safe and successful tour planning and execution. Also included are the methodologies of risk assessment and risk mitigation, steps for the development of action plans in emergency situations, incident report samples and other useful templates and resources. The step by step instructions and pre-made samples may be adapted by tour operators depending on the destination, local circumstances, local regulations, and types of tours and excursions.

Main Actors in Safety and Risk Management



The State of Tourist

Laws, Rules, Police, Security Services, Medical Institutions and Insurance Companies



International and Local non-governmental organizations and tourism associations

Search and rescue teams, tourism associations



International Travel Agencies

Risk and safety management system, insurances



Tourist

Health condition, skills and awareness (e.g. ability to use equipment)



Guides

Health condition, professional skills and competencies



Tour operators

Health condition, professional skills and competencies



Country of Destination-Host Country

Laws, Rules, Police, Security Services, State Medical Institutions and Insurance Companies

Basic terms and definitions

Hazard – Potential source of harm that may imperil the health and safety of people. Hazards can be risk factors and may come from any kind of activity from nature, humans or objects.

Risk – a risk is the likelihood that a person(s) may be harmed, damaged or suffer adverse health effect if exposed to a hazard. Within the concept of this manual, risk is only evaluated in the context of health and safety of the tourists/clients and staff.

Risk management – a set of measures aimed at decreasing the probability that dangerous situations will occur or the consequences of them if they do. Risk management consists of 3 main steps:

- Identification of risk factors
- Risk assessment (risk analysis - defining the seriousness and likelihood of risks)
- Prevention, control and monitoring of risks

Identification of risk factors – recognition and classification of potential hazards (risk factors) which may have serious consequences for people's health and safety (tourists and staff) during travel.

Risk assessment – is the process in which the risk of a hazard occurring is evaluated and the availability and efficiency of control measures are considered. Assessed risk are defined as acceptable or not for specific types of tours. Risk assessment includes:

- Identifying risk factors/hazards
- Assessment of the likelihood that the hazard will occur and the seriousness of the consequences of such an event
- Evaluation of whether the risk within acceptable limits set by the operator, national laws, tourists and/or international standards.

Prevention, control and monitoring of risks – any actions taken to manage risks, whether before they occur or in case of their occurrence, to systematically review the progress and quality of these measures, and to keep track of whether risks have changed, evolved, or declined. Risk prevention and control may result in choosing alternate routes for tours, different equipment and attire requirements, and/or new procedures or trainings to decrease the seriousness and/or likelihood of risks taking place. Risk monitoring is a continuous process for identifying, qualifying, quantifying, and responding to assessed and new risks.

Accident – an unintended and unpredictable event resulting in death, disease, injury or other damage.

Incident – is an event leading to an accident or having the potential to lead to an accident.

Acceptable risks - potential hazards (risk factors), which are expected and accepted as part of the basic itinerary of a specific tour. As a rule, these risks have been previously identified, assessed and determined to be acceptable. Acceptable risks are mitigated or controlled through specific measures.

Tour – the product of a tour operator or commercial travel program with pre-established planned services and itinerary. Tours include a set of services of accommodation, transportation, food, guiding and additional staff support, as well as rental of outfits, equipment and vehicles (e.g. cars, animals).

Head Office/Tourism Office – the place of representation of the tour operator. Office employees manage and monitor the progress of tours and programs (both generally and for specific tours or programs).

Tourist – an individual who has arrived in the host country with any purpose besides employment and stays for between 24 hours and one year. For the purpose of the present handbook, a tourist is a group participant in a commercial tour organized by a tour operator.

Personnel (tour personnel, guides) – staff (permanent or seasonal) of a tour operator as well as staff of tourism service providers. These are people who take part in the direct servicing of tourists, including provision of transport services, food services and accommodation. The safety and physical security of tourist health is within the scope of staff responsibility.

Systematization of risk factors

Once we decide the scope-tour of the assessment, we need to identify the risk factors-hazards. The types of risk factors might vary based on different factors such as tour conditions, type of the activity.

For instance, while hard adventure tourism/activities can involve an element of physical danger or risk (e.g. diving with sharks, bungee jumping, mountaineering...) and require intense commitment and advanced skills; soft adventure activities have low level of risk and require beginning skills (e.g. hiking...). Yet, the risk level does not solely relate to the activity type; other factors as physical environment, group characteristics, equipment can play an important role.



Physical Environment-Venue

- Temperature:** Is it very hot/cold/humide?
- Conditions:** How are the road/river/trail conditions?
- Time of the day:** Is it getting dark soon?
- Weather:** Are there any predicted storms, floods?
- Nature:** are there any dangerous or wild animals, insects?



Group Characteristics

- Groups size for the activity** (e.g. is it safe to have a large group of all on kayaks at the same time in a strong river current?)
- Personal health and ability:** all the members of the group fit enough to do the activities? are there any medical conditions to consider?



Equipment

- Equipment for activities:** is there enough equipment for everyone to safely do the activity? e.g. life jackets, riding helmets...Is the equipment is in good conditions? in appropriate size for the tourists?
- Transportation:** are the vehicles safe ? First aid kits available ?

CATEGORY	EXPLANATION
I	Every day, usual, expected risks which may be managed individually.
II	Risks, occurring in relation with inexperience of participants (driving, rides on animals) or unusual character of the situation itself. There is a danger of accident.
III	Tourist's health and life are under threat. Risks may be caused by dangerous places and events which are not specifically controlled by the organizer (provider) of tourism services.

Examples of activities by risk categories.

- Accommodation (I)
- Walking tours in populated areas (I)
- Walking tour in city park (I)
- Historical and cultural tourism, excursions to museum (I)
- Excursions in mountains, mountain tour (II)
- Horse riding (II)
- Bicycle tours (II)
- Hunting and fishing (II)
- Jeep tours (II, III in winter)
- Walking excursions in sparsely populated areas and in mountains (II, III in winter)
- Walking excursions in sparsely populated areas and in mountains (II, III in winter)
- Rock-climbing/speleotour (walking in caves) (III)
- Diving /rafting (III)
- Skiing tours in mountain regions (III)
- Ferry (III)



3

6

7

1

5

4

2

Potential risk factors of city excursion:

- 1 Loss of documents (passport).
- 2 Electric shock because of bare wires of light post.
- 3 Fire in room of hotel due to faulty wiring.
- 4 Road accident while moving by car or moving on a crosswalk.
- 5 Falling through open sewer hatch.
- 6 Thefts in crowded areas (markets, mini-markets).
- 7 Intestinal infectious diseases due to poor food quality and hygiene standards



What real episodes of risks have you experienced in your practice

In the course of city excursions?

When meeting tourists at the airport?

When arranging accommodation and staying in hotels?



3

4

5

6

8

7

1

2

Potential risks of a mountain excursion

- 1 Falling into mountain streams. Risk of falling is present when washing up, collecting water or crossing streams especially if the riverbank is steep and stones are slippery
- 2 Slipping on mountain slopes - whether on dry grassy slopes or after rain
- 3 Altitude sickness in case of hiking/riding/driving at elevation without sufficient time for acclimatization. Risks increase strongly at any height above 2,400 m
- 4 Weather change: heavy rains, temperature drop, thunderstorms, hail
- 5 Rockfall, landslides and/or mud flows
- 6 Attacks (bites) by wild animals. Danger is not only in the injury itself, but in the risk of contracting serious diseases (e.g. rabies)
- 7 Insect bites, especially those of infectious diseases vectors (e.g. tick-borne encephalitis in spring and summer)
- 8 Falling when crossing old, infirm, improvised bridges or slippery stones without the appropriate safety equipment



What real episodes of risks have you experienced in your practice

During a one-day excursion in natural parks?

On overnight mountain hikes?

Objective risks:



social environment



technology-related factors



animals, insects, plants



traits and dynamics of mountain relief, climate and weather

Potential travel package:



strategies of travel companies



type of travel



tourist resources



itinerary



Developing a tour



Scheduled plan (Travel package)



Group Characteristics & Equipment



Tourist (client) - his/her personal traits, skills and outfit



guide (personnel) - his/her qualification, experience and outfit



equipment and outfit for tour, including transport



Elements of tour design with an impact on the risks faced

- Strategy and specialization of the tour operator. Types and categories of tours (cultural excursions, trekking tours, adventure tours)
- Needs of the tourism market and profiles of partners
- Awareness and recognition of potential hazards for each tour
- Tour itinerary: duration, distance between destinations and visiting time at each location
- Tour program: number and types of tourism resources included
- Distance from populated areas and tourism infrastructure
- Seasonality and time of day of location visits
- Tour environment: geographical relief, political situation, epidemiological concerns
- A completed risk assessment for the tour: classification, analysis of seriousness and likelihood of each hazard
- Availability of necessary equipment for each tour, including means of communication
- Completeness, quality and condition of equipment
- Ability of staff and tourists to use equipment
- Requirements for tourists and conditions of participation in specific tours
- Number of tourists
- Matching number of tourists with number of staff (guides)
- Qualification requirements for staff
- Planned team of staff for specific tours
- Number and knowledge of staff for a specific tour
- Working procedures for staff based on the scheduled plan of each specific tour
- Set of documents for staff (guides), including a list of group details, incident report forms, etc.
- Contingency plans for the tour in case of emergency or event based on expected risks
- Emergency preparedness plan(s) for staff in case of emergency situations
- The addition of unscheduled activities

After you have identified your risk factors, you need a system to assess whether each risk is acceptable or not based on how likely it is to occur and the seriousness of the consequences. This can be done using a **Risk assessment matrix**.

It is important to study and assess the:

1. Seriousness of the risk: What will happen? How serious it will be? How serious will any probable damage be? Can people get injured or die?

Seriousness		
3	High	Life-threatening injuries
2	Medium	Injuries that require a doctor
1	Low	Small injuries

2. Likelihood of the risk: Can risk really occur? What is the likelihood that it will happen?

Likelihood		
3	High	It happens often
2	Medium	It happens sometimes
1	Low	It happens rarely

LIKELIHOOD OF RISK ➤	high 3	medium 4	high 5	very serious 6
	medium 2	low 3	medium 4	high 5
	low 1	very low 2	low 3	medium 4
		low 1	medium 2	high 3
		SERIOUSNESS OF CONSEQUENCES ➤		

Acceptable risk (Score 2)	Slight chance of the risk occurring with only minimal damage expected (scratches).
Maybe acceptable risk (Score 3-4)	The risk must be managed. A real chance of the risk occurring resulting in injuries ranging from average (first aid will be required) to severe (hospitalization will be required) degree.
Maybe acceptable risk (Score 5)	The risk is only acceptable if mitigated so the identified risk level is brought lower (at least to 3 or 4). High to medium likelihood of the risk occurring resulting in critical injuries with the possible threat of long-term disability.
Unacceptable risk (Score 6)	The risk must be avoided. High likelihood of the risk occurring resulting in very serious consequences (life-threatening or life-altering injuries and possible death)

Risk assessment examples

Risk	Seriousness	Likelihood	Risk acceptable?	Manage or avoid?
Client could get bruise in the car	1	2	3	Manage
Client could fall while doing an activity and get seriously injured.	3	2	5	Manage
Hiking trail consists of one extremely risky part in an unmapped and secluded area with the threat of dangerous flora, fauna, locals or topography.	3	3	6	Avoid

After all of the risks are identified and the seriousness of their consequences and likelihood of occurrence are assessed, the third step is to prevent, control and monitor the risks. Different responsibilities apply for tour operators and guides.

Measures for preventing and mitigating risks should include

- Written rules and standard operating procedures (rules of work)
- Training in first aid and qualification upgrading for staff
- Well-explained conditions of participation and instructions for tourists
- Development of contingency plans and emergency preparedness plans
- Using updated equipment and monitoring with checklists
- Planning and assessing alternative routes
- Implementing safety measures such as the use of barriers, vests and helmets, or cancellation of unsafe activities

General recommendations on risk management for guides

- Always follow instructions on safety measures
- Stop a tour if a risk is out of control and safety may not be ensured
- Be sure that participants on tour behave responsibly and safely
- Check equipment and outfit for compliance with tour type in advance
- Be aware of and practice emergency preparedness plan(s)
- Provide adequate and in-depth safety briefings and demonstrations.
Be sure that all tourists follow these.

Main actions for guides in managing tourist's safety

- **Explain** the possibility of danger to tourists of your group
- **Replace** dangerous activities with more secure ones (for example, by choosing a more comfortable track)
- **Eliminate** the risk/hazard, or at least reduce it (for example, by waiting for heavy rain or a thunderstorm to stop)
- **Isolate** people from danger (for example, by moving the group or arranging for protection)
- **Change** the speed, route, outfit and/or relief (for example, by making steps in the snow for your group to follow)
- **Use and ensure the use of** personal protective equipment (PPE)

Risks	Risk Assessment (before risk management)			Manage or avoid?	How?	Risk Assessment (after risk management)		
	Seriousness	Likelihood	Risk acceptable?			Seriousness	Likelihood	Risk acceptable?
Client could get bruises in the car	1	2	3	Manage	The guide reminds everyone to put on their seatbelts before departure	1	1	2
Client could fall while doing an activity and get seriously injured	3	2	5	Manage	Skill and experience requirements for activity defined by TO; explained to tourists; monitored for compliance Guides provide in-depth theoretical instructions and safety briefings. Detailed Emergency Preparedness Plan (EPP)	2	1	3
Hiking trail consists of one extremely risky part in an unmapped and secluded area with the threat of dangerous flora, fauna, locals or topography.	3	3	6	Avoid	Dangerous part excluded from the itinerary and changed to a longer but less dangerous route. Risk assessment of new hiking trail/route necessary.			

Standard operation procedures (SOP) is a documented set of instructions that define the rules-control points for staff to complete certain operational tasks with the aim to ensure safety in organization operations and uniformity in its practices. The SOP depends on the type and category of the tour as well as on the itinerary, staff abilities, equipment and technique of the tour. The basis for drafting the standard operating procedures for each guide starts from the scheduled plan of a specific tour.

Evolution of guide's competencies



General requirements for a guide according to most standard operating procedures

- To be in good physical condition and to have psychological fortitude
- To have the skills and experience necessary to conduct the program of the given tour
- To know or have learnt about the location of the tour and tourist attractions in detail
- To review and understand the itinerary from beginning to end prior to the tour
- To collect and keep all required documents for the tour
- To have appropriate equipment and attire for the tour
- To have any and all special equipment needed for the tour (for communication, transportation, outfitting and safety)
- To have appropriate equipment in case an emergency happens (including a first aid kit, food and water supply)
- To follow the basic plan of the tour and communicate any change to head office
- To know and understand what is happening in the environment of the tour (socially, politically, geographically, climatologically)
- To regularly check the weather forecast and assess current weather conditions
- To identify and take measures to prevent, mitigate and eliminate risks
- To assess specific situations and make decisions
- To possess and use (an) emergency preparedness plan(s)
- To change the whole plan (or portions) of a tour when necessary using the contingency plan
- To report back upon completion of the tour

Nº	Action	✓
Meeting of tourist group		
1	Meet the driver and arrive at airport by 03:00 (flight TK007 03:20).	
2	Meet the tourist group with a nameplate, introduce yourself and company.	
3	Check the number of tourists according to the list.	
4	Inform head office about meeting with the group and start of transfer.	
Transfer		
1	Have a briefing with the driver on itinerary, speed rate and traffic rules.	
2	Place and fix luggage and equipment in luggage space of vehicle.	
3	Check that all tourists are inside the vehicle, in their seats and have their seat belts fastened.	
4	Before departing, remind tourists not to forget their belongings.	
5	Give the briefing, introduce the driver, tour overview, give next destination and travel time.	
6	Provide tourists with bottled water.	
7	Give brief remarks on the way and inform the group about possible tourist attractions. Note any requests/wishes.	
Accommodation		
1	Provide accommodation in hotel (guesthouse) according to the rooming list.	
2	Give information about place, time and duration of breakfast (dinner).	
3	Give information about place and time of meeting for morning (evening) briefing.	
4	Check the rooms, ensuring availability of electricity, cold/hot water, and cleanness of room and beds. Document any issues.	
5	Inform the hotel administration of any issues and find ways to resolve them.	
6	Report to head office confirming that the group has checked into the hotel/guesthouse.	
Basic plan for city excursion		
1	Hold a morning briefing on the agenda of the tour (timing, distance, peculiarities, attractions). Inform the office of any issues.	
2	Assess the weather conditions for type of excursion and instruct the group to dress appropriately.	
3	Check the appropriateness of the equipment/attire of each member of the group according to the excursion type (city tour, nature tour).	
4	Make sure that a fully equipped first aid kit is available.	
5	Check the number of tourists before, during and after the excursion.	

Travel companies should prepare 3 plans for each tour:

1. Tour plan (initial operational plan, Plan A).

2. Contingency plan (backup plan, Plan B)

3. Emergency preparedness plan

The **Contingency plan** is a plan of action taken by personnel in case of the occurrence of relatively predicted events, i.e. planned expected risks. These events are not emergencies because they do not threaten the health or life of the people involved. However, they may disrupt the tour and, if not dealt with, become an emergency.

For example:

plan A (basic) – morning horse riding;

plan B (backup) – in case of rain, folklore in yurt.

Examples of cases where contingency plans would be used:

- **Bad weather which prevents participation in the planned activity.**
- **Unexpected closure of tourist attractions or cancellation of a planned activity.**
- **Unexpectedly large change in group size.**
- **Closure of a road that stops and/or delays the group.**
- **Absence of permission or cancellation of permission for site entry/visit.**
- **Delay of group arrival leading to a restructuring of the itinerary.**

When the contingency plan is deployed, the guide must:

- **Inform head office/the manager in charge of the tourism office.**
- **Inform the service providers involved in the itinerary (hotels and restaurants).**
- **Inform other guides who may face similar problems.**
- **Foresee possible changes to further activities on the itinerary.**
- **Foresee any possible additional costs (for fuel and food products).**
- **Fill in an incident report at the end of tour in order to explain why the backup plan was used.**

The **Emergency preparedness plan** is a set of instructions/actions used by staff/tour personnel to efficiently manage and minimize the damage in case of emergencies and accidents. These plans are developed beforehand for each specific type and category of tour. They provide step by step instruction for personnel explaining how to react and what to do in case of emergencies.

Examples of emergencies: a tourist has lost their way during an excursion; someone has fallen off a horse; a guest has a heart attack while on a jeep tour.

The emergency preparedness plan minimizes the consequences of the incident and prevents further accidents. It is important to train personnel in the development, use and practice of emergency preparedness plans. There should be a plan for each type of risk and service. Emergency preparedness plans should be clear, simple and brief. Personnel should be familiar with and trained on the plans before heading out on tour. Emergency preparedness plans can be presented as text or a series of diagrams but should be easy to follow. In case of accident, the most suitable plan should be identified and acted upon, with head office notified as soon as possible.

Recommended actions frequently included in emergency preparedness plan:

- **Ensuring the safety of the group at the site or elsewhere**
- **Phoning emergency services and explaining the character and place of incident**
- **Establishing direct contact with a doctor (organized beforehand) to get further instructions**
- **Asking for help from other nearby organizations**
- **Registering the incident and number of injured with head office and the necessary authorities**
- **Preparing for the arrival of rescue teams (health professionals, police, emergency personnel)**
- **Making sure the other tourists in the group are safe and okay (psychological stress)**
- **Placing the injured person under the control of the rescue team**
- **Conferring with the rest of the group in order to make a joint decision on further movements and actions**
- **Preparing an incident report for the tour operator**

Each tour operator should develop a comprehensive system for emergency response. Office staff, assigned in advance, should be responsible for the following:

- **Changes to itinerary following the emergency (based on discussion with the tour group and guide)**
- **Conveying information about the emergency to the rest of the staff and relevant services**
- **Communication with police, emergency personnel and relevant authorities**
- **Establishing contacts with staff, tourists and members of their families**
- **Communication with media**

accident

ensure safety of the site

In case of injuries



Assess the location of the group and scope and character of the accident



Render any necessary first aid



Contact rescue services



Prepare for the arrival of the rescue team



Be attentive to the needs of the group



Report on the accident to the head office



Make the decision whether or not to continue the tour for the rest of the group



Fill in an incident report

If no one is injured



Be attentive to the needs of the group



Report the accident to the tour operator



Make the decision whether or not to continue the tour



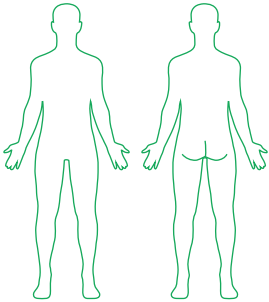
Fill in an incident report

An **Incident report** is an important step in the risk management system. Incident reports are filled in and submitted in case of any deviation from the basic plan of the tour. They are gathered and used for reassessment of tour programmes, tour segments and tourist services with the aim of managing/mitigating risks and enhancing safety.

Properly filled in reports help with the prevention of serious incidents in the future by highlighting things that frequently go wrong or almost go wrong and indicating what should be changed.

Main items included in an incident report

- 1 **Seriousness of incident:** define if it was an incident, accident, near accident or something else.
- 2 **Date:** register the date and time of the event.
- 3 **Name of person who filled in the form:** tells who bears the responsibility for the tourists.
- 4 **Title/code of tour:** list of items, if any.
- 5 **Place of incident:** narrative description, geographical coordinates.
- 6 **Description of incident:** description in detail of how the incident/accident happened and what circumstances led to it happening.
- 7 **Accepted measures:** description of the response, what measures were taken by the guide (tour leader) following the event.
- 8 **Personal information of injured person:** tourist's full name, age, citizenship, telephone number and e-mail.
- 9 **Description of injury: provide injury details if possible.**
- 10 **Sketch: indicate the location of the injuries on the sketch**
- 11 **Description** of the treatment/hospitalization process and timing for any injured persons.
- 12 **Documentation of any refusal of treatment.**
- 13 **Documentation of involvement:** of police or rescue team.
- 14 **Other measures taken:** for example, measures to aid tourists or get support from other companies.
- 15 **Witnesses:** specify full names, citizenship, telephone number and e-mail.
- 16 **Notification given to head office:** specify whom have you informed in the office and at what time.
- 17 **Notification to insurance company:** in case a certificate is required.
- 18 **Additions/remarks:** register other important information about the incident.
- 19 **Signatures:** signature of person who filled out the form.

Date:											
Title/code of tour:											
Reporting person: Full name, position											
Seriousness of incident: (specify X)	accident with tourist incident with risk of accident										
Other:											
Place of incident:											
GPS coordinates:											
Description of incident:											
Actions taken:											
Name of injured person, citizenship, telephone, e-mail: tourist <input type="radio"/> stuff <input type="radio"/>											
Description of injury:											
	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="padding: 5px;">yes</th> <th style="padding: 5px;">no</th> </tr> </thead> <tbody> <tr> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> </tr> <tr> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> </tr> <tr> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> </tr> <tr> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> </tr> </tbody> </table>	yes	no								
yes	no										
First aid											
Hospitalization (where)											
Medical aid / rescue team											
Incident reported to police											
Activities connected to other tourists/staff involved in the incident:											
Witnesses (full name, citizenship, telephone, e-mail):											
Notification to head office (whom, time):											
Additions/remarks:											
Signature of person who filled out the report:											

TE - Tour equipment

Nº	Description	Amount	Condition	Receipt/return	
				Staff	Manager
1	Satellite telephone "Thuraya XT-LITE"	1	good	signature	
2	Group first aid kit	1	set	signature	
3	Basic rope, 11 mm, 50 meters	1	good	signature	
4	Reflective signal vest	1	good	signature	
5	

Nº	Tour outfit	Tourist	Guide
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Necessary attire and accessories (DPO - duty personal outerwear)

1	Sunhat or cap in combination with kerchief in a light color		
2	Light skiing cap (fleece or wool)		
3	Sunglasses with UV protection		
4	Water and wind proof jacket (Gore-TEX fabric)		
5	Water and wind proof trousers (Gore-TEX or "rip-stop" fabric)		
6	Hiking shoes, trekking shoes		
7	2-3 pairs of thermal socks (or warm woolen socks)		

Strongly recommended equipment (DPE - duty personal equipment)

1	Trekking poles (single or pair)		
2	Nalgene or camel bag water bottle		
3	Personal "day pack", backpack with 15-20L capacity		
4	Jack knife (multi tool)		
5	Waterproof matches or lighter		
6	Electric (combination) torch		
7	Individual first aid kit, set of personal medications		

ACE - additional clothing and equipment

1	Warm jacket (fleece/thin wool/down/other)		
2	Warm thermals/leggings (thermal underwear)		
3	Sandals or light sports footwear		
4	Fleece gloves/wool gloves (winter ski gloves)		
5	Thermos of 0.5-1.0L volume		
6	Sun protection cream (minimal protection level- SPF 30)		

Tour operator "TOUR-KG"

Item: TOUR-01

Plan of scheduled tour.

Group escort:

1) Guide-interpreter: Name

2) Driver: Name

Date Time	Name of segment	Result*		
		A	B	C
01.07	Meeting tourists at the airport. Hotel check-in. City-tour			
03:00	Meeting with driver, departure to airport			
04:00	Arrival at airport, meeting with tourists, flight ABC123 (time 04:20) with nameplate "TOUR-KG"			
05:00	Transfer to city (inform office)			
06:00	Check in to hotel "Guest". Leisure time until 11:30 a.m.			
11:30	Briefing. Start of city tour. Dining at Cafe "Boorsok"			
12:30	Lunch			
13:30	Start city tour. Central square. Government House > Public garden > Boulevard > Park			
	History Museum			
	Hero Museum			
17:30	End of tour. Arrival at hotel. Leisure time until 7:00 p.m.			
19:00	Meeting of group at hotel. Dining in restaurant "Boorsok Plus"			
21:00	Return to hotel. Evening briefing			
02.07	One-day trekking excursion to nature park			
08:30	Meeting of group at hotel. Morning briefing. Check preparedness for trekking			
09:00	Start of trip. Arrival at the gorge and expected start of trek at 10:00 a.m.			
	...			
	...			
03.07	...			
	...			
	...			

* Result: A = done according to basic plan; B = changed in accordance with backup/contingency plan; C = cancelation of tour segment or agenda for the day

Tour operator "TOUR-KG"

Item: TOUR-01.

List of tourist group travelling in the period from 8 September 2020 to 14. September 2020.

Nº	Full name	Date of birth	Gender	Citizenship	Passport Nº	Notice
1	Mrs. Wyssig Emma	01.03. 1973	f	Belgium	884238	clerk
2	Ms. Gugentobler Marie	11.01. 1980	f	Australia	228740	banker
3	Mrs. Bilomen Anna	28.05. 1983	m	Bolivia	739321	clerk
4	Mr. Cymann Kurt	18.07. 1973	m	Italy	605032	clerk
5	Mrs. Cymann Cornelia	21.06. 1976	f	Italy	604549	nurse
6	Mr. Attmüller Balz	09.07. 1966	m	Spain	954703	driver
7	Mrs. Runz Bernadette	17.12. 1975	f	Spain	036960	clerk
8	Mr. Zalger Hans	10.05. 1972	m	Italy	960269	chemist
9	Mrs. Zalger Elisabeth	12.08. 1978	f	China	065426	teacher
10	Mr. Hallmann Armin	01.05. 1985	m	India	134576	banker
11	Mr. Nicolas Bourbaki	11.07. 1968	m	South Africa	040219	chemist
12	Mr. Bilomen Johannes	12.10. 1989	m	Italy	059834	reporter
13	Mr. Nillin Hugo	26.03. 1981	m	Belgium	538313	reporter

Manager of tour operator "TOUR-KG"

Name

1.9.2020

Nº	Description of tour aspect risk factor	Risk	Control		Risk is		
			Y	N	A	M	U
1	Steps at entrance of vehicle	falling					
2	No seat belts	accident					
3	Lack of handles in vehicle	falling					
4	Air conditioner failure	overheating					
5	Smell of fuel inside the vehicle	poisoning					
6	Lack of window blinds	sun stroke					
7	Noise inside the vehicle	exhaustion					
	...						

Risk Control measures (mitigation)

Nº	Experience of personnel	Experience of tourists	Instruction	Training	Markings signs)/ Checklist	Equipment	Emergency preparedness plan
1					✓		
2			✓				
3		✓		✓			
4						✓	
5					✓		
6				✓		✓	
7						✓	
8						✓	

Nº	Description	Amount	Inspection (full name, date)	Notice
	First aid kit			
	Fire extinguisher			
	Roadside emergency kit			
	Triangular safety reflector			
	Spare extra wheel			
	...			

* **A** = acceptable risk; **M** = risk to be mitigated **U** = unacceptable risk;
Y = yes (risk is controlled); **N** = no (risk is not controlled)

Nº	Description of place/process with risk factor in an accommodation facility	Risk	Control		Risk is		
			Y	N	A	M	U
1	Walk ways and aisle obstructed	falling					
2	Defective step coverage	falling					
3	Defective wiring/insulation, 220v	electric shock					
4	Insects in room	insect bite					
5	Lack of guest safety instruction	emergency, fire					
6	Lack of evacuation routes	emergency, fire					
7	Lack of fire-extinguishing equipment	fire					
8	Lack of shower mat	slipping					

Risk Control measures (mitigation)							
Nº	Experience of personnel	Experience of tourists	Instruction	Training	Marking (signs)	Equipment	Emergency preparedness plan
1							
2							
3							
4							
5							
6							

Nº	Description	Amount	Inspection (full name, date)	Notice
	First aid kit			
	Fire extinguishing equipment			
	Fire safety logbook			
	Blank claims forms			
	...			

* A = acceptable risk; ; M = risk to be mitigated; U = unacceptable risk;
 Y = yes (risk is controlled); N = no (risk is not controlled)

32 / Sample: Safety inspection for excursions checklist

Nº	Description of excursion aspect risk factor	Risk	Control		Risk is		
			Y	N	A	M	U
1	Crossing the street (no crosswalk)	accident					
2	Steps in museum (slippery marble)	falling					
3	Dark toilet (steps)	falling					
4	Staying out in the square (sun)	overheat					
5	Movement across the crowd at the market	theft					
6	Tasting products at the market	poisoning					
7	Open sewer hatch	falling					
8	Construction in the place of tourist attraction	injury					
	...						

Risk Control measures (mitigation)

Nº	Experience of personnel	Experience of tourists	Instruction	Training	Marking (signs)	Equipment	Emergency preparedness plan

Nº	Description	Amount	Inspection (full name, date)	Notice
	First aid kit			
	Telephone			
	Safety vest			
	List of clothing for tourists			
	...			

* **A** = acceptable risk; **M** = risk to be mitigated; **U** = unacceptable risk;
Y = yes (risk is controlled); **N** = no (risk is not controlled)

