

Safety Management System



Covid19 Good Practice Guidance Activities - Excursions



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The following guidance has been prepared to assist DMC's and activity/excursions providers to have Covid19 protocols in place for their respective operation.

This guidance is meant to supplement any local and national advice provided by the authorities in each country and represents 'Good Practice Guidance' as opposed to enforced governmental regulations.

These will assist in minimising as much as possible any risk of Covid19 transmission to customers and staff and ensure both have confidence in using/delivering your services.

Documented Risk Assessment/Policy/Plan

This should be a document detailing your Covid 19 protocols, encompassing all local and national regulations as well as good practice guidance in terms of the hygiene and safety procedures you have in place for the all stakeholders (Staff, Customers, Suppliers etc.). There should be a designated person within each organisation who is responsible for ensuring the Covid 19 procedures are followed and amended as necessary. The risk assessment, policy or plan needs to include the following:

1. Control Measures:

- Advance information to your clients and passengers of any steps you are taking to minimise the risk of Covid19 transmission
- Procedures in place for participation in the activity/excursions, such as one way system on coaches/boats, or boarding from seats furthest from exit, limiting number of participants to prevent transmission
- Social distancing measures – orderly queuing system, minimum 1m separation (or local regulation if greater), and no close contact with your staff.
- Appropriate signage explaining procedures to ensure social distancing is maintained
- Personal hygiene and any PPE requirements – use of mask, gloves, hand sanitizer as required (both staff and customers)
- Only prepared wrapped snacks or individual bottles of water (or nothing at all to minimise risk).
- Capacity restricted at all times to ensure no-one is within the 1m guidance (or local regulation if greater)
- In transport, family groups to one vehicle avoid mixing guests on small private transfers, maintain social distancing by reducing any transport capacity (coaches, minibuses, boats etc.)
- Toilet provision to be monitored, no queuing, no close contact – monitor and control access to toilets

2. Enhanced Hygiene & Cleaning:

- Surgical standard cleanliness of any high contact areas (touch points) any equipment used, controls, buttons, handrails, seat belts, toilets.
- Full cleaning and sanitising after each use – customers not to use same items in order to prevent transmission
- Provision of PPE to guests if they don't have it (Masks, Gloves – some operators are providing branded masks)

- Hand sanitizer provided and available at entry and exit points on the activity/excursions, use encouraged at all times.
 - Full thorough cleaning of any vehicle/equipment at the end of each day, including use of appropriate sanitising fluids on soft furnishings: seats, curtains, headrests etc.
3. **Comprehensive Staff Training:**
- Appropriate use of PPE for staff: Masks, gloves, hand sanitising
 - Training in cleaning and sanitising procedures for all equipment used
 - Training in social distancing instructions and any embarkation and disembarkation procedures
 - Procedure for identifying symptoms of Covid19 in any person using the activity/excursion
 - Procedure for dealing with any suspected customer cases of Covid19 on the activity.
 - Procedure for reporting their own illness if they display symptoms consistent with Covid 19
 - Consequences for non-compliance with your Covid19 risk assessment/policy/plan
4. **Communication – internal & external:**
- Ensure all staff understand the risk level, danger of non-compliance and also any change in governmental advice or procedures
 - Provide regular written and verbal instructions to staff as a reminder of their responsibilities
 - Provide written communication to any tour operators, travel agents and customers of the Covid19 procedures you have in place.
 - Ensure customers receive specific instructions, both written and verbal, regarding their responsibility whilst on your activity/excursion, personal hygiene (Masks, gloves, hand sanitizer), social distancing requirements and correct embarkation and disembarkation procedures from the activity/excursion
 - Customers should be advised not to participate in the activity or excursion if they display any symptoms consistent with Covid19 or share a room/apt with anyone displaying symptoms or are immuno-suppressed in any way.
5. **Prevention of Spread of Infection Procedures (POSI):**
- What procedures to follow if someone is suspected of having Covid19 whilst using the activity/excursion.
 - Full sterilisation of any equipment used by a suspected case – including non-use for a period of 72hours
 - Contact tracing of any other customers on the activity/excursion at the same time so they can be told to self-isolate for 14 days. Customer contact details to be collected at all times so they can be contacted if necessary. (e-mail, mobile number, local address, tour operator/travel agent details)
 - Any staff who had contact with the suspected customer also to be made to self isolate for 14 days
6. **Monitor & Review:**
- Your Covid19 risk assessment/policy/plan must be continually monitored by senior management
 - All staff should be supervised to ensure they are maintaining all the control measures and understand the importance of your Covid 19 protocols
 - Procedures in place to make changes to these procedures in light of any new advice, science or guidance

About Us

tranquilico.com is a health, safety and crisis management consultancy aimed specifically at the international travel & leisure industry, conference & events, sports and education sector. The organisation has been in operation since September 2008 and has already built up an impressive client list; these include companies both big and small.

Our Services:

a. Health & Safety

We deliver health and safety training, the installation of due diligence policies and procedures and supplier health & safety auditing programmes overseas. We also operate the innovative PASS 4 supplier self-assessment system, which is also operated by the likes of Kuoni, Virgin and British Airways Holidays.

b. Crisis Management

tranquilico.com also delivers crisis management advice, plans, training courses and desktop/full simulations. Tailored to suit the size and resources of your business.

tranquilico.com are also a Travel Industry Partner to the Association of British Travel Arrangers (**ABTA**), an Affiliate to the Association of Independent Tour Operators (**AITO**) a Consultant Member of The Latin America Travel Association (**LATA**) an Affiliate to the Association of Bonded Travel Organisers Trust (**ABTOT**), Consultant Advisors to the Association of British Tour Operators to Italy (**ABTOI**) and Crisis Management Advisors to the African Travel & Tourism Association (**ATTA**).

Directors **Colin McGregor** and **Mick Yates** have over 50 years of Travel Health, Safety and Crisis Management experience and qualifications between them having worked for **TUI**, **MyTravel** and **Thomas Cook**. Both are Fellows of the Institute of Travel and Tourism. (**ITT**)

Client/Supplier Responsibility

Our clients need to be able to demonstrate they have taken 'all reasonable skill and care', in that the accommodation, transport and any activities they provide to their customers as part of their 'package holiday' are as safe as possible.

It is the responsibility of the suppliers to ensure their services are delivered safely and it is expected that risk assessments are conducted to ensure that hazards are identified and control measures are put in place to prevent accidents and illness so far as is reasonably practicable.

Our advice in this document is based on internationally accepted good practice guidance and we encourage you to review the information and take action where necessary to ensure that your operations are in line with these recommendations.

We do not expect you to up-date us once changes have been made, rather, we expect that having been provided with this best-practice advice, that you would adopt the recommendations provided.

However, having received this good practice guidance our clients may well decide to require you to complete a specific **Covid19 safety self- assessment** where you can confirm all the required policies and procedures are in place for the ultimate protection of your mutual customers. This will form part of the tour operator/travel agent due diligence in addition to any normal safety self-assessments you have completed in the past.

If you require any further advice or services please contact us at safety@tranquilico.com or check out our website at www.tranquilico.com