

# Well-being through work



Finnish Institute of  
Occupational Health



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# Protection and Safety of Travellers and Tourism Workers

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Leverage from  
the EU  
2007–2013



Centre for Economic Development,  
Transport and the Environment

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# Project: Protection and Safety of Travellers and Tourism Workers

5/2009-11/2012



- **Coordinator:**



- **Partners:**

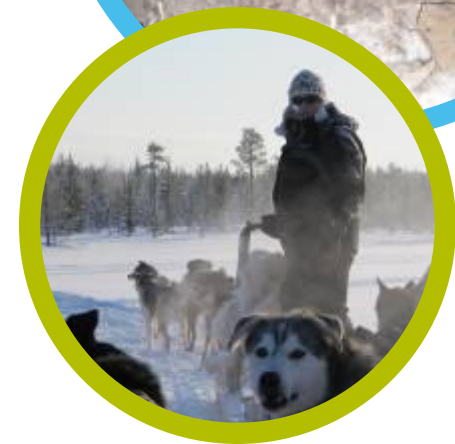
- Tampere University of Technology
- Central Ostrobothnia University of Applied Sciences
- The Vocational College Lappia
- Oulu Vocational College

- **Financiers:**



# Introduction

- Tourism is a progressive branch of industry in Northern areas.
- Companies are small and specific safety management systems are not commonly used.
- Customer safety is often focused on more than occupational safety.
- The most common occupational incidents in Finland:
  - slips, trips and falls
  - frostbites
  - related to animals, such as horses, reindeers and dogs
  - related to motor vehicles, such as snow mobiles or all terrain vehicles.



# Introduction

- Travellers want experiences and adventures, which typical features are:
  - unsure result
  - challenge, danger and risk
  - expected reward
  - novelty
  - excitement
  - searching and finding something new
  - change and contrast to everyday routines
  - learning
- Extreme conditions (snow, cold, darkness) are an attraction
  - cause challenges to safety and personal protection in different types of activities.

➔ More effective safety measures are needed.



# Objectives

A national level multidisciplinary network was aimed to build:

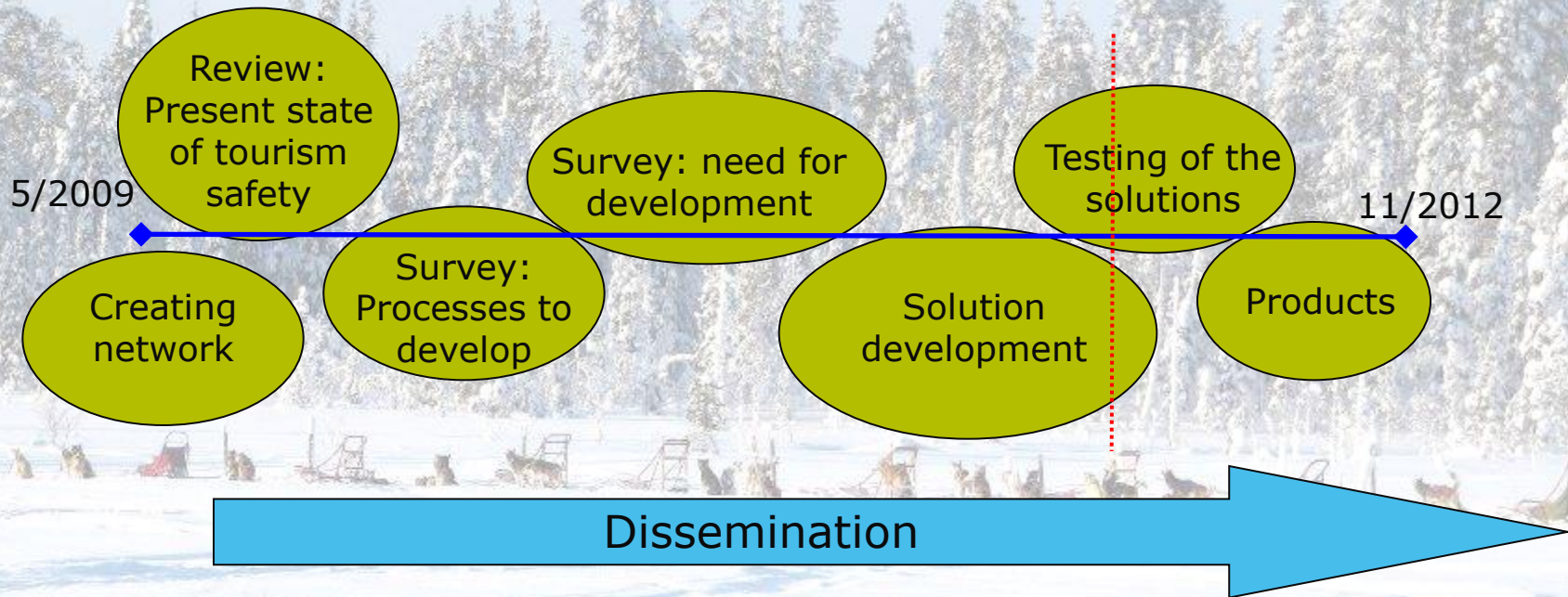
1. **to increase** awareness and safety of travellers and tourism workers.
2. **to develop** protection solutions and procedures in extreme weather conditions and activities.
3. **to produce** new tools for safety management for small adventure service companies.
4. **to disseminate** knowledge and good practices through publications and training.





# Methodology

## Project process



# Results: Multidisciplinary network

Specialists in field of:

- engineering
- safety management
- personal protection
- thermal physiology
- ergonomics
- tourism





# Results:

## Safety management and occupational safety in tourism

New tools, specialised for a small adventure service company:

1. Annual safety clock
2. Risk assessment tool
3. Good practices
4. Risk management folder
5. Education package of occupational safety in tourism:
  - Legislation
  - Good safety practices in tourism companies
  - Work ability
  - Ergonomics
  - Work environment
  - Personal protection
  - Traffic safety



# Results:

## Customers' safety

1. Practical information material for winter travellers.
2. Safety video regarding winter conditions and activities.
3. Research based information regarding physiological responses and optimum protective clothing in the cold
  - adventure service companies
  - clothing manufacturers
  - travellers



# Conclusions

- Tools for safety management are needed in tourism business.
- Weather conditions in Northern countries set demands for occupational and customer safety, e.g. personal protection.
- Turning focus more from customers to employees will improve the safety of tourism in general



# Thank You!

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Kirsi Jussila Work