

# Safety Management in Finnish Adventure Service Companies

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researcher Toni Hytinen  
Center for Safety Management and Engineering  
Tampere University of Technology



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# Introduction



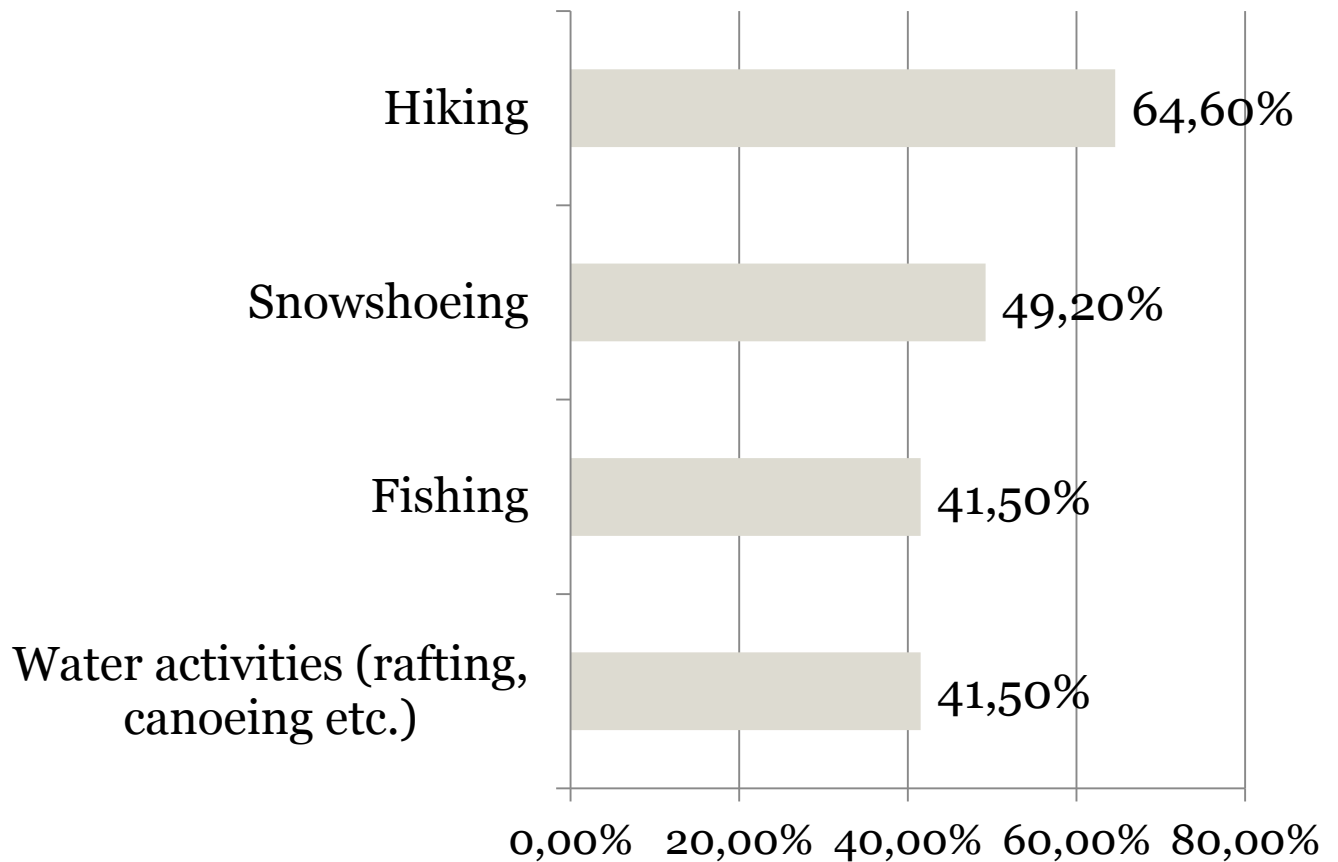
- A questionnaire study for Finnish adventure service companies was executed in the spring 2011
- Object of the study was to get general information about safety management of Finnish adventure service companies
- Study was a part of the ongoing European Union funded project "The Protection and Safety of Tourists and Tourism Workers"

# Respondent companies

- 65 respondents (response rate 23.3%)
- Over two thirds of the respondent companies had been in business over 5 years
- Respondent companies were in general very small (87,5 % of the companies had less than four permanent employees)



# Most common activities



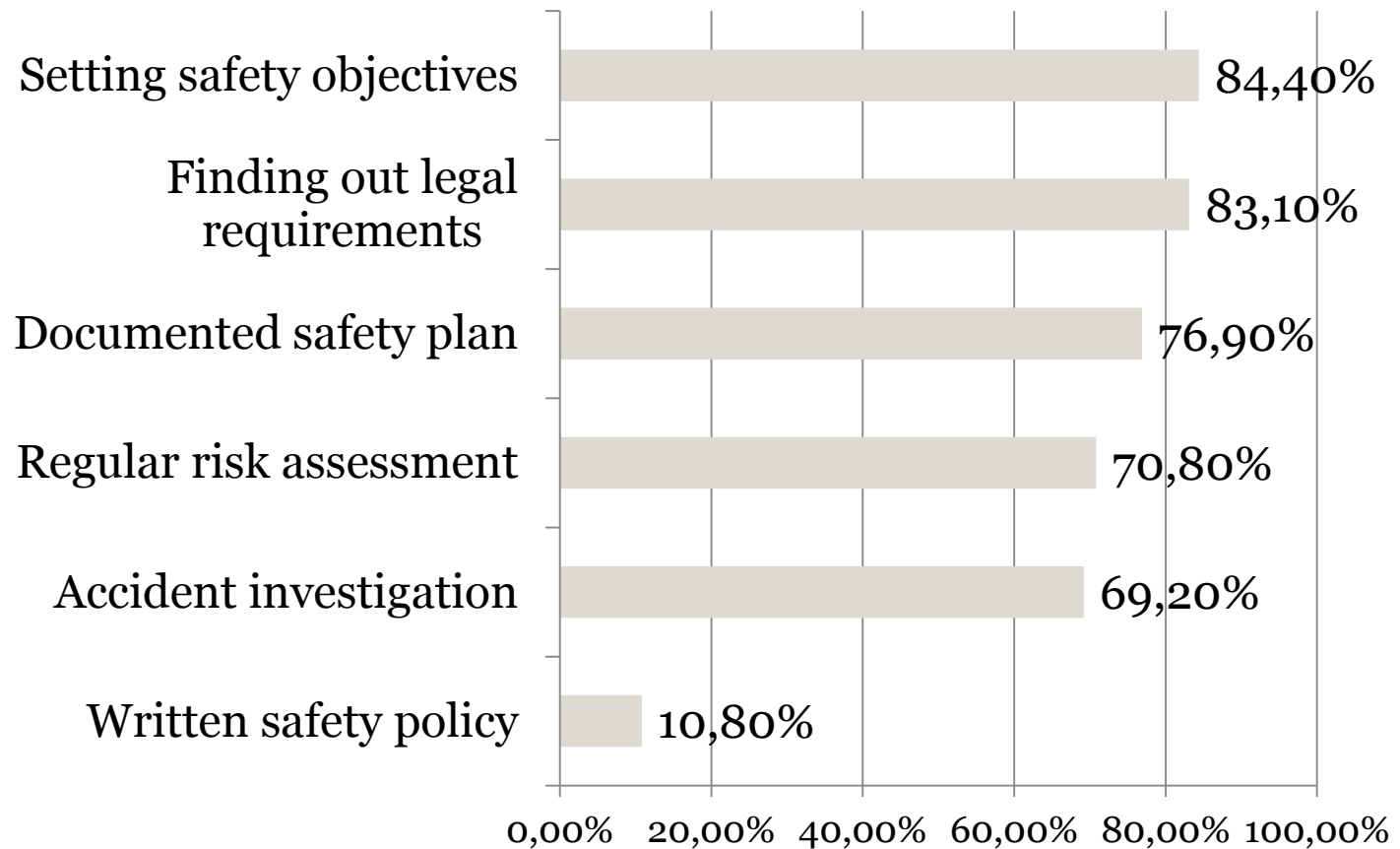


# Safety management systems

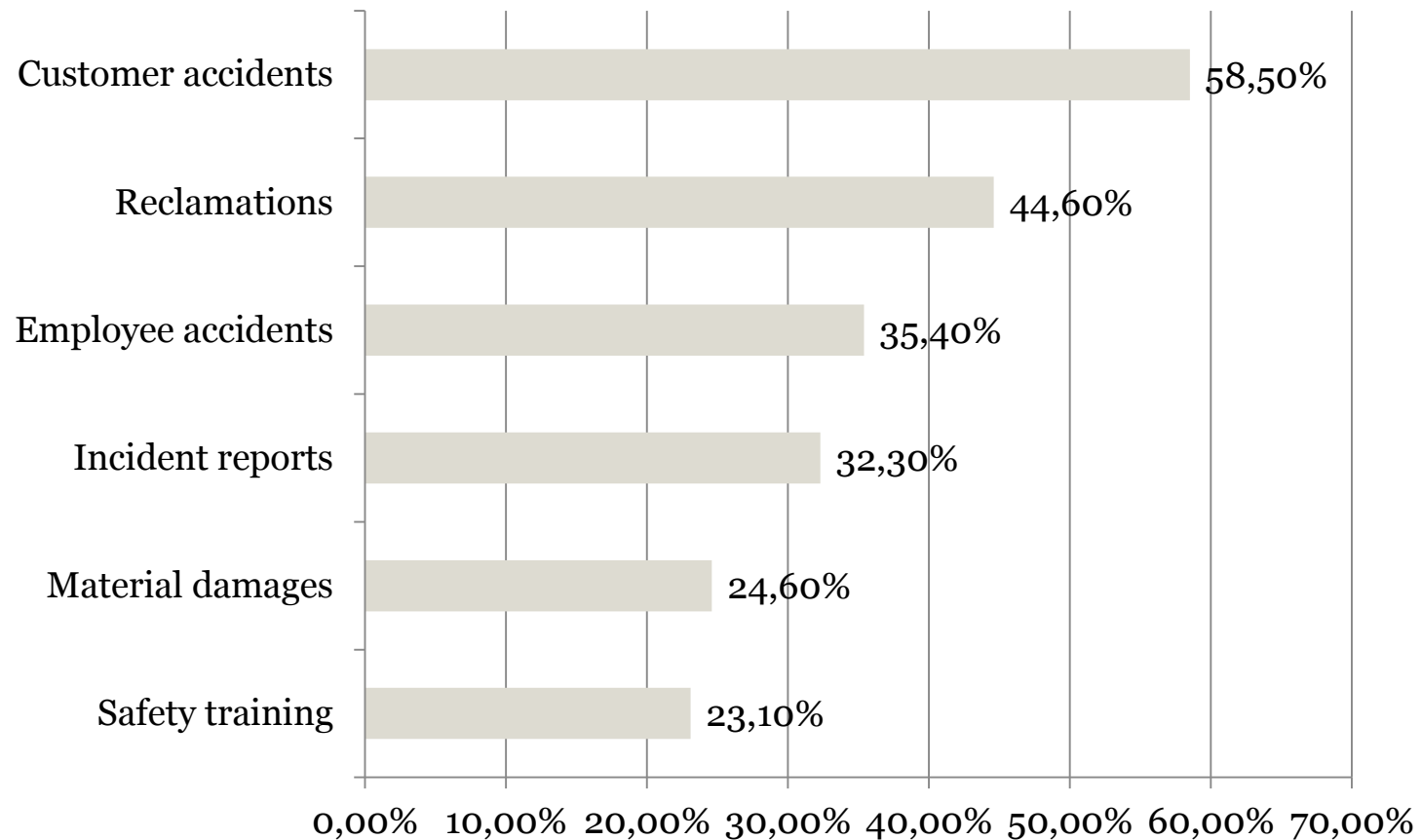
- Specific safety systems (like OHSAS 18001 or BS 8800) were not exploited at all in safety management of the respondent companies
- Instead, a fifth of the respondents had exploited some quality system (like ISO 9001 or Laatu-tonni)



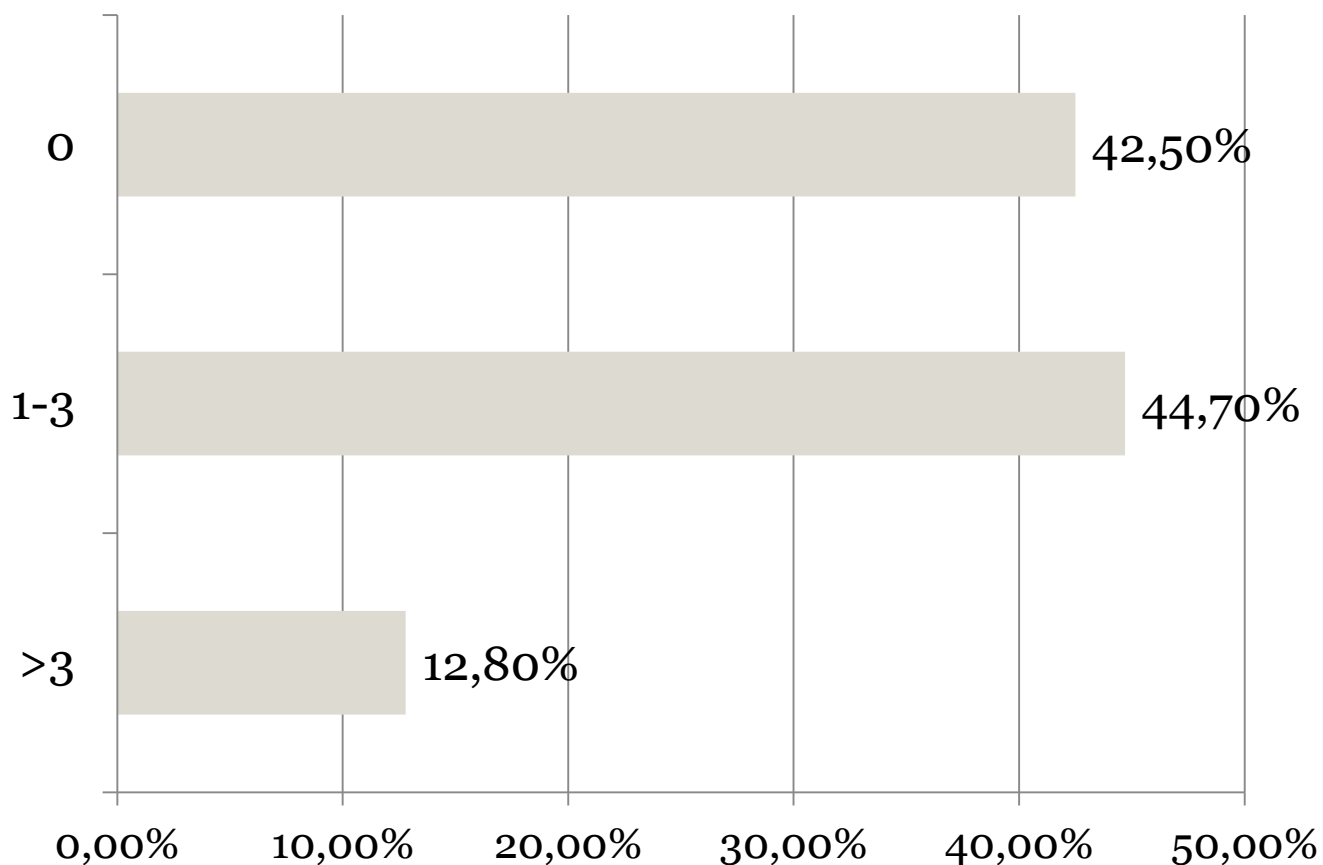
# Safety management activities



# Safety Indicators



# Customer accidents in a year





# Accident types and safety threats



- Slipping or tripping had been the most common accident type in the respondent companies (17 mentions)
- The most common safety threats in adventure services were guide's lacking professional skills (12 mentions), weather conditions (11) and unpredictability of customers (11)
- The results about customer accidents and safety threats show that the situation is quite the same in Finland than in Australia, New Zealand and Scotland (Bentley et. al. 2010, Page et. al. 2005)



# Conclusions



- The results of the study suggests that the most common safety management activities are exploited quite widely in the Finnish adventure service companies
- Only quantity, but not quality, of the activities was found out with the questionnaire
- Low response rate may indicate that mainly companies, which have set safety as high priority, responded





Thank you for your attention!



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