



# Travel Industry Safety Passport



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# Safety for Tourists an introduction

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# Travel industry safety passport committee



- The development of the travel industry safety passport training is the responsibility of the committee, made up of key operators in tourism and safety.
- The committee has approved this material for use in the training.

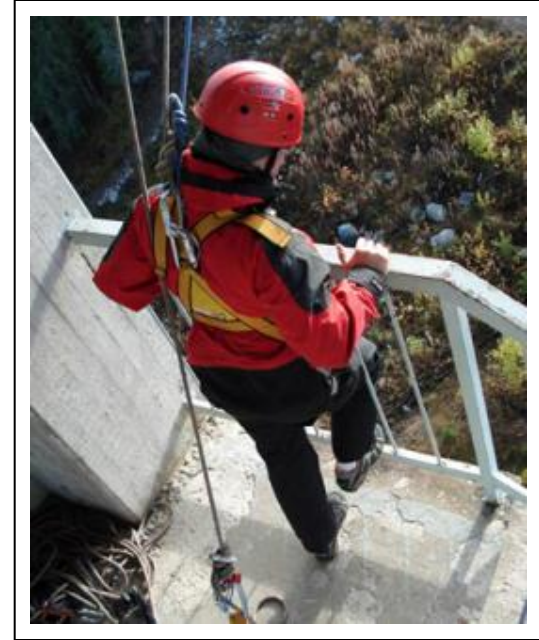




# Introduction to safety

## – the first step in safety training

- Target audience
  - A practical guide to daily work – especially for those involved in physical work
- Fields
  - Hotel and catering businesses
  - Programme services
  - Ski resorts
  - Theme parks
  - Festivals
- Objectives
  - Preventing accidents
  - Enhancing the safety of customers
  - Improving the quality of tourism products



# General information about the passport

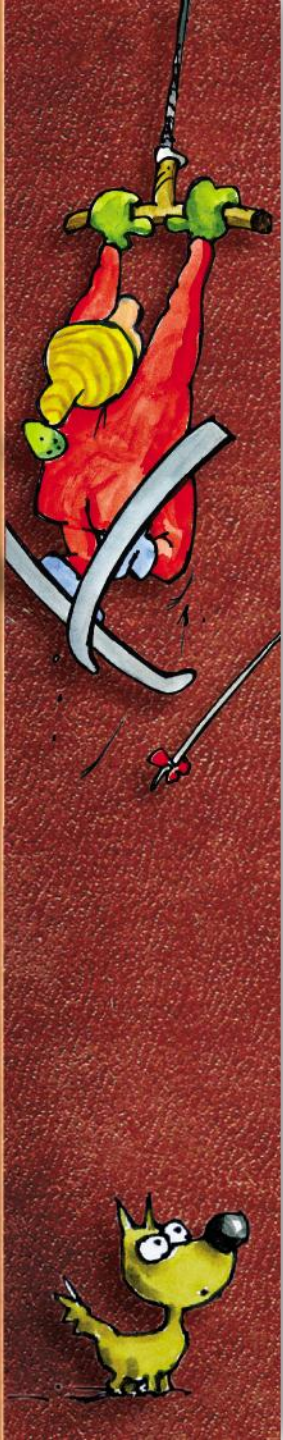
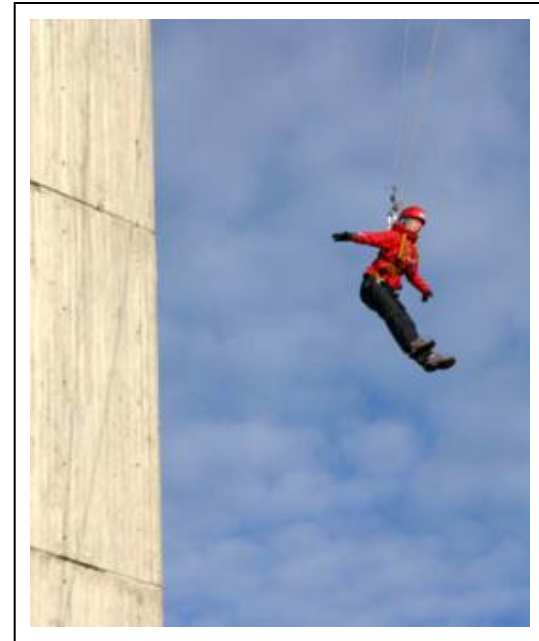
- One-day training
- Textbook
- Admission to the exam is conditional upon participation in the training day
  - Questions are based on both the textbook and the material presented during the training day
- Those who pass the test will receive a card valid for five years





# Contents of the day

- Lectures, discussions and group work
- Duration: 8x45 minute lectures
- Importance of safety in tourism
- Tourism safety characteristics
- Laws and regulations
- Independent risk management
- Risks in various fields
- Emergency response
- Exam
- Discourse on appropriate exam answers



# Safety chain – service chain



- Each tourist is served by a number of different companies and people. All of them must do their share to ensure the tourist's safety.





# Safety chain – service chain

- If one link fails, all will suffer.





# Tourism legislation



**Self-monitoring plans**  
(food and alcohol safety)

## 3. SAFETY PLAN

- for individual operations, events and locations

## 2. RESCUE PLAN

- for buildings and public events

## 1. SAFETY DOCUMENT

- this details the company's safety knowledge





## JOKAISEN TYÖNTEKIJÄN ON:

### Each employee must:

*Be familiar  
with the contents of the  
rescue plan*

*Follow safe  
working practices*

*Report observed risk factors  
to his or her supervisor*

### *Know how to:*

- report an emergency*
- act in the event of an accident,  
danger or casualty*
- use the fire extinguishing gear*

### *Know the location of:*

- emergency exit routes*
- the assembly area*
- preliminary fire extinguishing  
equipment*
- first aid equipment*





# Other regulations and instructions

- The Finnish Consumer Agency has issued instructions (in Finnish) to promote the safety of the following high risk activities:
  - [karting](#)
  - [ski slopes](#)
  - [programme services](#)
  - [horse riding services](#)
  - [swimming pools and spas](#)
  - [cross-country ski trails](#)
  - [winter swimming sites](#)
- The Consumer Agency's monitoring duties have been transferred to the Finnish Safety and Chemicals Agency.
- The Safety and Chemicals Agency also uses the instructions of sports associations to assess the safety of activities, ensuring that the instructions are appropriate and represent good practices.



# Employee's personal safety

- The employer's responsibilities include ensuring the employee's safety and health.
- As an employee, you are a specialist in your work and know the risks involved – utilise your expertise and inform the employer of any deficiencies in operational practices.
- Follow all instructions and rules. Use protective equipment. If you do not know what to do or consider the work dangerous, ask for help.
- The employee also has a responsibility to look after their colleagues and their company's property.
- [There are safe and unsafe workplaces](#)





# Useful links

[Liikenneturva \(Traffic Safety\)](#)  
[Ministry of Social Affairs and Health](#)  
[Finnish National Rescue Association \(SPEK\)](#)  
[National Accident Day](#)  
[Federation of Accident Insurance Institutions](#)  
[Finnish Centre for Health Promotion](#)  
[National Institute for Health and Welfare](#)  
[Finnish Safety and Chemicals Agency \(Tukes\)](#)  
[Finnish Institute of Occupational Health](#)  
[Finnish Institute of Occupational Health – Zero Accident Forum](#)  
[Centre for Occupational Safety](#)  
[Finnish Food Safety Authority Evira](#)  
[First aid guide](#)  
[Voluntary Rescue Service](#)  
[Risk Management in SMEs](#)

