

Loremi Tours Health and Safety Policy

1. Policy Statement

Loremi Tours is committed to maintaining the highest standards of health, safety, and wellbeing for our employees, guides, guests, partners, and the communities in which we operate.

We recognize that safe working and travel environments are essential to delivering quality tourism experiences. We therefore integrate health and safety management into all aspects of our operations – from office practices and field activities to excursions, transport, and accommodation arrangements.

This policy aligns with:

- The Occupational Safety and Health Act (2006) of Uganda
- World Health Organization (WHO) Travel and Tourism Safety Guidelines
- UNWTO Global Code of Ethics for Tourism
- ISO 45001:2018 Occupational Health and Safety Management System Standards

2. Purpose

The purpose of this policy is to:

- Prevent accidents, injuries, and illness related to Loremi Tours' operations.
- Promote a culture of proactive safety awareness and accountability.
- Comply with all relevant health, safety, and hygiene laws and standards.
- Ensure that our guests, staff, and community members enjoy safe and secure experiences.
- Provide clear procedures for emergency preparedness and incident response.

3. Scope

This policy applies to:

- All Loremi Tours staff, guides, and drivers.
- Partner suppliers and service providers (transport, accommodation, excursions).
- Guests, volunteers, and contractors participating in Loremi Tours activities.
- All offices, homestays, and field operations in Uganda and other destinations.

4. Guiding Principles

1. Prevention First: All work-related injuries, illnesses, and incidents are preventable.
2. Shared Responsibility: Health and safety are everyone's responsibility.
3. Legal Compliance: All operations must meet or exceed national and international safety standards.
4. Preparedness: We ensure readiness to respond to emergencies promptly and effectively.
5. Continuous Improvement: We regularly review and enhance our health and safety performance.

5. Management Responsibilities

Management commits to:

- Providing a safe working environment and adequate welfare facilities for all employees and guests.
- Ensuring compliance with health and safety laws, regulations, and internal standards.
- Allocating resources for safety equipment, first aid, and emergency preparedness.
- Conducting regular risk assessments and implementing preventive measures.
- Ensuring all staff receive adequate health and safety training.
- Encouraging open reporting of hazards and incidents without fear of reprisal.
- Reviewing health and safety performance annually as part of sustainability monitoring.

6. Staff, Guide, and Driver Responsibilities

All employees, guides, and drivers are required to:

- Take reasonable care of their own health and safety and that of others.
- Follow company safety procedures and instructions at all times.
- Report accidents, hazards, or unsafe conditions immediately to management.
- Maintain vehicles, equipment, and tools in safe working condition.
- Carry and use first aid kits during all tours and excursions.
- Participate in regular safety briefings and refresher training.
- Avoid alcohol or drug use during work hours or while responsible for guests.

7. Guest Health and Safety

Loremi Tours is committed to safeguarding guests through:

- Providing pre-trip safety information and risk awareness briefings.
- Ensuring all tours and activities are assessed for potential risks.
- Verifying that partner accommodations and vehicles meet safety standards.
- Encouraging guests to disclose medical conditions or allergies confidentially.
- Providing access to first aid and emergency medical support during tours.
- Ensuring guides communicate clearly about safety protocols (e.g., wildlife viewing, water activities, cultural interactions).

8. Workplace and Field Safety

We ensure safety across our offices, homestays, and field activities by:

- Maintaining clean, organized, and hazard-free workplaces.
- Installing fire extinguishers, first aid kits, and clear emergency exits.
- Implementing safe driving policies, including speed limits and seatbelt use.
- Conducting vehicle checks before each trip.
- Ensuring safe accommodation facilities with reliable water, sanitation, and electricity systems.
- Using protective gear when necessary (e.g., field boots, gloves, or masks).

9. Emergency Preparedness and Response

Loremi Tours maintains an Emergency Response Framework to manage incidents effectively.

Key measures include:

- Designating trained first aiders and emergency coordinators.
- Keeping first aid kits in all vehicles and offices.
- Maintaining a 24-hour emergency contact line for staff and guests.
- Establishing procedures for incidents such as accidents, medical emergencies, fire, or natural disasters.
- Maintaining partnerships with nearby health facilities and emergency services.
- Conducting mock drills and safety simulations annually.

10. Health and Hygiene Management

- Promote high hygiene standards in offices, vehicles, and homestays.
- Provide clean drinking water and promote reusable bottles.
- Enforce food safety and hygiene standards during catering and community meals.
- Ensure guides and drivers practice good personal hygiene.
- Comply with Ministry of Health guidelines on infectious disease prevention (e.g., COVID-19, malaria).
- Encourage vaccination and regular medical checkups for staff and guides.

11. Risk Assessment and Hazard Control

Loremi Tours conducts periodic risk assessments for all activities to identify, evaluate, and mitigate hazards.

Assessment covers:

- Transport and vehicle operations
- Accommodation and community stays
- Outdoor excursions (e.g., wildlife, hiking, cultural events)
- Health-related risks (e.g., heat, dehydration, food safety)
- Environmental hazards (e.g., floods, landslides, wildlife encounters)

Each department maintains a Risk Register and implements mitigation actions accordingly.

12. Incident Reporting and Investigation

- All accidents, near-misses, and safety concerns must be reported immediately.
- Reports are recorded in the Incident Report Logbook and investigated by the Sustainability Coordinator and relevant supervisors.
- Root causes are identified and corrective measures are taken to prevent recurrence.
- Serious incidents are escalated to management and relevant authorities.

13. Training and Awareness

- All new staff receive induction training on health and safety procedures.
- Guides and drivers receive specialized training on road safety, first aid, and emergency response.
- Regular refresher sessions and toolbox meetings are held quarterly.
- Guests are briefed on safety procedures before every tour or activity.
- Posters and visual materials are displayed in offices and vehicles to promote awareness.

14. Monitoring and Review

Loremi Tours integrates health and safety monitoring into its Sustainability Monitoring Matrix.

Indicator	Monitoring Method	Responsible Person	Frequency
Number of incidents/accidents reported	Incident reports	Sustainability Coordinator	Quarterly
Number of staff trained in first aid & safety	Training records	HR & Safety Officer	Annually
Vehicle inspection & maintenance status	Fleet logs	Transport Manager	Monthly
Emergency equipment availability(first aid kits fire extinguishers)	Visual Checks	Office & Fields Managers	Quarterly
Guest feedback on safety	Post-tour surveys	Guest Relations Officer	Ongoing
Risk assessment updates	Risk register review	Department Heads	Bi-annually