



Tour Manager/Guide
Health & Safety
Induction Booklet

INTRODUCTION

We would like to welcome you to our dedicated and professional team of Tour Managers/Guides. By becoming one of this team you join a very select group of industry specific professionals dedicated to delivering a top quality tour service to our customers. The team, and In the footsteps, pride ourselves on giving our customers a package that is fantastic value and an experience that they will cherish forever. You have been selected to join this team because we believe that you share this ethos.

As a member of the In the footsteps team of Tour Managers/Guides, you effectively become an 'employee' of the company for the period of time that you are delivering tours on their behalf. This is true whether you are a part-time or full-time employee of the company or working for In the footsteps on a sub-contractor basis.

As an 'employee' of In the footsteps we have a duty of care for you and the customers to whom you are delivering our tours. To that end, we are required to ensure that you receive an appropriate health & safety induction and we do this by issuing this Health & Safety Induction Booklet. You are requested to read this booklet and comply with its content in order to ensure that you play your part in providing a safer environment for you, your fellow employees and our customers.

On behalf of the company and all of the other members of the team
WELCOME.



IAN R GUMM
CEO/Battlefield Historian and Guide

HEALTH & SAFETY POLICY STATEMENT

It is the policy of In the footsteps: -

- 1) To prevent accidents and cases of work-related ill health and provide adequate control of health and safety risks arising from work activities. We ensure that relevant risk assessments are completed and actions arising out of those assessments implemented. These risk assessments are reviewed every year or earlier if required or if conditions change.
- 2) To ensure all employees are adequately trained and competent to do their work. Employees are given an appropriate health and safety induction and provided with job specific training sufficient to fulfil their role.
- 3) To engage and consult with employees on day-to-day health and safety conditions and provide advice and supervision on occupational health. Employees are routinely consulted on health and safety matters as part of their normal duties. Staff are formally consulted at regular health and safety performance review meetings or sooner if required.
- 4) To implement emergency procedures - evacuation in case of fire or other significant incident. Evacuation plans are tested from time to time and updated as necessary.
- 5) To maintain safe and healthy working conditions, provide and maintain plant, equipment and machinery, and ensure safe storage/use of substances as appropriate.

The latest version of our Health & Safety Policy, Procedures, Generic Risk Assessments and Forms can be found at:

<http://www.inthefootsteps.com/H-and-S-Policy-Procedures-and-GRA.html>.

AIM

It is our aim to provide our employees and our customers with a safe environment so that they can enjoy and get the most out of their tour experience with In the footsteps.

OBJECTIVE

It is the objective of this booklet to inform you, the employee, of the methods and procedures we adopt in order to ensure that the environment in which you work is as safe as we can make it.

RESPONSIBILITIES

As an employer, it is the responsibility of In the footsteps to:

- Have a duty of care to all of its employees, contractors, visitors and customers.
- Ensure that it has a documented Health and Safety Policy and Procedures that are properly and effectively implemented.
- Carry out regular health and safety reviews.
- Carry out risk assessments to ensure that the working environment is safe.
- Ensure that the control measures/precautions determined in its risk assessments are acted upon.

It is your responsibility as an employee to:

- Point out and help to manage risks.
- Work in a safe manner.
- Never carry out a task you believe may be dangerous.
- Use any safety equipment we provide you with.
- Follow our safety procedures and instructions.
- Report accidents, even if they seem minor.

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REPORTING ACCIDENTS / INCIDENTS

We have established and documented procedures for the reporting of accidents and incidents that you as an employee must be conversant with.

In essence you are required to complete an Accident/Incident Report Form in the event of an accident or incident occurring and ensure that the completed form is sent to In the footsteps Office within three days. The Accident/Incident Report Form may be submitted in hardcopy or electronic format via email.

The latest version of our Accident/Incident Report can be found at:

<http://www.inthefootsteps.com/Incident-Report-Form.doc>.

RISK ASSESSMENTS

As the 'employee' leading a tour you are responsible for identifying potential risks and ensuring that control measures and/or precautions are formulated and put in place to minimise these risks. To assist you in this process we have produced a series of Generic Risk Assessments that can be used as a useful starting point for discussion and consideration, **BUT** they must never be regarded as: -

- **Foolproof** - Accidents can and still will happen! The risk assessments give written evidence to help show that 'employee' has given reasonable prior thought to the risks and control measures/precautions involved.
- **Comprehensive** - Whilst generic risk assessments seek to identify and highlight key hazards and the control measures and/or precautions designed to minimise their effect, it should never be assumed that all significant issues have been recognised and included. It is still up to the 'employee' to identify and add any other hazards or control measures/precautions that may be appropriate.
- **Rigid** - Risk assessment forms are flexible, and must be adapted to each tour's own circumstances by adding further hazards, control measures or precautions that may be relevant and/or deleting those hazards, control measures or precautions

that are not appropriate or acceptable, or cannot practically be implemented for some reason. Indeed, whilst the control measures or precautions suggested might all be worthy of consideration, it is understood that they are not all universally applicable for all tours and situations. However, if an accident were to occur as a consequence of a control measure/precaution not being adopted, a court of law might expect the 'employee' to justify that decision.

- **One person's sole responsibility** - All risk assessments should be shared and discussed in advance with all the other 'employees' involved in the tour. Wherever possible, the group members should also be involved in discussions as this will help them to recognise hazards, to identify suitable control measures/precautions, and to take more responsibility for their own safety and welfare.
- **An Opt Out** - Whilst Generic Risk Assessments should significantly ease the workload of 'employees', considerable thought, discussion, and interaction are still required to complete the forms. A generic risk assessment is not complete unless it has been suitably adapted and agreed as acceptable by all those responsible for the tour (evidenced by written and dated signatures).
- **Complete** - The generic risk assessments identify likely hazards and suggest control measures/precautions to consider, but they do not provide a comprehensive list of all options. Users should delete inappropriate and unacceptable options, and add extra measures in each section of the form, as necessary. In addition to using relevant generic risk assessments, a "Specific Visit Risk Assessment" form should be completed to identify hazards and control measures/precautions that are unique to the precise locations visited, activities undertaken, and/or individuals within on the tour (see the blank "Specific Visit Risk Assessment form). Furthermore, it must be clearly understood by all 'employees' that risk assessment and management is an ongoing process that involves far more than written documents. Therefore, during a visit, all 'employees' must maintain a "Dynamic or Ongoing Risk Assessment" by remaining alert to, and responding to, changing circumstances or additional unforeseen hazards.

- **Static** - At the bottom of each form is the name of the person who initially wrote the generic risk assessment, together with the date it was last updated. Inevitably, during the course of time, various changes, corrections and improvements will be made. Users of the forms are encouraged to notify In the footsteps of any mistakes or suggested amendments, so that the forms can be steadily improved, and thus become increasingly useful and effective tools for developing safe practice on our tours. The forms may also need to be amended in the light of accidents, incidents or near-misses during tours. It is important therefore that 'employees' review tours after they return and, as part of the risk assessment and monitoring process, record and pass on to In the footsteps lessons that can be learned for future tours. In particular, it may be helpful to raise awareness of newly identified hazards or of management strategies that were not effective, or indeed to share with others successful strategies and good practice. 'Employees' should therefore note changes that do occur (by checking on the date of the last update), and regularly update any hard copies of these forms.

VEHICLE COMPLIANCE

You may use your own vehicle for our tours providing it meets the requirements set out in GRA002, Generic Risk Assessment - Small Group Tours (General), and you have submitted a completed GRA002A, Vehicle Compliance Form, assuring the company that your vehicle complies with these requirements.

Where a vehicle is hired for a tour, it is your responsibility to ensure the compliance of the vehicle and inform the In the footsteps Office of the vehicles compliance.

Where an In the footsteps vehicle is used for the tour its compliance will already have been checked and verified by us, but you are still responsible for checking compliance during the tour.

If In the footsteps hire a coach for a tour we will carry out a pre-tour compliance check, but you are responsible for verifying compliance whilst on tour as per GRA003, Generic Risk Assessment - Large Group Tours (General).

HOTEL AND ACCOMMODATION

All hotels or other accommodation that we include within the package of a tour will have had pre-tour checks carried out to ensure compliance with the requirements of GRA004, Generic Risk Assessment - Hotels & Accommodation. You are responsible for carrying out the documented on tour checks and informing the In the footsteps Office of your findings.

SITE SPECIFIC RISKS

As the 'employee' leading the tour you will need to take due consideration of the ground conditions and site location at the time of the visit. You are then responsible for briefing all participants on the appropriate precautions to take whilst visiting the site, including:

- Be careful of any moving vehicles in the vicinity of the site.
- Be careful when walking across uneven ground.
- Keeping a safe distance from the edges of cliffs, walls, bridges etc.
- Being careful around water.
- Do not climbing on walls, memorials, monuments, buildings, ruins or other potential hazardous parts of the site.
- Do not climb over or circumnavigate barriers and/or fences as they are there to protect the visitor as well as preserve the site.

UNEXPLODED ORDINANCE AND BATTLEFIELD DEBRIS

As the 'employee' leading the tour you will need to consider the arrangements for what to do in the event of unexploded ordinance or other battlefield debris being discovered during the tour. You should brief all participants on what to do in the event of unexploded ordinance or battlefield debris being found, incl leaving the item alone and informing you of its discovery. You are then responsible for taking appropriate action to ensure the safety of the participants and where appropriate marking the location accordingly.

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