



Health & Safety Policy

Jungle Trekking Adventures and Safaris Inc. / Experiences Caribbean (XPC) undertakes to observe and comply with all requirements of the Laws of the Commonwealth of Dominica related to protecting the Health and Safety of the companies' guests and employees / Suppliers.

Our company will employ a positive and proactive approach to this, and we commit to:

- Ensure working practices and conditions are safe
- Ensure that all our systems meet health, safety and welfare requirements
- Assess risks and implement measures to mitigate against these potential risks
- Consult and work with personnel from the Environmental Health and Tourism Departments on all issues related to health and safety
- Provide information and training for employees / Suppliers where necessary to ensure we have a functional and working Health and Safety Policy

Office safety

We will make the workplace safe by:

- Providing adequate first aid facilities
- Making sure premises are comfortable, adequately ventilated, well lit, clean and with adequate space
- Providing restroom facilities, and giving access to resting areas for breaks and meals, including suitable facilities for pregnant women and nursing mothers
- Programming periodic breaks in employee / Supplier work schedules
- Assuring safety of employees who work alone, or off-site
- Providing safety and protective clothing or equipment free of charge (if risks can't be removed or adequately controlled by any other means)

Drug and Alcohol Policy

XPC has a zero-tolerance policy in regards to the use of illicit drugs on the company premises, or elsewhere at a business-related premises (with clients). We will not tolerate our employees / Suppliers to be at work while under the influence of illicit drugs or alcohol.

Contravening either of these points may lead to the termination of the business arrangement and working relationship.

At times, we will make alcohol available during employee outings, parties or celebrations. Limiting the consumption of any alcohol made available is the responsibility of the employee.

Risk and Hazard Planning

Team XPC (our employees / Suppliers) must avoid potentially unsafe and risky situations that might be encountered while at work.

1. Risk assessment and management of our customers.

Risk assessment is 'a careful examination of what could cause people harm'.

Team XPC recognizes that assessing risk forms the very basis of ensuring the safety of our personnel and our customers. We will build risk assessment into everything that we do – continuous and ongoing assessment with contingencies for managing emergencies.

Risk Assessment of Hotels – key points:

- Food Safety (to ensure that Environmental Health Department certification and licences are current)
- General Safety (with basic training of staff and a back-up medical support plan). This should also include Fire Evacuation and Medical Emergency plans.

Risk Assessment of Transportation:

- Licences of Drivers and of vehicles must be current
- Records of Vehicle & driver licences must be kept on file (to ensure compliance)
- Vehicle Maintenance records / Schedule to be kept for vehicles
- Periodic assessment / checks on driver / vehicle performance as part of Tour Assessment and Safety Compliance programme
- Review the driving route to ensure it has no problems that will pose a safety issue to motorists and road users

Risk Assessment in the Tour Programme

Central in all that we do, and the most important element to consider and ensure, is the safety of the guest! If the guest is unsafe, the tour is unsafe, and should not be operated. If the tour is not being operated, we have NO business.

A pre-tour day preliminary assessment is useful as it flags any potential problems that need addressing. These potential problems can be sorted out to ensure the tour / event runs to plan. This preliminary assessment will note:

Safety of the location and environment – communication with Suppliers and other locals

Trail condition, and what if anything needs to be done beforehand to make it safe and /or ready for use

Weather Forecast, and if a weather system is expected and if it can adversely affect the day, and the Trail, and the river

Reconfirm with Suppliers that all the systems are ready to go

Reconcile the findings above, with the abilities of the client(s). Use the pre-tour day briefing to alert / warn the client of any added preparations required, and reconfirm/update the description of the activity, so that the clients are mentally ready, and have made the physical preparations that are necessary.

Pre tour Departure Assessment

The guide does a cursory assessment of all the tour participants to assess footwear, clothing, and kit they may be carrying.

The guide does a cursory assessment of all the tour participants to assess the build, size, and apparent fitness level. It is useful to engage in conversation, and to be attentive to any signs of guests being unwell, or any complaints / issues that may be spoken about at this pre-departure stage.

IF THE GUEST IS EXPRESSING MAJOR CONCERN AND DOUBT ABOUT THEIR PARTICIPATION IN THE DAYS ITINERARY, DO NOT FORCE THEM. MAKE A NOTE OF THE SITUATION AND RECORD THE NECESSARY DETAILS. ENSURE THAT AT THE TIME OF THE TOUR DEPARTURE, THEY ARE SAFE.

Useful Tips for the Outdoors

The guide briefs the group at the beginning of the day

Ideally, it is best to guide the group from the rear, so that you are able to ‘keep an eye’ on everyone in the group. That way, the group sets the pace and not the guide, so that no one is left behind! If the pace needs to be quickened or slowed for any reason, the guide is able to do this from the back

Always take the lead when approaching an area that is challenging to navigate, and requires the guests to receive instructions and to be assisted.

The safety and wellbeing of the guest is your responsibility. Keep an eye on them – they are your priority. NEVER LEAVE ANYONE BEHIND.

Continually assess the situation on the Trail – the guests general health and well-being, and the conditions on the trail are safe – rain, land sliding, unrest and violence.

Connect with Michael or Daria Eugene should any incident or situation occur that needs to be discussed, and that could impact the safety and well-being of all on the tour – the Team and customer.

In everything while on holiday, guests MUST be continually reminded that their safety and wellbeing begins and ends with them. They must be reminded that they need to keep safe, and be aware of their surroundings and the people who they are with. The guests have free will to do as they want with no obligation to share details of their private schedule. However, we will try as best as possible to establish a rapport with them that we are always aware of, and can influence their plans during their free / private time.

While this is in no way full-proof, these will easier mitigate the risk, that can be associated with unexpected incidents (theft, rape), terrorist attacks, and natural disasters.

Emergency procedures

The XPC Emergency Plan is prepared to prevent fatalities and injuries to human beings and reduce damage to buildings, stock, and equipment in such situations. Special consideration is placed on the elderly, children, and people with disabilities.

Fire

- Evacuate the building of occupants
- Turn off stove and isolate gas cylinder
- Turn off electrical main switch
- Use fire extinguisher
- Call Emergency Services 1-767- 448-2222
- Alert the neighbourhood

Use a Fire Extinguisher, only if:

- You have been trained
- You have your back to an unobstructed exit
- Everyone else has left the area
- You have a fully charged and proper type unit for the fire you are fighting
- The fire is contained, and there is little smoke or flames

IF YOU CAN'T CONTROL THE FIRE WITHIN 30 SECONDS, ABANDON YOUR EFFORTS, CLOSE THE DOOR(S) AND EVACUATE IMMEDIATELY.

Building Evacuation

- Ensure that all persons are evacuated from the building and no one is at any risk
- Establish the exact location of the fire
- Establish the extent and trend of the fire
- Contact Emergency Services & provide the name and contact details of the informant

Medical emergency with Death

- Remain calm
- Isolate the site where the Incident has occurred
- Segregate any witnesses in private area away from Incident scene
- Segregate any friends/colleagues of the deceased in private area away from Incident scene
- Avoid contact with blood and other body fluids by using personal protective equipment
- If practicable, ensure that the body cannot be disturbed until emergency services arrive
- Confirm that Emergency Services have been notified (Keep the Tel. Nos. ready)
- Do not interfere with any evidence
- Comfort witnesses/colleagues.
- Collect accurate information about the Incident

Medical emergency with Injury

- Secure the guests
- Call Michael or Daria Eugene 616-5827 / 617-5827
- Call Emergency Services 448-2222
- call medical personnel
- if necessary, apply first aid and seek urgent medical attention for the injured
- transfer the guests to the Hospital
- record the facts to provide a full detailed report of the incident

Bomb Threat Emergency Plan

- Remain calm
- Take the threat seriously
- Obtain as much details about the bomb as possible i.e.: WHERE exactly is it, WHEN will it explode? WHAT does it look like? WHAT will make it explode?
- When the call is complete DO NOT hang up the phone
- Notify Office Safety & Security- DO NOT use a mobile phone or two-way radio

- Secure the guests
- Call Michael or Daria Eugene 616-5827 / 617-5827

Accident / Incident reporting

All employees must report any accidents, injuries, diseases and dangerous occurrences while on tour. If there are any witnesses present, company personnel / staff should record the account of these witnesses. This standard report must include:

- names of the concerned parties (and room number if cruise ship guest)
- location, time and date of injury/ incident
- names of witnesses (and room number if cruise ship guest)
- the details of the incident / accident – the facts as they happened.

REPORTS MUST BE SUBMITTED TO MICHAEL OR DARIA EUGENE, AND NOT TO ANY EXTERNAL PARTY