

## SAFE TRAVELS WITH HOST NET GH LTD



## SECURITY AND EMERGENCY POLICY



**Safety while on tour is a top priority for HGL.**

We are committed to providing safe environments for all those that embark on an HGL adventure. Our dedication and the importance that we place on safety ensures that it’s a key driver of any decisions that are made throughout the tour planning phase as well as during your tour.

Traveling to new places, seeing new countries, and exploring different cultures is often a big leap outside your comfort zone. While there will always be situations outside of our control, we want you to relax and enjoy your travels as much as possible. Knowing that your health and safety at all times has been duly considered is just one way that we can ensure you have the best possible experience while on tour.

This document outlines HGL’s policies and protocols in relation to security and emergency procedures while on tour, as well as clearly setting out the expectations that HGL has of all travellers that helps ensure a safe and secure trip at all time.

**So have a happy and safe onward journey with HGL.**

**Contents**

TOUR MANAGER..... 3

GROUP LEADERS..... 3

SAFETY & EMERGENCY PROCEDURES..... 4

RISK ASSESSMENTS & INCIDENT REPORTS .... 4

CONTINGENCY PLANNING ..... 4

SUPPLIER SAFETY ..... 5

FIRE & HOTEL SAFETY ..... 5

TRAFFIC SAFETY ..... 6

SWIMMING & WATER SAFETY..... 6

MEDICAL RELATED ..... 6

USE OF SUBSTANCES ..... 6

INSURANCES ..... 6

## TOUR MANAGER

Your HGL Tour Manager is there for you to rely on. Responsible for all the on-tour logistics, they are the go-to in many regards; from meeting the tour group at the airport arrivals hall to bidding them farewell at the departure lounge, they can be depended on as an expert Manager throughout the full duration of the tour.

Tour Managers go over all the safety and emergency procedures with the whole group upon their arrival, explaining the protocols and procedures in the event of an emergency. An HGL Tour Manager brings with them a wealth of experience and is professionally trained and prepared to handle any challenging or emergency situation which may arise.

Specifically, the Tour Manager is responsible for:

- **Any on-tour emergencies** – including implementing a contingency plan and re-routing the tour group to a safe location.
- **Tour coordination** – including all the logistical details while on tour such as transportation, accommodation, meals, and special excursions.
- **Providing 24-hour support for the tour group** – from the moment they step off the plane to their final goodbyes at the airport, the Tour Manager is the first port of call for any questions that may arise.
- **Having a wealth of local knowledge** – they have an in-depth comprehension of the cities visited while on tour as well as local customs and cultures.

## GROUP LEADERS

Group Leaders play a fundamental role in the care of the group while aboard. While the Tour Manager provides a depth of knowledge on the countries and cities, sights and monuments, cultures and customs of the places which will be visited, Group Leaders provide knowledge and familiarity with each traveler on a more personal level, making them the best person to be responsible for you/your child's safety and their behavior while on tour. It is for this reason that HGL involves the Group Manager heavily throughout both the tour planning phase and during the tour.

Group Leaders are responsible for:

- **Any medical conditions** – they have an awareness of any travelers' medical histories, medications, and/or health concerns.
- **Code of conduct** – they set the expectations in regard to travellers' behavior (such as the consumption of alcohol, curfews etc.) and pay particular attention to ensuring that everyone is knowledgeable about what is deemed acceptable. In the event of any breaches or violations of these, it is the Group Leader who oversees any disciplinary action that is required.
- **Supervision of the group at all times** – the Group Leader (or designated responsible adult) accompanies the group at all times, including for meals, sightseeing excursions, and any optional excursions on tour.
- **Group numbers** - helping to check attendance and complete head counts, ensuring everyone is accounted for.
- **Helping in the case of an emergency** – Group Leaders will stay behind if needed in the case of any emergency, illness, accident, lost passport, or any other situation that causes a traveller to remain behind.

## SAFETY & EMERGENCY PROCEDURES

HGL continually considers current travel safety recommendations which are advised by federal, state and local government bodies and by organizations such as Ghana Tourism Authority (GTA). These help us understand and define what is considered safe areas for group travel so they can be followed and adhered to. In the case of heightened threats (such as terror, weather, civil unrest or any other safety threat that could compromise group safety), HGL and all HGL employees and groups will avoid the compromised areas that are deemed unsafe.

In the event of an emergency situation while on tour, the group must follow all the instructions given by the Tour Manager. If the group is not all together, separated group members should immediately rejoin the main group or follow instructions given previously regarding the group congregation point.

In the unlikely case of an armed attack, all travellers must adopt the “Run, hide, tell routine.”

1. **Run** - don't hide under a table or play dead. Run out of the building. Don't try to negotiate.
2. **Hide** - if you can't get out of the building, barricade yourself behind a steel door, stay quiet and turn your phone on silent.
3. **Tell** - phone the police as soon as you can, give exact locations, what kind of weapon the terrorist might have had, and if there are any casualties.

For more information on this routine or to watch a short video on the topic, please visit the UK's government National Counter Terrorism Security Office website: <https://www.gov.uk/government/publications/stay-safe-film>

## RISK ASSESSMENTS & INCIDENT REPORTS

Risk assessments are completed before each activity. Rules and protocols that should be followed to avoid any dangers and ensure the group or individuals' safety are communicated to all those on tour. For example, a risk assessment for walking tours in a populated area (such as near/around busy roads, through museums etc.) would include the following:

- Does the tour route include steep steps or slippery pavements?
- Will the group have to cross any roads with heavy traffic?
- Are the traffic rules different to those in the group's country of origin (i.e. are cars driven on the other side of the road)? Does the group know this?
- Is there anything that travelers may view which could shock or frighten them? Have people been warned?

In the event of a mishap or incident, an incident report will be compiled by the Tour Manager in order to investigate further and ensure correct measures and actions are taken to mitigate the risk from reoccurring.

## CONTINGENCY PLANNING AND RE-ROUTING

Contingency planning ensures that proper and immediate follow-up steps are set out by HGL in response to the rise of an emergency or unforeseen circumstance.

Although each emergency or unanticipated situation that may arise is different, should a serious incident occur in the immediate area or near the area of the tour route, HGL adopts the following procedure:

1. **Assemble group altogether** – If an emergency situation arises during a structured free time period, all travellers are to congregate in the designated safe point/safe area which they have been previously communicated to about.
2. **Remove the group from the affected area** – All travellers will be removed from the affected areas and the tour re-routed to a safe destination.
3. **Reconnect with original itinerary** – As soon as deemed safe, the original tour itinerary will be linked back into and the tour will continue as originally scheduled.

Any extra costs inflicted by the emergency situation or disturbance event will be covered by HGL – this includes accommodation, transportation, as well as any meals that would've otherwise been included in the itinerary.

### GROUP SAFETY

In the event of an emergency in a public area it is important that you move as quickly as possible back to the emergency congregation point for that city. This is normally the hotel however your Tour Manager will have advised of this location at the beginning of each tour or new city destination.

Ensure you do not loiter longer than needed in major tourist attraction areas in the event of an emergency.

### SUPPLIER SAFETY

HGL conducts audits with all our suppliers to ensure they are meeting appropriate health and safety standards. All suppliers are safety certified, meeting European standards and follow all European safety regulations.

Fire safety checks are also carried out at each hotel that is included on the tour.

Our safety audit is comprised of the following:

- Hotel fire safety
- Hotel and restaurant food safety and hygiene
- Hotel and facility swimming safety
- Transportation traffic safety

### FIRE & HOTEL SAFETY

All travellers should locate fire and emergency exits closest to their room. Discuss with your roommates (if applicable) which route you will take in case of fire. Read the fire safety instructions in your room.

Travelers are expected to respect any nightly curfew and, at night, always keep doors locked from the inside. For children travellers' own safety and security, room checks will be conducted at the Group Leader's discretion. Visitors or group members of the opposite sex are not permitted in a child's room.

Some hotel rooms may not have phones, so all travelers should know where they can find their Group Leader and Tour Manager at all times. The Tour Manager is responsible for reviewing safety policies while on tour, and it's important that all travelers pay close attention.

Payment for damage done to hotel rooms or to buses is your/your child's responsibility. If there is a notice of any damage upon arrival at a hotel/aboard transportation, the Tour Manager should be immediately notified.

### TRAFFIC SAFETY

As a pedestrian, avoid jay-walking, wait for green lights and pay attention to traffic coming from both directions. Be aware that there are vehicles on the road and bike lanes that you might not be used to. Look both ways carefully before crossing roads. Always use pedestrian crossings and traffic light crossings.

### SWIMMING & WATER SAFETY

If there are swimming opportunities or swimming pools at your hotel, never go swimming without having informed your Tour Manager or Group Leader. Never go alone and follow restrictions and regulations. Stay as a group and avoid diving.

### MEDICAL RELATED

In case you are taking medicine (prescription or otherwise), please make sure your Group Leader or another adult on tour is aware of your procedure and what to do in an emergency situation. All medicines you bring on tour should be kept in their original packaging with prescription instructions labeled. For severe allergies, please make sure you have informed your Group Leader (and request form off HGL) properly to ensure you avoid any meals that can put you in danger.

### USE OF SUBSTANCES

Unless agreed and signed for from parents and the Group Leader, any form of substance such as alcohol or other intoxicating substances are completely forbidden on tour. If an alcohol waiver has been signed by parents for a student who is of legal drinking age, they will then be allowed to consume a small amount of alcohol (such as a glass of wine or beer) as an accompaniment to meals. Excessive drinking is strictly forbidden.

### INSURANCES

Your health insurance may provide certain coverage, regardless of where you travel. But it is important to note that some policies only partially cover medical expenses abroad. Moreover, the Social Security Medicare/Medicaid program does not provide coverage for hospital or medical services outside the United States.

Before you leave the United States, you should be informed about which medical services your health insurance will cover abroad. If your health insurance policy does not provide coverage for hospital or medical costs abroad, you are urged to purchase a temporary health policy that does provide this type of coverage.

For more information on any of the information contained in this document, please send us an email to [tours@serviceghana.com](mailto:tours@serviceghana.com)