



SEMINAR

Health, Safety & Crisis Management

December 2017

Colin McGregor – Managing Director

Agenda

- About us
- H&S Importance
- Legal Responsibilities
- Case Studies
- Crisis Management Top Tips



Our Services

- **Health & Safety**

 - Safety Management System

 - Audit Protocols

 - Training

 - epass Self – Assessment System

- **Crisis Management**

 - Crisis Management Plan

 - Crisis Management Workshop

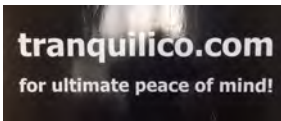
 - Desktop Simulations

 - Full Simulations



Introductions

Colin McGregor – 35 years in Travel Health, Safety & Crisis Mgmt:



Managing Director, tranquilico.com **9 years**



Director of Quality, Health & Safety **1 year**



Head of Health & Safety **2 years**



Head of UK Customer Operations

Head of Health & Safety

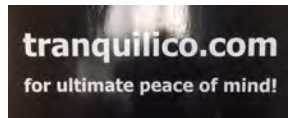
Head of Operations

Overseas Resort Management

18 years

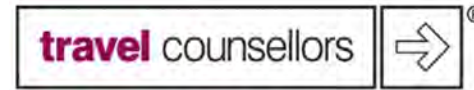


Operations Manager **5 years**





Some of our clients:



Premier League!



Associations



LATA preferred supplier - May 2009



AITO Affiliate – Oct 2010



ABTA Partner – March 2013



ABTOT Affiliate – Jul 2017

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Health & Safety importance..

- Legal 'Duty of Care'
- Press & Media attention
- Claims & Compensation
- Risk Assessment – widely used in business
- Quality & Safety go hand in hand
- Clients/Staff– re-assurance



Legal Responsibilities

- **Package Travel Regulations 1990**
- **Civil & Criminal**
- **Gross Negligence**

- **Corporate Homicide 2007**
- **Civil**
- **Management Failure**



The Crown Prosecution Service

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Due diligence – Subtle brand



challenge
SAFE



TRAVELWISE

LFC TravelSmart

Putting your safety and security first.



TRAVEL SAFE

BY BLACK TOMATO

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Aviation Incidents



Transport Incidents



Fire Safety incidents

Hotel blamed as fire kills 78 at Thai beach resort

By **Supawan Wisaiyathoon**
Associated Press

Thammasakorn - Fire caused through

The fire started at about 11:30 p.m. when a gas oven exploded in a fire floor on the 11th floor. It quickly spread to the 12th floor, causing a black smoke

to
of
to
at

Fire escape found blocked in five-star hotel inferno

Candy Chan

Monday, April 23, 2012

A five-star hotel hit by a third-alarm blaze in North Point could be charged after the Fire Services Department found a blocked fire escape.

The blaze broke out on the 38th floor rooftop of the 828-room Harbour Grand Hong Kong on Oil Street at 2.45am on Saturday, sending flaming debris down to the street below and on the swimming pool area, setting a canopy alight.

About 300 hotel guests were evacuated, with no injuries.

Four fire officials went to the hotel to check the fire escapes yesterday.



Nh Bucharest Romania

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Activity Safety



Natural Disasters / Terrorism



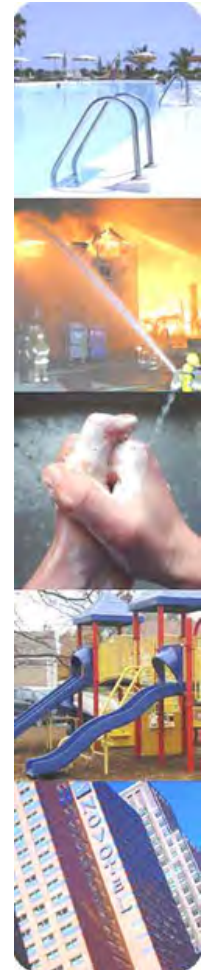
What you need to do....

- **Set up your Safety Management System**
- Risk assess suppliers – mixture of self assessment & physical checks – Kuoni 5% rule
- Ensure any staff/agents etc. act as the ‘eyes & ears’ of the company
- Escalate any issues and take action...minute everthing
- Advise customers to ‘Think Safely’ – drip feed Safety info



Benefits to your business:

- Provides due diligence
- Fulfils a moral obligation
- Avoidance of any negligence claims
- Assists with defending legal claims
- Leads to improvements in safety
- Minimises claims and compensation
- Adds to Brand & Quality



Any Questions?



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Crisis Management

The cost of getting it wrong....



bp



Thomas Cook

Complaints/Litigation/Collapse?

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Thomas Cook

“ Saying sorry doesn't have to be associated with accepting liability. The word 'sorry' is an unwritten way of saying 'look, I understand' ”

 **Safer
Tourism
Foundation**



**Thomas Cook
Group**

Crisis Management Objectives

- To safeguard the lives and well being of your customers and staff
- To protect your reputation
- To safeguard the legal and financial integrity of your business
- To minimise the disruption to your business



PLAN & RESPOND

Crisis Management Key issues:

- **1. Crisis Management Plan**
- **2. Roles & Responsibilities**
- **3. Training**
- **4. Workshop**
- **5. Desktop Sim**
- **6. Full Sim**
- **7. PR**
- **8. Trauma Consultants**
- **9. Insurance?**



Thankyou!

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