

MODULE 16: HEALTH, SAFETY & SOPs

INTRODUCTION

In this module the students learn about health & safety procedures for the sector. These have always been important, but have gained extra urgency because of the risks related to COVID-19.

OVERVIEW



Knowledge

- The students will learn the basics about health & safety and will become familiar with the COVID-19 SOPs.



Attitude

- The students will be proactive when it comes to dealing with health & safety risks. The students start to apply safe practices in the kitchen.



Learning Goals

- The students learn about safety and COVID-19.



Skills

- The students will know how to prevent and how to respond to various kinds of health & safety risks.

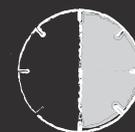
SESSION 16A: Stay Safe & Healthy!

SESSION 16B: COVID-19 SOPs

SESSION 16C: Emergency Situations

BEFORE YOU START, YOU NEED...

- Markers and pens
- Flipbooks in place
- Large pieces of paper
- Printed student diaries
- Print out the attached reviews for every group of 5 people (print it out about 6 times).



- Preparation time (15 min)
- Training time
Session A: 65 min
Session B: 90 min
Session C: 150 min



SESSION 16A: Stay Safe & Healthy!



Knowledge

- The students will learn to recognize health & safety risks and how they are caused.



Attitude

- The students will take health risks seriously.



Learning Goals

- The students learn how to recognise different risks and how to work safely.



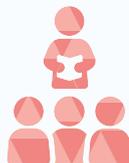
Skills

- The students will know how to act in case of any health & safety risk.

AGENDA



Energizer
(15 min)



Lecture:
Recognizing Health
Risks
(30 min)



Discussion:
How to deal with
illness?
(20 min)



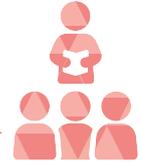
INSTRUCTIONS

Energizer (15 min)



The energizer team leads an energizer.

Interactive Lecture: Recognizing Health Risks (30 min)



ASK:

- What do you think we mean with healthy? What comes to mind?



FACILITATOR'S NOTE:

Put the word 'health' on a paper in the middle and write down everything that the students come up with. Make sure you discuss it afterwards with them and add on yourself.



SAY:

- Just like in any other sector, your health is an important subject in hospitality & tourism! Not just because your health is important for you personally, but also because it is important for your company.
- Why?
 - Because if you are unhealthy, you may not be able to do your job anymore, which damages the experience of the tourist.
 - Your bad health may harm others, both clients and colleagues.
- In this module, we will explore health and safety, particularly in relation to COVID-19.

Health Risks



SAY:

- In order to stay healthy, it is important to behave in a healthy way and to minimize health risks. When you think about healthy behaviour, you can think about eating healthy and diverse food and exercising enough - but this is not the place where you will learn how to live a healthy life. Instead, we will focus on how to prevent health risks as these can affect you professionally.
- In tourism & hospitality there are various health risks that have to do with the job. Can you think of some?
- Perhaps you have thought of being attacked by lions or hippo's. Perhaps you have thought of being robbed by thugs along the road. You may even have thought of plane crashes. Indeed, these may all be risks that are more likely to happen to anyone working in tourism & hospitality, compared to, let's say, someone working in a supermarket.



- *But still: these risks are very small. In fact, other risks are far bigger! Think of:*
 - *You being burned in the kitchen by dealing with boiling water*
 - *You falling down on a slippery floor*
 - *You getting a food poisoning from eating spoiled food*
 - *You ending up in a traffic accident during your job on your way to work*
 - *You getting the flu from an ill client or colleague*
- *To prove this, let us raise hands. Do you know someone nearby who is working in tourism & hospitality, such as a family member, a friend or a colleague who suffered from these health & safety issues in the last year?*

Health & safety issue	
Someone experienced food poisoning	
Someone in a serious travel accident	
Someone being attacked by a lion	
Someone being attacked by a hippo	
Someone being robbed by road side thugs	
Someone falling down from a slippery floor	
Someone being burned by boiling water or cooking oil	
Someone ending up with a flu	
Someone in a plane crash	



FACILITATOR'S TIP:
Allow a few students to explain the story.



SAY:

- *You see? Those risks that may not sound very spectacular, are the biggest risks and can cause serious problems! Let us take these common illnesses and accidents seriously, both for you and for your company.*



- Accidents do not just happen. They arise from uncontrolled things that happen and often from a series of uncontrolled things that happen. But they are often caused by a specific reason:
 - **Human factors and errors** – the (in)ability to recognize different risks, doing things you are not capable of, disrespect of safety procedures, etc.
 - **Occupational factors** – being exposed to risks that are likely to happen in a specific job: if you are a truck driver, you are likely to encounter travel accidents once in a while. When you are working in the kitchen, you are likely to experience how it is to cut yourself.
 - **Environmental factors** – being exposed to specific outside conditions: if you are taking clients for a hike up a mountain, paths may be slippery, so better be careful!
 - **Organisational factors** – these could affect the safety of staff. They include, for example, the safety standards of the organisation, the effectiveness of communication between colleagues, and the amount of supervision.
- Sometimes various reasons can cause accidents. Look at the following example, of a tour guide/driver who ended up in hospital after a car crash.



FACILITATOR'S TIP:

Ask the students whether they can come up with examples of the above factors that could have led to the car crash. If it is too difficult for them, take the time to explain it well. You can use the examples below:

Human factors and errors	The driver was driving dangerously, overtaking other cars in risky situations. He/she also did not wear his/her seatbelt.
Occupational factors	Being on the road almost everyday increases his/her chances of being in an accident.
Environmental factors	It was raining a lot in the past week, which made the roads very slippery
Organisational factors	The company did not demand him/her to drive slowly and wear a seatbelt. The time schedule was so tight that they had to rush to be on time.



SAY:

- Although there is always a chance of luck involved, taking health risks seriously is crucial. In that way, most of the risks could have been minimized!

Discussion: How to deal with illness? (20 min)



SAY:

- When you are experiencing illness, it is important to communicate to your colleagues and that you do not spread the illness to others. So, talk your supervisor and make sure you do not keep on working.
- After all: you will not only be harming yourself by doing so. Think about the colleagues that you could contaminate and think about the clients!



- *Illnesses never come in handy and sometimes it is difficult to decide how to deal with them. Let us look at the following examples and try to come up with the best way to deal with the situation.*



FACILITATOR'S TIP:

Ask one of the students to read out the following text. After that, give the three options and let the class choose their answers by raising hands.

Example 1

Hi, my name is Florence and I work as a waitress in a restaurant. I am working far away from home, and now that it is Christmas season, I would of course rather be with my family. But I have to work, unfortunately. Luckily the tips can get very high right now, so I am earning a little bit extra. Yesterday I started coughing really badly and I think my temperature is very high. It must be a flu or something like that! It is very busy at work so I don't feel like going home. If I do so, I would leave my colleagues behind and I would miss that extra bit of money... But what would you do?

[The correct answer is bold]

- A: Keep silent and keep on working. Perhaps it is just a simple cough.
- B: I would go home, Florence! It's great that you don't want to leave your colleagues behind with all the hard work, but it is not OK to take the risk to contaminate your colleagues and clients!**
- C: Life is about hustling. As long as you don't drop dead, you keep on working! You need those extra tips!

Example 2

Good morning, my name is Ivan and I just got a new job at the reception of a fancy safari lodge! This will be my second week and I am very happy with the job. But this morning I woke up terribly and I have a big fever. It could be malaria, but something else as well. I don't know what to do - I fear I risk losing my job already if I don't show up at work. Should I stay or should I go? What would you do?

- A: I would go home, Florence! It's great that you don't want to leave your colleagues behind with all the hard work, but it is not OK to take the risk to contaminate your colleagues and clients!**
- B: Keep silent and keep on working. Perhaps it is just a simple cough.
- C: Life is about hustling. As long as you don't drop dead, you keep on working! You need those extra tips!



FACILITATOR'S TIP:

After this, have a discussion about the possible illnesses, how to recognize them and whether there is a contamination risk when patients interact with healthy people. Emphasize that illnesses and injuries can sometimes be a health risk for others and that they may also reduce the quality of services that one is able to offer.



SESSION 16B: COVID-19 SOPs



Knowledge

- The students know what COVID-19 is, what the SOPs are important.



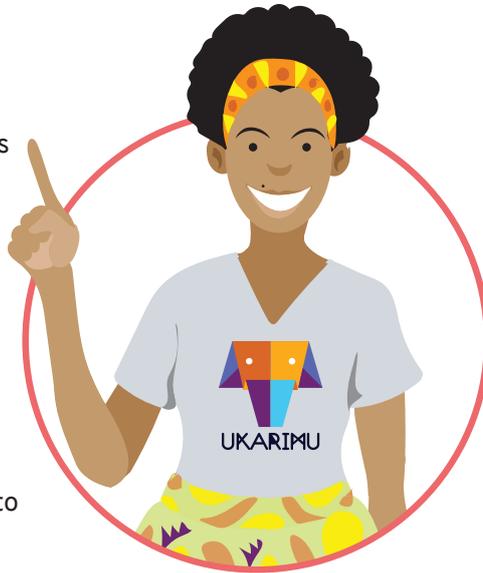
Learning Goals

- The students learn more about COVID-19 and what to take into account.



Attitude

- The students take the risk of COVID-19 seriously and do whatever they can to minimize the health risks.



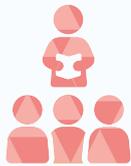
Skills

- The students are able to do their work in such a way that it follows the SOPs correctly.

AGENDA



Energizer
(10min)



Interactive Lecture:
What is COVID-19?
(20 min)



Interactive Lecture:
SOPs
(40 min)



Scenarios: How
to Follow the
SOPs?
(20 min)



Energizer (10 min)



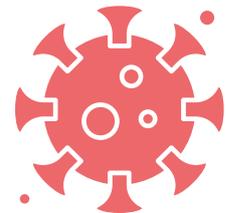
The energizer team leads an energizer.

Interactive Lecture: What is COVID-19? (20 min)



SAY:

- *The COVID-19 pandemic has affected us all. We, or loved ones, may have suffered from the illness itself. We all had had to deal with the measures governments were installing to prevent the further spread of the virus.*
- *And we, who are active in tourism & hospitality, have witnessed a sector collapsing on a global scale. International as well as domestic travel has been restricted in one way or another and many businesses went bankrupt. Many people lost their jobs and have difficulties finding new ones. There is no denying: these are difficult times for all of us.*
- **But what is COVID-19 exactly?**
- *Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus. It is new illness that can affect your lungs and airways. Most people infected with the COVID-19 virus will experience mild to moderate respiratory (breathing) illness and recover without needing special treatment. For those who are unlucky, it can be a life-threatening disease. COVID-19 is spread by sneeze or cough droplets. To infect you, it has to get from an infected person's nose or mouth into your eyes, nose or mouth. This can be direct (from droplets) or indirect (on hands, objects, surfaces).*
- **How has COVID-19 affected the tourism & hospitality industry?**



FACILITATOR'S TIP:

Let some students answer the question before explaining it.

SAY

- *Travel restrictions have minimized possibilities for international travel and domestic travel is cut down as well.*
- *Bars, restaurants, and many other hospitality companies are closed down temporarily or have limited opening hours in many countries.*
- *Companies have lost revenue and fear bankruptcy.*
- *Many people have lost their jobs, or are sent home temporarily.*
- *Potential tourists have seen their income decreased, so they may not be able to travel anymore.*
- *Potential tourists may fear traveling as they don't want to end up in difficult situations.*
- *And many more...*



- So, again, COVID-19 has been a disaster for many sectors, but tourism in particular.
- However, for those who take things positively, there are **new opportunities that** arise:
 - This is the time to invest time in learning new skills and deepening your knowledge. Nowadays, doing so does not cost a lot: this app is free, and there are many resources to be found on the internet.
 - For too long, African tourism companies have mainly focused on international tourists. But this crisis has urged many companies to reconsider their products and services for domestic or regional tourists. More and more Ugandans, Kenyans, Rwandans, and other inhabitants of the region now discover how beautiful their region is!
 - As discussed in the responsible and sustainable tourism module, there are good and bad ways of 'doing' tourism. This crisis may be the right moment to make companies more sustainable!
- And finally: many tourism companies did not take Health & Safety Procedures seriously and so, they did not consider the health of clients and employees as important. During the current crisis, it has become very clear which company is taking health & safety seriously, and which ones do not. You can simply look at who is implementing the Standard Operating Procedures (SOPs) correctly.

Interactive Lecture: SOPs (40 min)



FACILITATOR'S TIP:

A guest lecture by a health worker or someone of the Ministry of Health would be the best way to cover the topic of COVID-19 SOPs. But make sure that the lecture becomes interactive as the topic might be difficult for some of the students to understand.



SAY

- SOPs are Standard Operating Procedures. They are developed by Ministries of Tourism in collaboration with the Ministries of Health and the World Health Organization. They are largely the same across African countries. It is important that you are aware of them. We will now look at the most important parts of them.

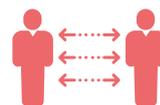
Tourist accommodation establishments are susceptible to the contagion because they are visited by large numbers of people from different geographical horizons who interact among themselves, management and with employees

Attention should be made to the aspects of lodging and other services like food and beverage, cleaning and the interactions specific to these establishments (guest-guest, guest-staff, and staff-staff).

Social distancing measures together with frequent hand hygiene and respiratory etiquette are the main measures to prevent transmission of COVID-19. Although it is probable that guests are already familiar with these measures, they should be reminded as a form of hospitality



Social distancing is crucial. It includes refraining from hugging & shaking hands with guests as well as among fellow staff. It involves maintaining a distance of at least 1m (3 ft.) and avoiding anyone who is coughing or sneezing.



Hand hygiene means regularly and thoroughly cleaning hands with an alcohol-based hand rub or washing them with soap and water. Also avoid touching eyes, nose, and mouth. Hand disinfection is indicated after exchanging objects (money, credit cards) with guests.



Respiratory etiquette means covering mouth and nose with bent elbow or tissue when coughing or sneezing. The used tissue should be disposed of immediately in a bin with a lid.



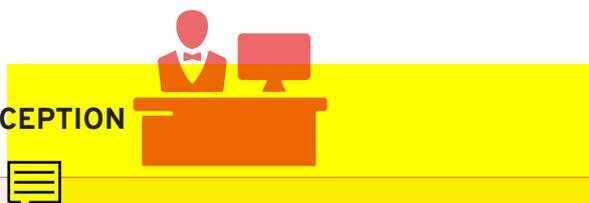
All indoor areas such as entrance lobbies, corridors and staircases, escalators, elevators, security guard booths, office rooms, meeting rooms, cafeteria should be mopped with a disinfectant.



While observing regulations in relation to the protection of personal data and the right to privacy, it is advisable to monitor potentially ill guests in the establishment. Reception staff should note all relevant incidents that come to their knowledge, such as requests for doctor's visits.



RECEPTION



All staff in the Reception and Lobby area must wear a face mask as directed by the health authorities. All staff must maintain the social/personal distancing, as far as practical, at all times.

Obtain information in a form filled with the registration card with information such as, country of origin, flight details, date of arrival in Uganda, whether they have visited any of the infected countries over the past 2 months and next destination.

Check and record temperature and respiratory symptoms of all guests at the point of checking in. Persons with fever and/or respiratory symptoms to be subjected to a check-up by a Doctor before being permitted to enter the guest rooms. Designate a suitable, comfortable and well laid out room to accommodate the guests during this procedure.

Do not share pens and pencils with the guests. Have dedicated pens and pencils to be used by the guest as required. Disinfect with Alcohol solution after every use.

Staff must use disposable gloves when handling credit cards, cash and any documents such as passports given by the guests. After each such transaction the disposable gloves must be properly discarded and hand sanitization carried out.



Encourage the use of paperless systems for checking in and billing. Minimize the use of paper where possible.

Ensure that adequate numbers of hand sanitizers are always available at the front desk.

RESTAURANTS, BREAKFAST AND DINING ROOMS AND BARS



Restaurants, breakfast, and dining room and bar staff should perform personal hygiene (frequent regular hand washing, cough hygiene) as strictly as possible. Guests should be reminded when entering and leaving the restaurant, breakfast, or dining room to disinfect their hands with disinfectant gel, preferably located at the entrance to those facilities.

At the buffets, guests should avoid handling food. When necessary, change tongs and ladles more frequently, always leaving these items in separate containers. Clean and disinfect the buffet surfaces after each service. The coffee machines, soda machines, and others, in particular the parts more in contact with the hands of users, should be cleaned and disinfected at least after each service and more often if necessary.

The usual procedures should be used. All dishes, silverware, and glassware should be washed and disinfected in a dishwashing machine, including items that have not been used, as they might have been in contact with the hands of guests or staff. Drying should be carried out using disposable paper towels. Likewise, tablecloths and napkins should be washed in the usual manner.

In terms of tablesetting, it is recommended to have a maximum of 4 persons for 10 square meters. Tables shall be arranged such that the distance from the back of one chair to the back of another chair shall be more than 1 m apart and that guests face each other from a distance of at least 1 m.

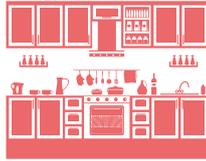
CLEANING AND HOUSEKEEPING



Even in the absence of COVID-19 cases in the establishment, it is recommended that hygiene services be enhanced. Special consideration should be given to the application of cleaning and disinfection measures in common areas (restrooms, halls, corridors, lifts, etc.) as a general preventive measure during the entire COVID-19 epidemic. Special attention should be given to objects that are frequently touched such as handles, elevator buttons, handrails, switches, doorknobs, etc. Cleaning staff should be instructed accordingly.



KITCHEN MANAGEMENT



Thoroughly clean and disinfect all areas of the kitchen including work surfaces, equipment, floors and walls.

Ensure that adequate colour coded, foot operated bins in good operating condition are available to correctly dispose the different waste material.

Empty the bins when approximately half full and at the end of each meal and taken straightaway to the designated storage areas.

All emptied bins must be thoroughly washed, cleaned and sanitized. The clean bins must be left to dry and be ready for use.

HANDLING COVID-19 CASES IN HOTELS AND TOURISM ACCOMMODATION ESTABLISHMENTS



If a guest or staff develops symptoms of acute respiratory infection, efforts should immediately be made to minimize contact of the ill person with all guests and staff of the establishment. Reception or other hotel staff should follow the procedures in the action plan for the situation when a guest develops signs and symptoms indicative of COVID-19 as they contact the responsible health professionals.

Separate the ill person from the other persons by at least 2 m (6 ft) in a designated isolation room.

Request the ill person to wear a mask and practice respiratory hygiene when coughing and sneezing. If the mask cannot be tolerated by the ill person, provide tissues to cover mouth and discard the tissue immediately into a biohazard disposal waste bag or place it into an intact plastic bag, seal it, and consider it “biohazard” waste; wash hands with soap and water or alcoholbased hand rub.

CASE OF AN AFFECTED WORKER

If a member of the staff reports respiratory symptoms, the staff must immediately stop work and seek medical assistance. The staff should stay isolated in a suitable room while the medical services are being notified.

Staff who report from home that they are ill with respiratory symptoms should be advised to stay at home and seek medical attention. Staff who report from home that they have been diagnosed with COVID-19 should follow the instructions received from the health authorities, including the recommendation of self-isolation at home until fully healed.



CASE OF AN AFFECTED GUEST

If the person affected is a guest of the tourism accommodation establishment, continued stay of the sick person in the establishment is not recommended. The person can be isolated in a room on a temporary basis until the intervention of local health authorities, and provided the room is not shared with other guests. No visitors should be permitted to enter the room occupied by the affected guest.

Scenarios: How to Follow the SOPs? (20 min)



SAY:

- Let a students read out the following scenarios and let the rest of the students reply on how to follow the SOPs in these situations.

SCENARIO 1:

Every morning, a luxurious breakfast buffet is organized for all the guests of Hotel Royale. All the 25 rooms are often occupied which means that sometimes more than 50 people are having their breakfast in the hall. How can the buffet be organized so that it is in line with the Standard Operating Procedures (SOPs)?

SCENARIO 2:

A family of 8 people booked a 1-day visit to a large National Park where they would go on a game drive together with a local driver guide. How could the game drive be organized so that it is line with the SOPs?

SCENARIO 3:

In the National Museum, site guides give tours to groups of visitors. Sometimes the spectacular items that are shown to the visitors can be very small, which means that visitors often stand very close to each other to be able to see it. How can the tour be organized in such a way that it respects the SOPs?

SCENARIO 4:

A housekeeper enters a hotel room to clean it. The room is very dirty and the windows are closed. How can he/she clean the room while respecting the SOPs?



SESSION 16C: Emergency Situations

FACILITATOR'S NOTE:

Please note that, depending on whether an evacuation practice is feasible, this session will take approximately 60 minutes longer.



Knowledge

- The students know what the different types of emergencies are and how to respond to them.



Learning Goals

- The students learn about prevention of emergency situations.



Attitude

- The students have a proactive approach towards preventing and dealing with emergency situations.

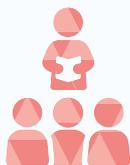


Skills

- The students are able to evacuate a building.



AGENDA



Lecture: Types of Emergencies
(15 min)



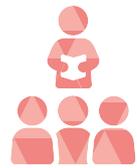
Exercise: How to Respond?
(75 min)



Let's practice
Practicing evacuations
(60 min)



Lecture: Types of Emergencies (15 min)



ASK:

- What types of emergencies can you think of?
- Have some students share answers before you move on.



SAY:

- Workplace security is important to ensure the safety of you and your colleagues, your clients and everyone else around, as well as all the properties. If you think about it, you will realize that in tourism & hospitality many different emergency situations could emerge, and they differ a bit between jobs: a guide is more likely to be attacked by an animal, whereas a receptionist is more likely to experience a robbery. Luckily, most guides will never be attacked by an animal if they treat them with respect, and most receptionists will never experience a robbery!
- As you can see in the name of the job, as a tourism & hospitality professional it is important to stay professional! Of course, things may get hectic and you might experience heavy emotions, but you can learn how to deal with them. In this sector, you have the responsibility to always stay vigilant towards security matters and immediately report or solve anything that seems unsafe.
- And remember: most emergency situations you may ever encounter is either something that just happens to you, or something that is directed towards your company, not towards you as a human-being.



FACILITATOR'S TIP:

Let the students mention a few possible emergency situations and write them down. Invite them to give examples. You can add the following items to the list:

- Bomb threats / terrorism
- Fires
- Death of an in-house guest or client
- Accidents
- Robberies
- Theft
- Illnesses and epidemics (such as COVID-19!)
- Vandalism and damage to property by a guest
- Violence
- Sexual harassment unfortunately is widespread in tourism & hospitality

These things can happen to guides as well, but they may also be subject to other emergencies such as:

- Traffic accidents
- Animal attacks
- Weather related emergencies



Exercise: How to Respond? (75 min)



SAY:

- After that, divide the group into groups of 2 or 3 and assign each of them one of the emergencies situations above. Give them 20 minutes to prepare a short presentation where they answer the following questions:
 - How likely is the emergency to happen?
 - How to prevent it?
 - How to deal with it in case it does happen?
 - What not to do?
- As they will come up with these answers by thinking critically, emphasize that they don't need to answer it correctly as of yet, but that you want them to try and come up with reasonable answers. After the 20 minutes, let them all present their answers in 3 minutes per group.
- You can use the following information to help come up with the right answers. You can also print it out and give a copy to each student as a reference.

TERRORISM AND BOMB THREATS	
Likelihood	Not likely, but some locations are at a bigger risk than others.
How to prevent it?	As an individual you can hardly prevent it. But stay cautious for suspicious items such as bags and suitcases being left alone.
How to deal with it?	If under threat, try to work along. If you expect an attack, evacuate as soon as possible, based on the evacuation plan your management has developed. Make sure the authorities are contacted as soon as possible.
What not to do?	Do not put you and anybody else at a bigger risk by doing unexpected things

FIRES	
Likelihood	Pretty likely in hotels, bars and restaurants.
How to prevent them?	Handle machinery and cooking materials professionally, make sure to repair broken machinery and make sure guests do not smoke inside. Stay alert towards any potential risk. Make sure you know which type of fire extinguishers are around, where they are located and how to use them.
How to deal with them?	Depending on the size of the fire, try to extinguish them using the right means. In the meantime, let someone call the fire department as soon as possible, and evacuate guests and other people based on the evacuation plan that is developed by the management. In a fire, 80% of the people are killed by the smoke, rather than the actual fire. So stay low, in order not to breathe in too much smoke.
What not to do?	Do not panic or waste time. Also, do not underestimate the fire: any fire is potentially devastating.



DEATH OF AN IN-HOUSE GUEST OR CLIENT

Likelihood	Reasonable
How to prevent it?	Try to prevent accidents and other dangerous situations! But guest may also pass away because of reasons that do not have anything to do with your company.
How to deal with it?	Respect the dignity of the person and deal with the situation discretely. Make sure that other guests are not exposed to the situation. Call the authorities.
What not to do?	Do not do anything that can be considered disrespectful. Do not move the body unless. Do not talk loudly about it in front of other guests.

DEATH OF AN IN-HOUSE GUEST OR CLIENT

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How to deal with it?	Respect the dignity of the person and deal with the situation discretely. Make sure that other guests are not exposed to the situation. Call the authorities.
What not to do?	Do not do anything that can be considered disrespectful. Do not move the body unless. Do not talk loudly about it in front of other guests.

ACCIDENTS

Likelihood	Very likely
How to prevent them?	Remember what was said earlier in this module: accidents are often caused by incorrect human behaviour! So try to be alert towards any situation that could cause accidents. It is always better to prevent accidents from taking place than to try and deal with them.
How to deal with them?	Try to minimize the effects on the experience of (other) guests. Deal with the situation professionally, by communicating clearly with your colleagues: who will do what? Try to assess the situation: how bad is it? Is it likely that it will happen again? If so, prevent it!
What not to do?	Do not panic, put other people in similar danger or make a fuzz out of the situation.

ROBBERIES

Likelihood	Not very likely in most places
How to prevent them?	Most companies have trained security staff. But they can never prevent 100% of the robberies. Management can make sure that little cash is being used at the reception.
How to deal with them?	Work along with the robbers: your safety as well as that of anyone else around is more important than any money. Try to stay calm and do not do anything unexpected. Some companies have a security button that would alert the authorities if you push it discretely.
What not to do?	Do not start a fight, do not panic.



THEFT	
Likelihood	High
How to prevent it?	Many hotels have a safe where valuables can be stored. If you work in one of them, make sure you promote the use among clients. Also, keep an eye out for any valuables that are at risk of being stolen.
How to deal with it?	Investigate the situation and communicate about it to your supervisor. Let him or her decide on whether to call the police.
What not to do?	Do not talk about it in front of any other guests. And in case it was not clear: do NEVER EVER steal anything yourself, as it is not worth it! You will likely ruin your career and your life.

ILLNESSES AND EPIDEMICS	
Likelihood	For information on how to prevent and deal with them, see the previous part of this module concerning Standard Operating Procedures (SOPs).

VANDALISM	
Likelihood	Depends on the type
How to prevent it?	Things may break down because of being used often and things may break because of accidents. You cannot blame guests for that. Vandalism, however, is the intentional destruction of properties. It is difficult to prevent it completely, but you can keep an eye on people who are drunk, aggressive or who look suspicious.
How to deal with it?	Assess if damaged properties can cause danger to anybody and report the damage to supervisors.
What not to do?	Do not do anything that increases the will of people to vandalize. Also, do not blame people for breaking things unintentionally.

VIOLENCE	
Likelihood	Likely, especially in places where alcohol is served
How to prevent it?	It is difficult to prevent completely, but you can try to recognize aggressive behaviour before it erupts and take measures, such as asking colleagues to serve this person in case he/she was annoyed with you.
How to deal with it?	Keep calm yourself and act reasonable. Do not engage in an endless discussion with clients, especially if you notice it angers them. When there is violence among guests, call security if necessary and make sure that you and your colleagues work together in dealing with the situation.
What not to do?	Of course, do not start a fight yourself. Also, do not add fuel to the situation by making the person even more aggressive.



SEXUAL HARASSMENT

Likelihood	Common, but depending on the circumstances
How to prevent it?	Sexual harassment may be initiated by clients, but by colleagues or employers as well. It can never fully be prevented, but you and your colleagues can divide roles in such a way that the risks are reduced. Keep an eye out for colleagues you feel who may be at risk and make sure that you can rely on each other. Learning how to defend yourself is always a good idea.
How to deal with it?	Try to get away from a potential sexual harassment situation by trusting on your instincts. In case of an attempted rape, scream for help and try to defend yourself in the meantime. If you have become a victim, talk about it to a person you trust. If you witness any sexual harassment towards colleagues or guests, do not accept it and try to help the victim: either by acting quickly yourself or by getting help from supervisors/security staff.
What not to do?	Do not accept anything you are uncomfortable with. Do not disrespect other people's boundaries. Never blame yourself for being a victim of sexual harassment or any other victim.

TRAFFIC ACCIDENTS

Likelihood:	Likely
How to prevent them?	In most African countries, traffic accidents are common. They are often caused by bad or aggressive driving and alcohol is often involved. Stay alert towards other traffic. Drive safely and ask others to drive safely as well. Do not drink and drive. And do not drive for many hours in one go.
How to deal with them?	Call an ambulance if necessary and make sure not to increase the risk towards other people.
What not to do?	Do not drive aggressively, drink and drive or drive when you are very tired.



ANIMAL ATTACKS

Likelihood	Serious attacks are not very likely
How to prevent them?	<p>By far the most harmful animals are mosquitoes, and mosquito nets and repellent can make a big difference.</p> <p>Lions, leopards and crocodiles are certainly dangerous, but they cause less incidents than you might think. Hippos, buffaloes and elephants cause more problems, particularly to people who approach them too close on foot. By keeping enough distance and by not provoking animals, most incidents can be prevented.</p> <p>Snakes may form a big risk but will not bite often in they are not provoked. If you see a snake, don't make any sudden movements, back down slowly and allow the snake to move away. Also, it is very useful to be able to recognize the species of snake or at least to remember the colour and shape of its head. In case you are bitten, it will be easier to determine whether the snake is venomous and if so, whether you need specific anti-venom. If you have a snake on your premises don't kill the snake but let an expert remove the snake. Killing a snake can be risky and besides, snakes have a very important role to play in nature as they keep down the number of rats and mice, for example.</p>
How to deal with them?	In case you or someone else is attacked, try to assess the situation and stay calm. Call for (medical) help if needed.
What not to do?	Don't panic as this may worsen the situation

WEATHER-RELATED EMERGENCIES

Likelihood	Depends on the region
How to prevent them?	<p>Weather-related emergencies come in all shapes and sizes: thunderstorm, floods, sunstrokes, landslides, etc. Many tourists are not familiar with the weather of the regions they visit and so they may have difficulties predicting the weather. Although you can never trust the weather completely, you can prepare for the worst. Take appropriate clothes and enough food and water on any trip. Also, people with light skins can often not risk being exposed to the hot sun for too long, as it will cause sunburns. That is why bringing sunscreen can be a good idea, even if you would not need it yourself.</p>
How to deal with them?	Assess the situation and decide whether you need help from outside. Perhaps you might have to change your plans
What not to do?	Do not take risks that can put you or your clients at danger. Do not expect any tourist to be able to handle the situation just like you would: some people can handle the most extreme weathers, whereas other people cannot.



Let's get Practical: Practicing Evacuations

(60 min)

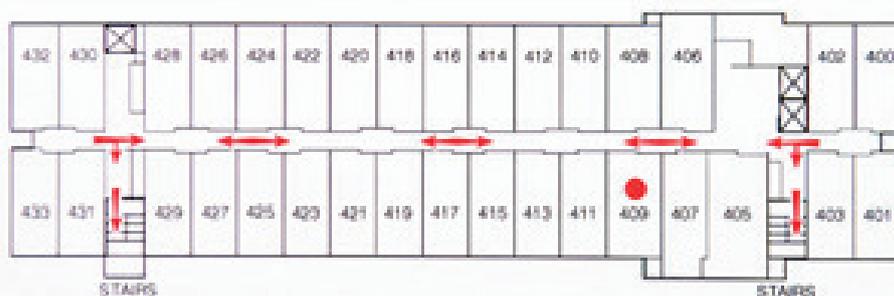


For this part of the session, it is best to organize a field visit to a hotel. Ask the manager or anyone else in charge to show how the hotel should be evacuated in case of an emergency situation. If a field visit is not possible, arrange a guest lecture by a hotel manager or a representative of the fire brigade to share his/her insights. The text below could serve as an introduction:

SAY:

- *In case you work in a hotel, safari lodge, restaurant or any other hospitality building that needs to be evacuated, it is important that you and your colleagues what to do. It is the responsibility of the management to ensure that all colleagues are aware of what to do and have practiced it.*
- *If there is not an evacuation plan, reach out to your supervisor. Because it may one day save your life, as well as those of clients and colleagues.*
- *An evacuation plan could mean 2 things:
 1. *It consists of the entire plan that you and your colleagues agree on in case the building needs to be evacuated. It includes a role division, an action plan of which parts of the building to evacuate first, where to evacuate people to, etc. This is absolutely crucial.*
 2. *It could mean a map on the wall which will help to understand where the emergency exits of a building are located. Make sure to familiarize yourself with that map in any building you work. It could look something like this:**

Fire Evacuation Plan



● YOU ARE HERE
In the unlikely event of a fire, please proceed to the nearest fire exit and exit the building.



Important things to know:

- Make sure you know the nearest emergency exit in every part of the building.
- Do not block corridors, entrances or exits. If you ever see them blocked, help to clear them.
- Stay calm.
- Call the authorities as soon as possible.
- In the case of a fire, do not use the elevator.
- In the case of a fire, feel any door you are going to open (with the back of your hand) to see if it is hot. If so do not open the door.

