



TOURISM FOR A BETTER WORLD

Health and Safety Policy for a Community-Based Tourism Organization (CBTO) in Uganda [\(Sample\)](#)

Community Based Tourism Organizations in Uganda focus on the unique risks of operating in rural or remote areas while ensuring compliance with national regulations (like the **Uganda Tourism Act, 2008**).

CBTO Health and Safety Policy Statement

[Name of CBTO] is committed to providing a safe, healthy, and secure environment for all our visitors, community members, and staff involved in our tourism activities. We recognize our duty of care, especially as our operations often take place in natural, undeveloped, or remote areas. Our policy is to conduct a continuous risk assessment and implement all reasonably practicable measures to prevent accidents, injuries, and illness. We aim to protect the integrity of our community and natural resources while offering an authentic and safe experience to our valued visitors.

1. Organization and Responsibilities

1.1 Management/Executive Committee

- **Overall Responsibility:** The Management/Executive Committee holds the ultimate responsibility for ensuring the implementation and periodic review (at least annually) of this policy.
- **Resource Allocation:** Ensure adequate resources (financial, equipment, and training) are provided to maintain health and safety standards.

1.2 Health and Safety Coordinator (or Designated Person)

- **Day-to-Day Oversight:** Oversee the daily implementation of the policy, including conducting regular site inspections and risk assessments.
- **Incident Management:** Act as the primary point of contact for all health, safety, and security incidents.

- **Training and Record-Keeping:** Ensure all staff and community members receive appropriate training and that all safety records (e.g., maintenance logs, incident reports) are properly maintained.

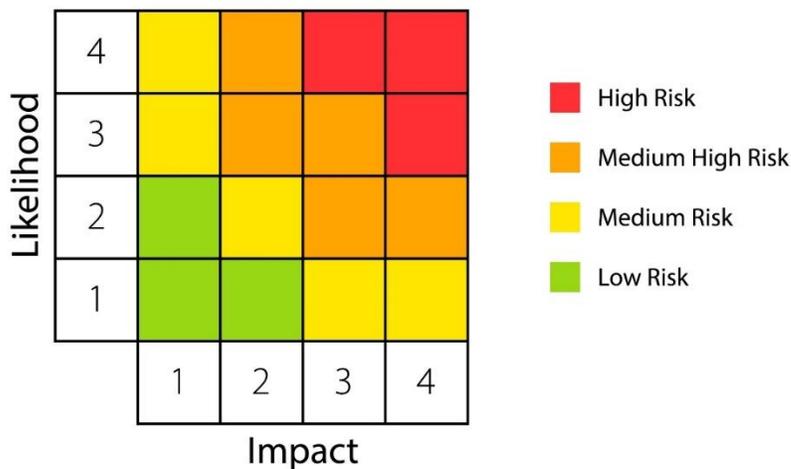
1.3 Guides, Staff, and Community Members

- **Compliance:** Adhere strictly to all health and safety procedures and instructions provided by the organization.
- **Reporting:** Promptly report any potential hazards, accidents, or near-misses to the Health and Safety Coordinator.
- **Visitor Safety:** Actively monitor and guide visitors to ensure their safety during activities.

2. Risk Assessment and Emergency Procedures

The Organization shall conduct regular **Risk Assessments** for all activities, sites, and services offered.

RISK MATRIX



2.1 Key Risk Areas in Ugandan

- **Health:** Malaria, Yellow Fever, food/waterborne diseases (Cholera, Typhoid), and general injury/illness.
- **Security:** Petty theft, civil unrest (less common in rural areas but still a consideration), and opportunistic crime.
- **Environmental/Activity-Based:** Accidents during trekking/nature walks (falls, wildlife encounters), flooding, fire, and transportation accidents on unpaved roads.

2.2 Emergency Response Plan

- **Contact Information:** Maintain an updated list of local emergency contacts, including the nearest police station, clinic/hospital, and a 24/7 office emergency line.
- **First Aid:**
 - Ensure a minimum of **one certified First Aider** is present on every tour/activity or train all guides in First Aid.
 - Maintain well-stocked and accessible **First Aid Kits** on-site and in all vehicles.
- **Medical Evacuation:** Advise all guests to hold **comprehensive travel insurance** that includes emergency medical and international evacuation cover. Establish a clear protocol for contacting evacuation services.
- **Incident Reporting:** All accidents, injuries, and near-misses must be documented immediately using a standardized **Incident Report Form**.

3. Operational Safety Standards

3.1 Transportation

- **Vehicle Maintenance:** All vehicles used for transporting guests must be in **excellent mechanical condition**, legally registered, and regularly serviced.
- **Driver Standards:** Drivers must hold valid licenses, adhere to local traffic laws, and be trained in safe driving on challenging terrain.
- **Passenger Limits:** Never exceed the vehicle's legal passenger capacity.

3.2 Food and Water Safety

- **Hygiene Training:** All community members involved in food preparation and serving must receive **food hygiene training** and undergo routine Food Handlers **Medical Check up**.



- **Water Sourcing:** Only serve **purified/boiled or sealed bottled water** to guests. Clearly communicate the source of all drinking water.
- **Safe Cooking Practices:** Ensure all food is stored and cooked at appropriate temperatures to prevent spoilage and contamination.

3.3 Activity and Equipment Safety

- **Safety Briefings:** All guests must receive a **mandatory safety briefing** before starting any activity (e.g., nature walk, cultural performance, canoeing).
- **Equipment:** All equipment (e.g., life jackets, ropes, trekking poles) must be fit-for-purpose, regularly inspected, and properly maintained. Defective equipment must be immediately removed from service.
- **Guide-to-Guest Ratio:** Maintain an appropriate **guide-to-guest ratio** (1:5-1:10) to ensure effective supervision and assistance, especially for high-risk activities.

4. Personnel Health and Training

4.1 Staff Health

- **Medical Check-ups:** Encourage and, where legally required, facilitate regular medical check-ups for staff, especially those who handle food.
- **Illness Protocol:** Staff showing signs of communicable illness (e.g., flu, COVID-19, etc.) must be required to stay home and seek medical attention.

4.2 Training and Awareness

- **Induction:** All new staff and community guides will undergo a formal health and safety induction.
- **Annual Refreshers:** Conduct annual refresher training on First Aid, Emergency Procedures, and Activity-Specific Safety.
- **Local Knowledge:** Guides must be knowledgeable about local environmental hazards, potentially dangerous wildlife, and specific cultural norms that affect safety.

5. Visitor Cooperation

The Organization requires visitors to take reasonable care of their own health and safety, including:

- Carrying **adequate medical and evacuation insurance**.
- Following all safety instructions and advice given by guides and staff.
- Disclosing any relevant medical conditions or mobility issues prior to or at the start of the tour.
- Taking personal precautions against diseases like Malaria and Yellow Fever (e.g., vaccinations, repellent).

6. Policy Review

This Health and Safety Policy will be reviewed and, if necessary, revised:

- **Annually** by the Management/Executive Committee.
- Immediately following any **major incident** or emergency.
- Upon any significant change in **activities, services, or regulatory requirements**.

Signed: _____

Date: _____

Position: Manager / Director/ Chairperson