

# Safety promise to our customers

Contact information:

# What do safety and security mean in travel companies?



**Safety is included in all our activities**



**We identify the risks and tackle them**



**We know how to act if anything happens**



**We are constantly learning and developing our operations to make them safer**



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## What we always do:

**We operate as required by Finnish legislation.** Finland is internationally known for good governance, trust in the authorities, honesty and smoothness of everyday life. Companies operating in the tourism sector have comprehensive obligations, the implementation of which is monitored by the authorities. Companies are guided about and obliged to comply to regulations on e.g.: hygiene, labor legislation, criminal legislation, fire safety, construction, and corporate responsibility.

We have appointed a safety officer/s and they carry out their duties carefully.

Our partners operate according to the same safety principles as we do.

We keep our safety expertise up to date.

**We train regularly for exceptional situations.**

We learn from accidents and near misses.

We actively monitor the world around us and react to changes in the security situation in our operations.

We keep the basic information and safety information about the service up to date, e.g., on our website.

## Notes and clarifications:

## Planning and advance information:

We provide sufficient information about our service in advance.

The information about our service is presented in an accessible way.

**Our service is barrier-free, e.g. for wheelchair users and strollers.**

Everyone is welcome to us, regardless of background or other personal characteristics.

We have invested in the safe arrival to our service and described the arrival instructions.

We make sure that payment transactions are secure.

**We take care of information security, e.g. with virus protection and regular system updates.**

You can always contact us and we will answer questions as soon as possible.

We communicated about possible exceptional arrangements well in advance.

We process our customers' personal data in accordance with the GDPR guidelines.

## Notes and clarifications:

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## During and after the service:

We instruct our customers on the service skill level and the appropriate equipment required.

We instruct customers on operational and behavioral guidelines both during the activity itself and in an emergency.

We ensure the safety of the service environment.

We take care of hygiene in our service.

We keep our customers informed during possible exceptional situations.

We collect feedback from our customers about our operations and develop our operations according to the feedback received.

## Notes and clarifications:

## Our other security expertise:

## Our other security measures: