VOLCAN TOURS

Volcan Tours & Travel Limited

Health and Safety Policy

Managing risk, vehicles, activities, medical emergencies, security and incident response

Effective 1 October 2026 | Version 1.1 | Updated 27 October 2026

1. Statement of intent

Volcan Tours & Travel Limited regards the health, safety and security of its guests, staff, guides, drivers and the communities we visit as its first priority. We will plan and operate every tour so as to identify risks in advance, reduce them to the lowest practicable level, prepare for emergencies and respond effectively when something goes wrong. This policy is aligned with the Occupational Safety and Health Act 2007 of Kenya, the Traffic Act, the regulations of the Tourism Regulatory Authority and of the national wildlife authorities, and the principles of ISO 21101 (Adventure Tourism Safety Management Systems).

2. Responsibilities

Who	Responsibility
Directors	Overall accountability for this policy; approve risk assessments, suppliers and emergency procedures; ensure insurance is in place; investigate serious incidents.
Operations and tour consultants	Build itineraries that respect safe driving distances and rest; collect guest health, dietary and insurance information; issue pre departure safety information; maintain the emergency contact register.
Driver-guides and guides	Conduct daily vehicle checks, deliver the safety briefing, enforce park and vehicle rules, carry the first aid kit and emergency contacts, and report every incident and near miss.
Suppliers	Operate to the legal and contractual safety standards in Section 7 and notify us of any incident involving our guests.
Guests	Follow briefings and guide instructions, declare medical conditions, hold valid travel insurance and take reasonable care of themselves and others.

3. Risk assessment

A written risk assessment is kept for every standard itinerary and activity type (game drives, walking safaris, boat trips, gorilla and chimpanzee trekking, mountain trekking, ballooning, cultural visits, city tours and beach stays). It identifies the hazards, who may be harmed, the controls in place and the residual risk, and names the person responsible. Risk assessments are reviewed annually and after any incident, change of route, change of season or change of supplier. New itineraries are assessed before they are sold.

4. Vehicles and road safety

- All vehicles used are licensed by the Tourism Regulatory Authority as tourist service vehicles, fitted with seat belts for every seat, a pop up roof, a two way radio or satellite communication device, a fire extinguisher, a first aid kit, a spare wheel and tools, and are insured for passenger liability.
- Vehicles are serviced according to manufacturer schedules, inspected before every safari with a documented checklist (tyres, brakes, lights, fluids, seat belts, communication, first aid kit) and withdrawn from service when any safety defect is found.
- Drivers hold a valid licence of the correct class, a current Tourism Regulatory Authority driver-guide licence, a certificate of good conduct and a first aid certificate, and complete defensive driving training. Drivers do not use mobile phones while driving, do not drink alcohol within 12 hours of driving and do not drive when unwell or fatigued.
- Maximum speeds are 80 km/h on highways, 40 km/h on murram roads and 25 km/h or the park limit inside protected areas. Daily driving is planned to avoid night driving on inter city roads and to keep within 8 hours, with rest stops at least every two to three hours.
- Guests wear seat belts whenever the vehicle is moving outside slow game viewing, and remain seated while the vehicle is in motion.

5. Wildlife, environment and activity safety

- Guests remain inside the vehicle in wildlife areas except at designated stopping points, keep limbs inside the vehicle, do not stand on the seats or roof and do not feed or approach animals. Camp and lodge rules on walking after dark with an escort are explained and enforced.
- Walking safaris, night drives and boat activities are conducted only with licensed and, where required, armed guides, in approved areas, with group sizes within the permitted limit and life jackets worn on all boats.
- Gorilla and chimpanzee trekking: guests are briefed on fitness requirements, carry adequate water, use porters where helpful, follow ranger instructions and do not trek when ill. Mountain treks follow an acclimatisation schedule with daily health checks, pulse oximetry and a clear descent protocol for altitude sickness.

- Sun, heat and hydration, malaria prevention, tsetse fly, water and food hygiene, and swimming only where safe are covered in pre departure information and the welcome briefing.
- Adventure activities (ballooning, diving, rafting, zip lining) are sold only through operators who hold the required national licence, insurance and safety certification, and guests sign the operator's own waiver after a safety briefing.

6. Health, first aid and medical emergencies

- Guests are asked at booking to declare medical conditions, allergies, dietary needs, reduced mobility and pregnancy, and to confirm that they hold travel insurance including medical evacuation. This information is shared on a need to know basis with guides and suppliers.
- Every vehicle carries a first aid kit checked and restocked before each departure, and every guide holds a current first aid certificate. Lodges and camps used by us have a first aid trained staff member and a documented evacuation plan.
- We maintain a current list of hospitals, clinics and air strips along every route and we hold the contacts for AMREF Flying Doctors, with temporary evacuation cover offered to guests at cost. In a medical emergency the guide stabilises, calls the Nairobi office and emergency services, and the office coordinates evacuation, hospital admission, insurer notification and family contact.
- Guests who feel unwell are encouraged to say so early; the itinerary will be adjusted rather than risk a guest's health.

7. Supplier safety standards

Before contracting an accommodation, transport or activity supplier we confirm that it holds the required licences, public liability insurance and, where relevant, Tourism Regulatory Authority classification. Properties are expected to have fire detection and extinguishers, clear emergency exits and assembly points, safe electrical installations, pool safety measures and depth markings, food hygiene controls, secure storage of chemicals and fuel, and trained staff. Our guides report any safety concern observed at a property, which we raise with the supplier; unresolved serious concerns lead to the supplier's removal from our programmes. Suppliers must notify us within 24 hours of any accident or incident involving our guests.

8. Security

We monitor the security situation in all areas we operate through the Tourism Regulatory Authority, KATO, embassy advisories and our local partners, and we adjust or suspend itineraries when risk rises. Guests are briefed on sensible precautions in cities, use of hotel safes, avoidance of displaying valuables, licensed taxis only and not walking alone at night. Vehicles do not travel on roads subject to a security advisory and avoid night travel between towns. In a security incident the guide's first duty is to move guests to safety and then to inform the office, which activates the emergency plan.

9. Emergency response plan

- A 24 hour emergency telephone number staffed by a Director is given to every guest, guide and supplier.
- The office holds, for every tour in progress, the itinerary, vehicle registration, guide contacts, guest passport and insurance details and next of kin contacts.
- For each type of emergency (medical, road accident, vehicle breakdown in a wildlife area, fire, wildlife injury, missing person, security incident, natural disaster, death of a guest) a written procedure sets out who does what, who is called and in what order, and how guests' families, insurers, embassies and partner tour operators are informed.
- Emergency procedures are rehearsed with guides annually and reviewed after any activation.

10. Incident reporting and investigation

Every accident, injury, illness requiring treatment, vehicle incident, near miss and guest safety complaint is recorded on an incident report form within 24 hours and reviewed by a Director. Serious incidents are investigated, root causes identified and corrective actions recorded and tracked to completion. Statutory reporting to the Directorate of Occupational Safety and Health Services, the police or the Tourism Regulatory Authority is made where required. Incident data is reviewed annually to identify trends and update risk assessments.

11. Office safety

Our Nairobi office complies with the Occupational Safety and Health Act 2007: a workplace risk assessment is kept, fire extinguishers are serviced and exits kept clear, electrical equipment is maintained, a first aid kit and trained first aider are available, and staff are briefed on fire and evacuation procedures on joining and annually.

12. Insurance

The company holds public liability insurance appropriate to a licensed tour operator, work injury benefits cover for employees and passenger liability cover on all vehicles. Policy details are available to trade partners on request. Guests are required to hold their own comprehensive travel insurance as a condition of booking.

13. Training and review

All staff and guides receive induction and annual refresher training in this policy, first aid, defensive driving, emergency procedures and incident reporting; training records are kept. The Directors review this policy, the risk assessments and the emergency plan every year and after any serious incident.

Approval

This policy has been approved by the Directors of Volcan Tours & Travel Limited and applies to all directors, employees, guides, drivers, freelance staff, agents and contracted suppliers acting on behalf of the company.

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