

Tourlane's mission is to offer the best experience in travel. That experience must include safety and security. Our expectations within Tourlane and of our partners are high.

Tourlane requires our teams and our partners to:

1. Adhere to local safety and security regulations and laws. This includes, but is not limited to, fire safety, food handling, hygiene, building codes and inspections, incident reporting requirements, vehicle safety inspections, driver training and licensing, first-aid training, and onsite emergency equipment.
2. Adhere to international and local laws regarding human trafficking, exploitation and working conditions<sup>1</sup>, employment protection regulations, juvenile labor employment, equality, anti-discrimination, maternity protection, corruption<sup>2</sup>, human rights<sup>3</sup>, prevention of sexual exploitation, terrorism, sanctions, and money laundering.
3. Treat all customers and staff fairly and impartially.
4. Safeguard information and protect the privacy of customers and staff. Additionally, comply with the applicable European General Data Protection Regulation (GDPR).
5. Promote safety-conscious work habits encouraging staff to highlight safety and security concerns to their supervisors. Require supervisors to document concerns and implement corrective actions when needed.
6. Encourage staff to report to work well-rested and prohibit staff from reporting to work under the influence of controlled substances or intoxicants.
7. Maintain necessary insurance policies relevant to all activities.
8. Proactively seek to minimize risk. Identify issues and concerns prior to activities or events and notify Tourlane and customers immediately of possible solutions and corrective action.
9. Provide customers with a welcome and pre-trip safety brief. It should include topics such as wearing seat belts, notifying what to do in case of an accident or emergency, showing the location of safety and security resources like fire extinguishers and first-aid kits, and what local areas to consider avoiding and why. Your emergency contact information should be provided.
10. Regularly test emergency communication protocols and procedures with staff.
11. Regularly test incident notification protocols and procedures with Tourlane.
12. Report lessons learned from incidents to Tourlane and, as much as possible, similar operating organizations to improve the collective safety and well-being of customers in your region.
13. Actively promote safety and security standards to staff, sub-contractors and suppliers<sup>4</sup>.
14. Utilize the EU Air Safety List<sup>5</sup> and not sell flights listed without notifying the customer.
15. Regularly perform self-audits, checks and quality controls.
16. Acknowledge that Tourlane will conduct independent audits of your compliance and will regularly query customers on safety and security items pertinent to their journey.

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<sup>1</sup> See International Labour Organization - [www.ilo.org](http://www.ilo.org)

<sup>2</sup> See UN Global Compact - <https://www.unglobalcompact.org/what-is-gc/mission/principles>

<sup>3</sup> See [International Bill of Human Rights](#) and the [UN Guiding Principles on Business and Human Rights](#)

<sup>4</sup> Such as standards you implement or recognized certifications like [www.safehotels.com](http://www.safehotels.com)

<sup>5</sup> See [EU Air Safety List](#)