



# HEALTH & SAFETY POLICY

---

**Date of issue: August 2025**

Balkan Pro Travel comply with all requirements of Bulgarian national laws and regulations that help protect visitors and employees.

We demand a positive, proactive attitude and performance with respect to protecting health, safety and the environment by all employees, irrespective of their position.

### **OUR COMMITMENT**

- Ensure safe working practices are set up and followed
- Prevent risks to health and hazards
- Ensure that the right warning signs are provided and looked after
- Ensure that ventilation, temperature, lighting, toilet, washing and rest facilities all meet health, safety and welfare requirements
- Consult with employees and health and safety representatives on safety
- Provide information and training for employees

### **1. OFFICE SAFETY**

We make the workplace safe by:

- Providing adequate first aid facilities
- Making sure premises are properly ventilated with clean and fresh air
- Keeping temperatures at a comfortable level
- Making sure facilities are well lighted, to allow employees to work and move safely
- Keeping the workplace and equipments clean and well-maintained
- Providing workstations suitable for the employees and their tasks
- Keeping the equipment in good working order and ensuring it is regularly maintained
- Making floors, walkways, stairs, roadways safe to use
- Protecting people from falling from high levels or into dangerous substances
- Storing things properly to avoid them to fall and cause injuries
- Fitting openable windows, doors and gates with safety devices
- Providing suitable washing facilities
- Letting employees take regular pauses
- Assuring safety of employees who work alone, or off-site

## **2. DRUG AND ALCOHOL POLICY**

We have a zero tolerance policy in regards to the use of illicit drugs on their premises or the attending of other business related premises (e.g. clients) while under the influence of illicit drugs. Likewise, we do not tolerate employees attending work under the influence of alcohol. Contravening either of these points may lead to instant dismissal.

## **3. TYPES OF RISKS AND HAZARDS**

All our employees must avoid potentially dangerous work involving manual handling (and if it can't be avoided, take precautions to reduce the risk of injury).

Employees need to be informed about any potential hazards from the work they are required to perform and get information, instructions, training and supervision as needed

We make sure that all materials are handled, stored and used safely. We take precautions against the risks caused by flammable or explosive hazards, electrical equipment, noise and radiation.

## **4. RISK ASSESSMENT AND MANAGEMENT FOR OUR CUSTOMERS**

We recognize that assessing risk forms the very basis of ensuring our customers' safety and also brings to all of our attention what we can do ourselves to protect our customers. A good definition of risk assessment is 'a careful examination of what could cause people harm'.

In order to assess risk every team needs to ensure:

- Procedures are in place to regularly review risk and any contingencies in place
- Good signage to inform and warn
- Written procedures exists to cover emergencies

### **Risk Assessment of Hotels– key points:**

- Food Safety
  - written food safety system (HACCP or their own)
  - equipment maintenance procedures

- Illness
  - written evidence to support actions taken
- General Safety
  - equipment breakdown procedures
  - training of staff
  - electrical & gas safety maintenance by competent people
  - general safety to avoid injury

**Risk Assessment of Transportation– key points:**

- Need for fully documented vehicle & driver records
- Driver to conduct pre-journey inspections of vehicles
- Driver to report any defects
- Scheduled maintenance
- Necessary checks on drivers and regular assessments
- Evidence of all appropriate licences

**Risk assessment of other incidents– key points:**

Written procedures are required to be in place to handle the following:

- Hospitalisation of a customer
- Accident on an excursion
- Sensitive incidents e.g. rape, mugging, assault
- Airport closure
- Natural disasters
- Terrorist attacks

## **5. EMERGENCY PRODECURES**

It is one of our priority to set up emergency plans. The purpose of an Emergency Plan specifies procedures for handling sudden or unexpected situations. The objective is to be prepared to prevent fatalities and injuries to human beings and reduce damage to buildings, stock, and equipment in such situations.

**Communication** is critical during an emergency situation. It should be well-timed and clear to the recipients. Following methods of communication will be in use. Please ensure that all emergency contact details are up-to-date.

When designing an emergency procedure, we should always ensure that the following requirements are met:

- Evacuation routes and assembly areas illustrated on floor plans.
- Consideration of persons with disabilities
- Reporting and communication procedures

We have set up the following evacuation procedures, indicating the course of action to be taken in our company, in case of:

- Fire
- Medical emergency
- Bomb threat
- Hazardous materials

#### **FIRE Emergency plan:**

- Emergency Exits

Continuously illuminated exit signs identify Emergency exit locations.

If you see smoke or flames: Use CARE

- Report the fire to the nearest Fire Brigade (Keep the Tel. Nos.)
- Evacuate

Use a Fire Extinguisher, *only if*:

- You have been trained
- You have your back to an unobstructed exit
- Everyone else has left the area
- You have a fully charged and proper type unit for the fire you are fighting
- The fire is contained, and you have reported the fire to the fire brigade
- There is little smoke or flames

If you can't control the fire within 30 seconds, abandon your efforts, close the door(s) and evacuate immediately.

#### Building Evacuation

- Establish the exact location of the fire
- Establish the extent and trend of the fire
- Establish if there are any persons immediately at risk
- Contact Emergency Services & provide the name and contact details of the informant
- Ensure that all persons are evacuated from any threatened buildings
- Update Security upon arrival who will in turn update emergency services

#### **MEDICAL Emergency Plan**

If someone is deceased, injured or ill:

- Remain calm
- Isolate the site where the Incident has occurred
- Segregate any witnesses in private area away from Incident scene
- Segregate any friends/colleagues of the deceased in private area away from Incident scene
- Avoid contact with blood and other body fluids by using personal protective equipment
- If practicable, ensure that the body cannot be disturbed until emergency services arrive
- Confirm that Emergency Services have been notified (Keep the Tel. Nos. ready)
- Do not interfere with any evidence
- Comfort witnesses/colleagues.
- Collect accurate information about the Incident

#### **BOMB THREAT Emergency Plan**

- Remain calm
- Take the threat seriously
- Obtain as much details about the bomb as possible i.e.: WHERE exactly is it, WHEN will it explode? WHAT does it look like? WHAT will make it explode?

- When the call is complete DO NOT hang up the phone
- Notify Office Safety & Security- DO NOT use a mobile phone or two-way radio
- Remain calm

### **HAZARDOUS MATERIALS Emergency Plan**

- Secure vital equipment, records, and other important papers
- Confirm the exact location of the hazard (Building, Level and Room No.)
- Inform Emergency Services and provide your name and contact details
- Isolate area and identify substance / hazard, if possible
- If necessary, provide first aid or inform nearest first aider
- Assist specialist personnel and Emergency Services if applicable, if safe to do so
- Where the health risk is high, ensure safe evacuation of non-essential personnel from site and from potentially affected adjacent areas
- Secure the incident location and any high-security materials and assets move to higher, safer ground

## **6. ACCIDENT / INCIDENT REPORTING**

All our employees must report any accidents, injuries, diseases and dangerous occurrences. The direct witness of the accident/incident must write an injury report and report to its manager. This standard report must include:

- Names of the concerned parties
- Time and date of injury
- Exact location the injury/incident occurred
- How the injury/incident happened
- details of the injury/illness and the part/s of the body injured
- names and contacts of any witnesses
- name and contacts of the person entering details
- date the employer was notified: