

Preferred Codes of Practice – Incident Investigation

In the unlikely event that a serious incident such as a fire, food poisoning outbreak, or gas explosion etc occurs in your hotel, it is likely that the tour operators will dispatch an incident investigation consultant to the resort in order to conduct a thorough investigation. It is imperative that the hotel management and staff give their full co-operation during the inspection. In order to simplify the process; listed for your reference are details of the information that the consultant will require on arrival.

Fire incidents

- A copy of the hotels fire certificate.
- Copies of logs retained by the hotel management for the testing and maintenance of fire alarm, fire equipment, and emergency lighting.
- A copy of log retained by the hotel management for staff training in fire safety.
- Copies of any reports relating to fire inspections that have been undertaken by the hotel.
- A copy of properties floor plans (1:100 preferably).
- Names of any staff who witnessed the early stages of the incident, these people should be made available for interview.
- Names of any guests who witnessed early stages of the incident and details of whether they are available for interview.
- Copies of any local press cuttings.
- The name and location of any emergency services who attended.
- The names and details of any local forensic laboratory in resort.

Hygiene Related Incident/Food Poisoning Outbreak

- Copies of written sickness logs or records of illness reported. This should include as a minimum the details of the number of customers affected, their names (child/adult to be identified), tour operator, booking reference details, their date of arrival, together with the date of onset of symptoms, the symptoms, the duration of illness and whether medical advice has been sought.
- Written details of those customers who have seen a doctor or who have been admitted to the clinic, together with confirmation of any diagnosis to date.
- Brief narrative of events from hotel perspective.
- Details of the attending doctor. Arrangements may be required to interview the treating doctor.
- Interview appointments with the hotel manager and all relevant staff.
- Details of any independent investigation undertaken by the Local Health Authority
- Sampling results of any independent testing undertaken.
- Access to all hotel areas relating to food delivery, storage, preparation and service. Examination of all swimming pools, water features, air conditioning systems and potable water supply.
- Access to and examination of all written policies and procedures relating to health & hygiene, including HACCP documentation – temperature logs, cleaning schedules and pool logs.

Gas Safety Related Incident

- A copy of the local gas certificate for the premises.
- Details of the gas storage method i.e. mains/bulk/bottle.
- Details of the gas appliances available at the property.
- Copies of any reports relating to gas safety inspections that have been undertaken by the hotel.
- Details of follow up action on recommendations taken by the hotel following last consultant's inspection.
- Brief narrative of events from hotel perspective.
- Details of any local press reports.
- Name and location of any emergency services attending.
- Names and details of any forensic support available at the resort.
- Access (for inspection purposes) to all areas of the property.
- Access (for inspection purposes) any written gas safety procedures that were in place at the time of the incident.

Legionella Related Incident

- Details of customers and staff with an illness that could be legionnaires disease.
- Any information from the local clinics, hospital or Head of Public Health regarding confirmed cases of legionnaires disease during the previous two years.
- Name of the manager or engineer responsible for Legionella control.
- A copy of the hotel protocol for Legionella control.
- Up to date plan/diagrams showing layout of the water systems within the premises.
- Details of air conditioning plants on the premises.
- Details of any whirlpools, ornamental fountains and other decorative water features.
- Results of all water testing, whether undertaken by the hotel, external consultants or local authorities.
- Records of chlorine and temperature measurements relating to all hot water supplies and air conditioning systems.
- Details of all water supplies including any temporary supplies.
- Details of recent building or upgrading work undertaken.
- Details of location/plant where it is thought that the problem is associated with.
- Details of manufacturers/installers of air conditioning and water supply equipment.
- Details of any local authority or local consultant investigation undertaken following the incident.
- Access to all areas within the premises involved with water storage, distribution/supply and air conditioning systems.
- Brief narrative of events from the tour operator staff at the scene.
- Any local press reports or other relevant information.

Road Traffic Accident (i.e. Coach Crash) – hotel owned/operated buses

- Access (for inspection purposes) to the accident scene.
- Access (for inspection purposes) to damaged vehicle(s) – these are normally held in a secure compound having been removed from the scene of the accident. It is often necessary to obtain permission to inspect the vehicle from the Police Authorities.
- Copies of all service, maintenance and defect rectification documentation from the vehicle operator.
- Access to original tachograph charts for the journey in question and the previous fourteen days, or other records of driver hours for these periods (including co-driver if applicable).
- A copy of the driver's personnel records including a copy of the driving license.
- An appointment to interview the driver.
- Names of any passengers and details of whether they are available for interview.
- Sight of any statements already obtained by local enforcing authorities (if possible).
- Sight of any photographs or video footage already obtained by local enforcing authorities.
- Brief narrative of events from suppliers perspective.

Marine Safety Related Incident (excursion type)

- Access (for inspection purposes) to the vessel.
- Access (for inspection purposes) to any written safety procedures that were in place at the time of the incident.
- Copies of any vessel registration documents, licences and insurance policies.
- Details of what safety and navigational equipment was onboard.
- Details of what lifeboats/life rafts/life jackets were provided.
- Interview with operator and/or owner of the vessel.
- Interview with the Captain or person in command of the vessel at the time of the incident.
- Interview with crew involved.
- Meeting with Coastguard and/or emergency services staff involved.
- Details of any other vessel involved and contact details for witnesses.
- Interview with staff involved onboard.
- Interview with staff involved ashore.
- Brief narrative of events from tour operator staff on scene.
- The name and location of any emergency services who attended.
- The names and details of any local forensic laboratory in resort.
- Copies of any witness statements and formal police reports.