



## **Aquila Safety Briefings Policy**

*Please be advised that this is to be said at the beginning of EVERY tour program after you have introduced yourself, your driver, and reviewed tour name and itinerary. We ask that you memorize this script, recognizing that you may need to add bullets to suit the tour you are providing (you may have the safety briefing bullets on a small card if necessary). You are able to personalize the introduction and conclusion, but you must say the relevant bullets listed here as well as any additional points that suit the tour you are providing, and you must ask that all bumps and bruises be reported to you, even if they're small.*

### **Safety Briefing Script**

I'm delighted to have you join me for this tour, and we're going to have a great time today! Before we get started, I want to remind you that your safety and comfort is very important to us, so on tour today, please:

- Watch your step getting on and off the bus;
- Please remain seated while the bus is moving;
- We will be walking over uneven today, so please watch your step, especially on the curbs
- When taking photos please make sure both feet are planted on the ground

If you have any concerns, or if you have any incident occur, even little bumps & bruises, please bring them to my attention right away. Again, I want you to be comfortable, safe, and having fun all through the tour.

We love where we live, and we know you will too. Please help us keep it that way by recycling your water bottles, disposing of waste properly, and following Leave No Trace principles – take only memories, leave only footprints. Small actions make a big impact—thank you!

***If you would like to add to help avoid political discussion:*** We are on vacation today, so please set aside you're worries of what's happening in the world and please allow me to share the history and love I have of my home, Saint John & the Bay of Fundy, with you.

### **Additional Site-Specific Safety Briefings:**

**Disney Cruise Line:** Please highlight the safety features of the vehicle during regular safety briefing at the beginning of the tour. This would include:

- Fire Extinguishers
- Emergency Exits
- First Aid kits

- If the bus has seat belts, please encourage guests to use them
- Any other available safety features

**Outdoor Locations:** There is a possibility of encountering insects while on tour - stinging insects can include bees, hornets and wasps. These insects generally nest in bushes, shrubs, hedges, tree limbs, log piles or rock piles. Be aware of your surroundings and if bothered by one of these insects try not to swat it away. or make sudden movements. Slowly walk to another location or simply try to gently blow the insect away. If stung, please see your tour guide right away.

**Fallsview Park:** Remind guests of the yellow curb and ask them to watch their step. Also, to watch for traffic coming into Fallsview Park as they are moving across the road.

**St. Martins Sea Caves:** Please remind guests that walking to the Sea Caves is at their discretion. The beach is rocky and can be slippery so take your time and watch your step, describe it as walking on marbles. Please also advise guests that they may need to cross through water to get to the Sea Caves. Remind guests that if there is an incident to please bring it to your attention. If they plan to take photos of the Caves, advise guests to not do this while walking and to have both feet firmly planted.

**Whale Watching Boat:** Remind guests to descend the ramp/stairs carefully and to hold on to the handrails. There will be staff to assist them in boarding the boat, and the captain will do a safety briefing once onboard the boat.

*Onboard the Boat* – It is the captain's responsibility to conduct the safety briefing onboard the boat.

Note: Always check to make sure there is not a group disembarking or coming up the gangway to avoid overcrowding on the ramp or the floating dock.

**Walking Tours:** Remind guests of the uneven cobblestone sidewalks and to be mindful of traffic when crossing streets. Only cross at crosswalks where applicable, and wait in the crosswalk until all guests have crossed the street. If you have faster walkers, ask them to wait at certain areas before moving further so that slower walkers can catch up.

**Irving Nature Park:** Remind guests that trails are marked for safety, please ensure that they stay on clearly marked trails. They will be walking over uneven, rocky and slippery ground, so ask them to please watch their step, especially on the wooded trails. When walking on any beach area, be aware that stones can be loose and any rocks near the shoreline can be slippery.

If you have any questions or need clarification, please reach out to Aquila's Human Resources Manager below. Thank you for contributing to a positive and professional atmosphere at Aquila.

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Human Resources Manager

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