



SAFETY MANAGEMENT:

A GUIDE FOR OUR HOTEL PARTNERS



FOREWORD

As we reflect on an exceptionally strong Summer 2025 season, **Jet2holidays** is delighted to continue building on our shared success with you, our valued hotel partners. Looking ahead to Summer 2026, we remain committed to deepening our collaboration and driving even greater demand into your properties through our expanded operational footprint, increased route network, and continued investment in customer experience.

At **Jet2holidays**, the safety and welfare of our customers is a key consideration in all our activities and is taken into account in all decisions we make. We are committed to developing and implementing strategies, management systems and processes to ensure that our customers' wellbeing is prioritised when they travel and stay with us.

This Safety Management Guide is split into several sections and is intended to support all hotel partners in the assessment and management of your properties, ensuring that appropriate safety standards are reviewed, and implemented, prior to the arrival of any customers. It is intended to highlight procedures you may already have or, if you do not have already these in place, it can be used to support the development of new procedures to enhance customer safety.

Each section is dedicated to highlighting a different aspect of a property's operation; however not all sections may be relevant to your property. As with any safety management system, please remember to document all actions including checks, monitoring and remedial works.

By **working together** and highlighting good standards of safety management in all that we do, our mutual customers can be assured of an enjoyable, safe and healthy holiday.

We are all looking forward to working with you.



Steve Heapy
Chief Executive Officer
Jet2 plc



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RISK AND SAFETY AT A GLANCE



UK'S LARGEST
TOUR OPERATOR

WE EMPLOY **OVER 17,500**
COLLEAGUES
DURING PEAK SEASON



42 RISK AND SAFETY

COLLEAGUES WORKING WITH YOU TO MAINTAIN AND IMPROVE SAFETY STANDARDS



MORE THAN
700 RESORTS IN
JET2HOLIDAYS
PORTFOLIO FOR
2026

OVER 2,200
PROPERTY
INSPECTIONS
CARRIED OUT
IN 2025



344 CASES OF
BUILDING WORK
IMPROVEMENT
REVIEWED AND
CLOSED



OVER 70%
OF *JET2HOLIDAYS*
BOOKINGS ARE
REPEAT CUSTOMERS

3,730 VILLAS
IN OUR
PRODUCT
PORTFOLIO



6550 INCIDENT
REPORTS
REVIEWED IN 2025

OVER 5,700
2-5 STAR HOTELS
IN OUR PRODUCT PORTFOLIO

OVER 6.6 MILLION
JET2HOLIDAYS
CUSTOMERS IN 2025



OVER 300 NEW PROPERTIES
ADDED TO THE PORTFOLIO IN 2026

3374 REPORTED
CASES OF
CUSTOMER
ILLNESS
REVIEWED IN
2025



OVER 75 DESTINATIONS,
WITHIN 25 COUNTRIES, IN
JET2HOLIDAYS' PORTFOLIO



FOOD SAFETY

Jet2holidays requires all hotels to implement a Food Safety Management System appropriate to the size and type of the food operation. To ensure that the premises and foods are suitable for use when customers arrive, you should ensure that all of the following aspects, as a minimum, are implemented.



REMEMBER!
Ensure that all food storage areas are thoroughly cleaned before replenishing.



MANAGEMENT STANDARDS

The Food Safety Management System should identify the standards that will be implemented to ensure the safety of food provided to customers. This should identify the standards that need to be achieved, and information about how these will be monitored in practice.

FOOD QUALITY

Deliveries – All food storage areas should be clean and ready to replenish with fresh produce. When restocking shelves, remember to implement good stock rotation and date management. Foods should be checked when they are delivered to assess that they have a suitable shelf life, food temperature and are free from any form of contamination.

Quality – All food items in stock must be inspected to ensure products are still within date and in good condition. Any poor-quality, or out-of-date, foods should be discarded. Foods that have been prepared should be provided with an appropriate date label to assist with effective stock rotation.

CLEANING AND DISINFECTION

Ensure that all areas of the food operation are frequently cleaned and disinfected. This may include:

- Food delivery / receiving areas
- Storage (including inside refrigerators, freezers, dry stores, and all associated shelving)
- Food Preparation areas and equipment
- Cooking and hot-holding areas and equipment
- Food utensils and their storage compartments
- Washing up areas and cleaning equipment
- Refuse areas
- Food service areas and equipment (e.g. buffet and show cooking)
- Dining areas
- Bars and Snack bars
- Any other food contact or non-food contact equipment and surfaces

EQUIPMENT

Ensure that all chillers, freezers, and cooking equipment are in full working order, thoroughly cleaned & disinfected. All equipment in use should be in good condition. Any equipment (e.g. chopping boards) which are in

poor condition should be renewed or appropriately repaired.

- Ice machines, directly connected to the water system, should be tested in line with the wider water system hygiene testing for harmful bacteria growth. Any in-line filters should be replaced when required, according to condition, or manufacturers' guidelines. Water used to supply ice machines must be of drinking water quality
- Vending Machines should be treated in the same way as ice machines, being regularly cleaned, flushed through, and disinfected. This includes all types of vending machines even if usually managed by a third party, including:
 - i. Hot Drinks dispensing machines
 - ii. Cold and soft drinks dispensing machines
 - iii. Ice Cream dispensing machines



FOOD SAFETY



FOOD TEMPERATURE CONTROL

All equipment that is used to maintain safe food temperatures should be regularly monitored to ensure they are working effectively. The temperatures of foods within chillers and freezers should be checked to ensure that the equipment is working effectively. Where any inappropriate unit temperatures are identified foods should be moved to a unit that is working correctly.

Where food is served from buffet stations, the temperatures of foods on cold and hot displays, and in hot food storage cupboards should be monitored, and recorded throughout each service.

Regular temperature checks should be carried out by food & beverage staff, ideally prior to opening, at least once during normal operation, and at closing.

PEST CONTROL

Pests like, and eat, exactly the same foods as customers do. This means that they will try to find where you store, prepare and use the food that is served to consumers. With any building where there are quantities of food and water, or other liquids, pests are likely to be attracted. If the food operation is not well controlled, it is much more likely that a pest infestation will occur.

The best way of preventing any pests from entering a building is to ensure that effective pest proofing measures are implemented. This may mean:

- Blocking up any gaps within walls and around pipes that go through wall
- Installing insect screens on windows that may be opened
- Closing doors and windows when not in use
- Carrying out routine maintenance to any structural damage
- Covering internal and external drainage openings etc.

The reason that pests will enter, and stay, in a building is that they are provided with food, water and somewhere that is undisturbed to live. To reduce the risk of pests staying in the buildings used by the food operation, all areas must be:

- Kept in a clean and hygienic condition
- Free from liquid spillages and water leaks
- Free from undisturbed areas, always ensure that all areas are thoroughly and regularly cleaned

All properties should have an effective means of monitoring for the presence, and treatment of any pests found within

the premises. You should request your pest contractor to carry out a thorough inspection and treatment of the premises or carry out the task yourself if you're experienced to do so. Check all areas thoroughly, especially around refuse areas, and eliminate any pest infestation.

REPLENISHMENT OF HYGIENE CONSUMABLES

Ensure that all areas are replenished with consumables where required. This will include guest rooms, public areas and toilets. These items will include:

- Disposable hand towels
- Hand soap
- Hand sanitiser
- Toilet roll

TRAINING

You should ensure that new staff receive full training, and existing staff regularly receive refresher training, with regards to food safety. You should ensure that the level of training is role-appropriate for the level of food handling and management activities. Staff should also receive training about the reporting of illness, whether for themselves as a staff member, or for any customer, if they become aware of an incident of illness.

ALLERGEN MANAGEMENT

Information should be provided to customers signposting them to information relating to food ingredients to which they may be allergic or intolerant.

There are 14 standard allergens which present an increased risk of allergic reaction or intolerance, but people can be intolerant or allergic to a much wider range of foods than just these 14 food types. Methods of signposting

customers to allergen information may vary from a simple sign stating that customers should request information about food ingredients, if required, to documentation to be read and acknowledged by each booking lead customer at check in. There is no specific way that customers should be informed about the presence of allergen information, only that customers are made aware about where information may be obtained. Whichever method is used to inform customers, it should comply with local regulations.

Information relating to allergens found in each menu item can also be provided in several different ways. Some properties prefer to have labels, detailing the name of the buffet food.



TOP TIPS

Ensure that staff hygiene items are replenished as necessary (soap / handtowels)

FIRE SAFETY

FIRE ALARMS AND DETECTION

Hotels and other tourist accommodation should have some means of detecting fires and alerting customers. This usually will require the installation of a wired automatic fire detection system which is connected to an alarm panel. A wired fire alarm system will generally consist of the following components:

- Smoke detectors which should be located in guest bedrooms, public areas and high-risk rooms
- Alarm sounders which achieve a sufficient noise level
- Fire call points, depending upon the type of building
- A combination of smoke and heat detectors may be used in kitchens and boiler rooms
- A zoned fire alarm panel in a location that can always be monitored by staff. Where this area is not staffed 24 hours/day, the alarm should be converted to a single stage alarm during these hours
- A back up battery power supply

Fire alarms are required to be tested regularly to ensure that they are fully operational and free from faults. Any faults identified should be repaired as necessary. Any back up power supply for wired smoke detectors, should be checked at least annually. The fire alarm system should be inspected at least annually by a suitably competent person.

If there is a disco or entertainment area at the hotel, the sound system should be linked to the fire alarm in such a way that music is silenced, when the fire alarm is activated.



AUTOMATIC VENTILATION SYSTEMS

Where automatic ventilation systems are installed for use in case of an emergency, these should be inspected and tested to ensure they activate as required.

FIRE FIGHTING EQUIPMENT

All fire extinguishers, fire blankets, and hose reels must be inspected and serviced by a competent person at least annually.

SPRINKLER / COOKER SUPPRESSION SYSTEMS

All automatic suppression systems should be inspected and serviced by a competent person to confirm that they work effectively when activated.

BACK-UP POWER

All back-up generators should be tested and operated on full load, in line with the annual testing regime determined by a competent service engineer.

FIRE SAFETY

ESCAPE ROUTES

To ensure that customers are able to escape in an emergency, it is essential that escape routes are safe to use. Regular, scheduled checks need to be made to ensure that all customers are able to follow escape routes directly to a place of safety, such as an assembly point.

- Doors on escape routes should, generally, open in the direction of escape. Any door or gate on an escape route to a place of safety must be able to be opened without the use of a key
- Any staircase used as means of escape should, generally, be protected by self-closing, smoke sealed fire doors
- Where fire doors are kept open by magnetic holders, during normal operation of the hotel, these should close automatically, upon the activation of the fire alarm
- Some security doors may be held closed by security magnets. Upon activation of the fire alarm, any closed door magnets should release to allow exit from the property
- “Action in case of fire” notices should be present in all accommodation customer rooms. They should describe clearly what customers need to do in the event of a fire and should show the escape route, indicating the safest direction of travel from the room to a place of safety, such as an assembly point
- Emergency Lighting should be available on all escape routes leading to a place of safety, including external escape routes. All emergency lighting within the property should have a backup power supply and be tested throughout the year
- Directional fire signage should be provided throughout the property to direct people to a place of safety in case of an emergency
- Internal and external walkways should be free from obstructions, and slip / trip hazards
- Assembly points should be clearly identified and these areas must not be obstructed
- Any customer room doors within a dead-end corridor should be smoke stopping and be fitted with self-closing devices
- Corridors that exceed 30 metres in length, and connect alternative exits, should ideally be sub-divided by self-closing, smoke stopping doors approximately halfway along the corridor
- Storage in all escape corridors should, ideally be eliminated or at least noncombustible and should not be permitted in dead-end corridors

REMEMBER!
Check all internal and external escape routes to ensure there are no obstructions



TOP TIPS

For dead end corridors longer than 10 metres in length, it may also be necessary to consider removing flammable furnishings in the full length of the corridor, installing an upgraded fire detection system or installing a sprinkler system.



POOLS & LEISURE FACILITIES

It is crucial that all areas in these facilities are well controlled and present an environment for children and adults to enjoy safely.

REMEMBER!
Keep acidic and alkali chemicals stored separately at all times

POOL TESTING & PREPARATION

All general use pools should be tested at least twice per day, once prior to opening, and again during normal operation. Frequent testing is recommended to ensure the water is consistently within safe parameters, and of good quality. This is especially important in spa pool, whirlpools, and hot tubs, as the water is of higher temperatures where chemicals become more unstable, and there is greater likelihood of bacterial growth. Testing devices have different limitations. On comparator devices, the tester will still have to make a judgement on the result. Photometer devices give you a more accurate digital reading but are more costly.

Pool testing and the maintenance of testing records are necessary as part of overall effective safety management. Also, in the event of a legal claim following an incident and/or illness, these are a necessary part of any evidence to help defend against the claim. They should be legible, clear, and undamaged. Only suitably trained persons should be conducting pool tests, to achieve accurate results, and decide if corrective action is required.

You should also regularly examine all filters and pumps to ensure their effectiveness. Daily checks should include inspecting the condition of pipelines, chemical injectors, and that chemicals/tanks have been left secure.

Main Pools (including Children's Pools) parameters	
Free chlorine	1 – 2 mg/l
pH	7.2 – 7.6
Spa Pools/Whirlpools/Hot Tubs parameters	
Free chlorine	3 – 5 mg/l
pH	7.2 – 7.6

CHEMICAL SUPPLY

Ensure there is a sufficient supply of chemicals on-site to fully operate all pools. Consider other suppliers requiring the same type of chemical, and for any unforeseen emergencies at your site that would require large doses for significant corrective action. Ensure chemical delivery is carried out away from customer-facing, or high traffic areas, and that pool plant areas cannot be accessed by customers, or persons not qualified to enter.

POOLSIDE AND WATERPARK EQUIPMENT / FURNITURE

Ensure that all poolside and waterpark furniture (e.g. tables, loungers, parasols etc) are in good condition, safely secured where applicable, and prepared for use. All equipment should be regularly cleaned and disinfected. Ensure staff are aware to check furniture for any defects such as splintered wood, broken plastic leaving sharp edges, and similar issues. Where repairs are carried out, it is important to keep records of this.

POOL RESCUE EQUIPMENT

Ensure adequate supplies of readily accessible rescue equipment are in place, in good condition, and clearly visible around pools, waterparks and open water areas. It is a good idea to re-familiarise staff with their location and utilise in staff training as part of practical rescue scenarios.



POOLS & LEISURE FACILITIES



CHILDREN'S POOL SPECIFICATIONS

Pools designed for children should be no greater than 60cm in depth. There should be at least 3m separating children's and main pools. If this is not possible, a separation barrier should be in place, and extend as far as to create 3m distance between the nearest entry and exit points. The barrier should be at least 80cm in height, where gaps are present they should be no greater than 10cm width, and there should be no step-up or climbing allurements.



LIFEGUARDS AND POOL SUPERVISION

Lifeguard staff should be correctly trained, and you should check that their qualifications have not expired. You should ensure that lifeguard supervision is provided whenever the pools are in operation, including during periods of breaks taken by lifeguards on duty. Lifeguards with expired qualifications should not be supervising any pools or waterparks. If local legislation permits pools to operate with no lifeguards there must be an alternative means of supervision in place with CPR-competent person(s) working on-site throughout the pool's operation. This could be via monitored CCTV, a maintenance technician, or staff monitoring the pools in addition to other duties. Where lifeguards are required by local legislation, they should not perform additional duties whilst actively supervising the pool.

WATERPARKS AND WATERSLIDES

POOLSIDE AND WATERPARK SIGNAGE AND INFORMATION

Ensure all multi-board, no diving, depth markings and other safety signage is in place and clearly visible. Signage relating to waterslide safety should be in place and clearly visible to users. Ensure there is information prohibiting use of all glassware, including glass bottles.

RIDE ENHANCEMENT DEVICES (INFLATABLE RINGS / MATS) CLEANING AND PREPARATION

Any ride enhancement devices should be inspected, and any poor condition equipment should be disposed of. Inflatable ride enhancement devices should be appropriately inflated. All equipment should be thoroughly cleaned before use.

TESTING OF WATERSLIDES

All slides should be tested, with water pumps running, to ensure their correct and safe operation. Where possible, all slides, walkways, and towers leading up to them, should be periodically inspected for any defective fixtures, i.e. rusting screws, deterioration due to weather, or broken support beams.

COMMUNICATION SYSTEMS TESTING

All methods of communication between waterslide attendants and splashdown pool lifeguards should be tested to ensure they operate correctly. Ensure there is an appropriate place for charging and storage of communication devices, to avoid damage.

STAFF TRAINING

All staff training with regard to pool safety should be reviewed, and staff retrained as required. You should ensure that a suitable level of training is provided for staff, ensuring the appropriate management of all recreational areas. This is applicable to both existing, and new employees. Particular attention should be given to new employees to make them familiar with your policies and procedures.





POOLS & LEISURE FACILITIES

SPA & GYM AREAS

SPA PREPARATION, CLEANING AND DISINFECTION

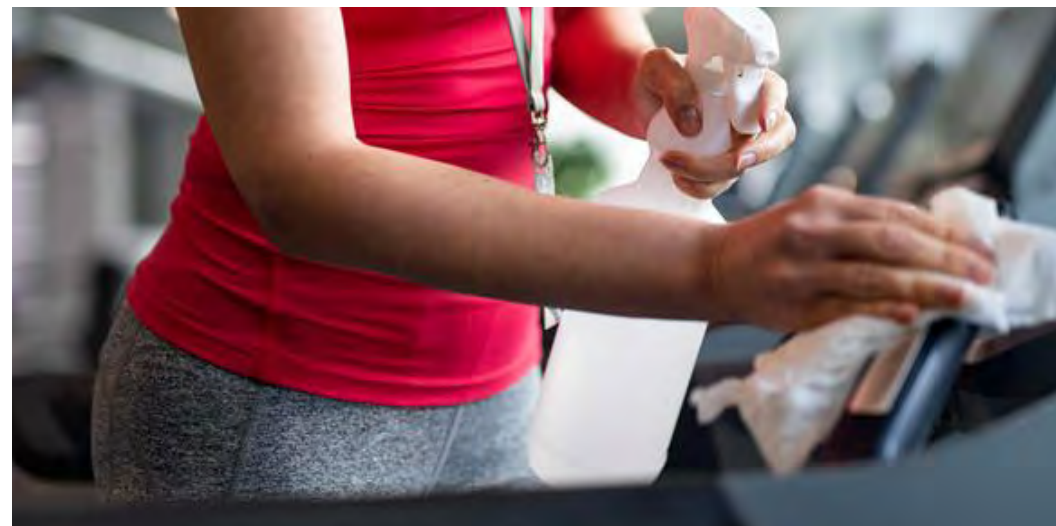
All areas of the spa should be cleaned, disinfected, and allowed to air dry at regular points of the day, and between clients. This should include treatment couches / tables. When new products are introduced, ensure their contents are assessed for potential allergens and risks. Also, it is recommended to periodically review any licences of third-party contractors and/or employees to ensure their validity.

FITNESS AREA / GYM PREPARATION, CLEANING AND DISINFECTION

Take particular care when spraying chemicals onto electrical equipment with open ports, i.e. treadmill screens – spray into the cloth or tissue before wiping. Ensure there are means for users to disinfect their own equipment after use, in addition to a full disinfection at the end of the day by hotel staff.

FIRST AID & DEFIBRILLATOR PROVISION

Ensure there is sufficient First Aid provision either within the area itself, or customers are signposted to this, in the event of an emergency, within the Spa or Gym / fitness area. It is strongly recommended to have an automatic external defibrillator (AED) onsite. AEDs will usually commence automated instruction for the person using the device, however it is advisable to train staff in its use.



FITNESS EQUIPMENT SAFETY

All fitness equipment should be checked for safe operation, and any required information signage must be available. Any defective equipment must be taken out of use, either with an 'out of order' sign, or physically removed. This applies to large machines, and smaller items such as cable handle attachments or carabiners. Equipment such as Yoga balls, Pilates balls, or Swiss balls, should be appropriately inflated. Be sure to keep maintenance records of these checks.

DRINKING WATER SUPPLY

A suitable drinking water supply should be provided in fitness rooms. Any drinking containers provided for customer use should be shatterproof. Consider means of disposing cups / paper towels, that there are enough waste disposal bins in use and, where possible, recycling bins for recyclable materials.



BALCONIES & GENERAL SAFETY

The following points are a few examples of general safety concerns that should be reviewed.



series of temporary measures until such a time as more comprehensive works can be implemented.

BALCONY BALUSTRADES

Balcony balustrades should have a minimum height of 100cm to reduce the risk of a fall from height. Large gaps pose a risk of falling through the balustrade, therefore there should be no gaps which are larger than 10cm. If there is a step up that is less than 60cm high, it should not reduce the overall effective height of the balcony to less than 80cm, because the risk of a fall is increased. Where the balcony has any decorative features on the balustrade e.g. ladder-effect or horizontal railings, this increases the likelihood of a child using them as a climbing allurements and therefore increases the risk of a fall.

Where the balconies do not achieve the minimum height, have large gaps or climbing allurements, the balconies should be modified to reduce the risk. There may be temporary works that can be carried out to reduce the risk of an injury until such a time as more comprehensive remedial works can be implemented. In addition to the above, there should be regular general maintenance checks of the balconies for any visible corrosion or structural damage.

FIRST AID PROVISION

All first aid kits should be regularly checked, to ensure all items are within date and replenished as required. First aid kits may be found in bars, restaurants, around pools, in offices and children's clubs as well as many other areas. Where the property does not have a lifeguard on duty, there should be a first aid kit available for use in the event of a minor injury. Any more significant injury should be referred to medical professionals for treatment.

Properties may also have other facilities available such as medical rooms, defibrillators, qualified medical staff or first aiders as well as many other provisions. All equipment and qualifications must be maintained as required.

GLASS: FULL LENGTH GLASS PANELS AND SHOWER SCREENS

There should be identifying markings positioned on full length glass panels at 150cm and 80cm above the floor. These should also be placed on panels which may be hidden from view by curtains or other objects making it more difficult for a customer to see the glazed panel. It is strongly recommended that safety glass be installed to balcony access doors and other full length glass panels so that should an incident occur, the risk of a serious injury is reduced as the glass will shatter into small pieces. Where safety glass is not installed, the panel can be covered with a special safety film to reduce the risk of large glass shards causing injury if the glass breaks.

EXTERNAL PATHS AND STAIRWAYS

You should ensure that external paths, steps, and stairways are free from anything that may cause someone to slip or trip. You should also ensure that these areas are maintained as required to prevent deterioration and reduce the risk of slip or trip hazards. Ensure handrails to stairways and paths are securely fixed in place. Anti-slip strips can be used on the leading edge of a step to reduce the risk of a customer slipping on the staircase. Another effective means of highlighting a staircase, or other change in level, is present is by marking the leading edge of a step in a contrasting colour.

EXTERNAL LIGHTING

Ensure that all external lighting and emergency external lighting is operational and suitable for use. Where night-time lighting is provided for pathways, ensure that these also work effectively. It is recommended that in areas that customers may need to pass through in the event of an evacuation and/or to an assembly point, extra care is given to ensure these areas are well lit and that emergency lighting is available along external emergency routes.



TEMPORARY SAFETY MEASURES

Ensure that all safety measures are effectively managed. Any barriers around temporary work or work in progress that was suspended when the facility was closed, or presently ongoing, should be checked to confirm that they remain effective and are secured safely in place. Where remedial works are required, you could put in place a

LEGIONELLA MANAGEMENT

- Many hotels have periods in the year when room occupancy is lower or when the hotel is closed. Quiet periods are an ideal opportunity to carry out annual maintenance to the water system such as system disinfection or water tank and boiler refurbishment.
- The guidance contained within the European Centre for Disease Prevention and Control's (ECDC) "Leaflet for managers of tourist accommodation on how to reduce the risk of Legionnaires' disease" provides details of actions to be taken to effectively manage the risk presented by Legionella bacteria. This is produced in various languages and can be found at the following link: <https://www.ecdc.europa.eu/en/publications-data/leaflet-managers-tourist-accommodation-how-reduce-risk-legionnaires-disease>



Hotels should use industry best practice and advice to develop their own water safety management system which should include the following measures and steps:

THE RESPONSIBLE PERSON

Hotels should appoint a responsible person to manage the risks associated with Legionella bacteria and the provision of safe, potable water. The role involves, but is not limited to, the following duties:

- Being familiar with and adhering to relevant legislation, local standards and best practice
- Being familiar with all the components of the water system and ensuring the implementation of a comprehensive system of maintenance and monitoring of the system
- Risk assessments will determine the frequency of required maintenance actions, and these should be diarised to prevent omission

It is essential that the person fulfilling the role of responsible person is suitably trained to fulfil their duties.

WATER TANK CLEANING & DISINFECTION

The Hot and Cold-water storage tanks should be inspected, cleaned, and disinfected at least annually with a suitable concentration of disinfectant (e.g. 50ppm free chlorine for 1 hour, or its equivalent).

FLUSHING AND DISINFECTION OF THE WATER DISTRIBUTION SYSTEM

The water distribution pipework should be flushed and disinfected with a suitable concentration of disinfectant, at least annually (e.g. 50ppm free chlorine for 1 hour, or its equivalent).

The risk assessment should identify the period of time that outlets should be run before their first use in normal operation if the hotel has a seasonal operation.

DESCALING AND DISINFECTION OF SHOWER HEADS

All shower heads should be removed, descaled, and disinfected on a regular basis – usually at least every three months.

- The risk assessment should identify the concentration of disinfectant necessary (e.g. 50ppm free chlorine for 1 hour, or its equivalent)

AIR CONDITIONING

Regular and pre-season maintenance schedules should be in place. All elements of the air conditioning system including condensate trays, filters and screens etc. should be cleaned and disinfected. All other planned preventative maintenance for the correct operation of the air conditioning system should be implemented, with a suitable concentration of disinfectant (e.g. 50ppm free chlorine for 1 hour, or its equivalent).

ANALYSIS OF WATER SAMPLES TO CONFIRM SUITABILITY FOR USE

Analysis of water samples should be regularly undertaken to confirm the safety of the water system. Generally, samples are taken for legionella analysis every three months, and for general bacteriological analysis every month.

CHECKING BOILERS AND WATER HEATERS

Regular checks should be in place to ensure that all water heating boilers and hot water cylinders operate correctly and achieve a suitable water temperature to be distributed throughout the system. Hot water should be stored at above 60°C and distributed at above 50°C throughout the water system.

CHECKING WATER TEMPERATURES AND DISINFECTANT LEVELS

Regular checks of distributed water temperatures should be made and recorded to ensure that:

- Hot water distribution temperatures achieve above 50°C at all outlets
- Cold water distribution temperatures achieve <25°C at all outlets
- Water disinfectant levels should be maintained at around 0.2 - 0.5 ppm at all areas of the water distribution system



CHILDREN'S FACILITY SAFETY

CHILDREN'S FACILITIES & EQUIPMENT

If your property has an organised Children's Club, where parents drop off their child, you should ensure that you gather the necessary information and details about the child and adult, in case you need to contact the adult for any reason. Information should be provided about the necessary hygiene and safety procedures in place in any children's facility, including any health notices regarding increased illness or infection.

Equipment such as baby cots or cribs, highchairs, or bunk beds etc, should be subject to regular checks and repairs where necessary. They should also be placed in such a way that allows free movement, reducing the risk of a child colliding with any edges.

INTERNAL & EXTERNAL PLAY AREAS

- Ensure all areas are regularly cleaned including the walls and floors, tables and chairs, doors and handles, cupboards, play equipment, toys, and any other items
- Internal and external play surfaces should also be impact absorbing, e.g. loosened sand, rubberised matting etc.
- Checks should be made of all structures which may have deteriorated due to damage, or wear and tear. Any necessary repairs should be carried out. Any debris or loose materials should be removed

STAFF TRAINING

All staff training with regards to children's club procedures should be reviewed, and staff retrained as required. You should ensure that a suitable level of training is provided for staff, ensuring the appropriate management of the children's club. As a minimum, this should include training on:

- Drop off and pick up procedures
- Emergency procedures, including first aid provision and incident reporting
- Security
- Missing child / parent procedures
- Risk assessments and safety instructions of structured activities
- Allergen awareness for food, face paints, etc.
- Equipment storage and maintenance
- Supervision of activities for all children, including clear guidelines detailing staff: child ratios and relevant safety procedures
- Building and facility safety inspections to ensure all control measures are in place

SAFEGUARDING

Safeguarding policies and procedures ensure children, and vulnerable adults, are protected from individuals who may pose a risk, and kept safe regardless of age, gender, religion, or ethnicity. Policies and procedures should be easy to read, and the contents easy to understand. If your hotel has children's facilities/children's clubs, you have a responsibility to ensure these are in place, and that the relevant staff are trained upon commencing their employment, and are re-trained at regular intervals.

Relevant staff whom these policies and procedures may apply to, include:

- Direct staff members of the children's facility/ children's club
- Indirect staff members, such as cleaners, food & beverage staff
- Hotel management

REPLENISH ALL CONSUMABLES

All consumables such as soap, paper towel, toilet roll etc should be replaced in the children's club and toilets.



SECURITY & TECHNOLOGY



CCTV SYSTEMS

CCTV systems can be greatly beneficial in the monitoring of customer safety and security. You should ensure that CCTV cameras, monitoring customer movements, are placed only in publicly accessible areas and not in areas which may invade customer privacy. Ensure that it is recording correctly, and has a means to provide footage to third parties should there be an incident. Emergency services, such as the police, may also request this footage upon report of a crime.

COMMUNICATION SYSTEMS TESTING

All communication systems should be tested to ensure they operate correctly, and all batteries for mobile communications should be recharged.

CYBER SECURITY

Ensure your internet and email security systems are regularly updated and ensure that staff are informed of the increased risk of Cyberattack. Threats to cyber security are commonly delivered via email, and the recipient unknowingly clicking on unsecure links. Take particular care when using an external source of data, i.e. USB drives or SD cards.

STAFF AWARENESS AND TRAINING

Staff are your greatest protective security asset, how they behave can be a deterrent to potential threats. Train your team to enable them to quickly identify and report suspicious activity and unattended items. Vigilance is vital, any suspicious events or behaviour must be reported accordingly to local law enforcement agencies.

COMPUTER SYSTEMS TESTING

All computer systems should be tested to ensure they operate correctly; any software updates and internet security software should be updated to the most current version.

PHYSICAL SECURITY

A comprehensive review of your security risks is strongly recommended on a periodic basis. Where new protective security measures are identified, they should be assessed and implemented to complement existing security measures.

DOCUMENT ALL ACTIONS

Any checks, monitoring and remedial works should be documented, signed and dated.



ILLNESS/INCIDENT MANAGEMENT

Reports of illnesses and incidents, from customers, give important information to a hotel about the effectiveness of their safety management system. Where this information is collated, reviewed and acted upon to control the identified risk, this can quickly improve standards of safety.



INCIDENT RECORDING AND INVESTIGATION

Where reports of customer incidents are made, these should be recorded and reported to the appropriate person within the hotel. Where relevant, an investigation should be carried out, with a view to preventing a recurrence of that type of incident.

Where the incident investigation finds that remedial works are required to prevent a recurrence of the incident, these remedial works should be implemented at the earliest opportunity. It may be that temporary safety measures can also be implemented before the remedial works are completed.

When recording incidents over a period of time, it is likely that incident trends will be identified. This information can be used to prioritise management attention to incident reduction.

Many hotels and tour operators find that the most frequent type of reported accident are slips, trips or falls. If this is the case in your hotel, you should think about how you can reduce the risk of this type of accident for example, by training staff to deal with liquid spills more effectively to reduce the number of incidents. Alternatively, if you have a number of incidents where people fall down a staircase – would the provision of additional handrails, or anti-slip strips on the steps reduce the number of accidents?

There is no single answer to reduce the risk of incidents

occurring – so management should investigate incidents to understand how they happen and implement appropriate incident prevention measures.

You should also ensure that a **Jet2holidays** colleague is informed of any customer incident and any actions that have been taken by the Hotel, following the event

ILLNESS MANAGEMENT

It is critically important that any illness reported to a hotel is recorded and internally reported, so that appropriate steps can be implemented to control any potential spread of the illness.

There are a number of practices that should be in place at all hotels to manage the risk, and spread, of illness amongst customers. This includes, but may not be limited to:

RECEPTION STAFF

Reception desk staff should record any notifications of illnesses and report to the appropriate person within the hotel. Reports may come from the Housekeeping team, Kitchen or Restaurant teams, as well as the customers themselves.

Jet2holidays colleagues should be informed about any customer reporting illness to the hotel.

ILLNESS/INCIDENT MANAGEMENT

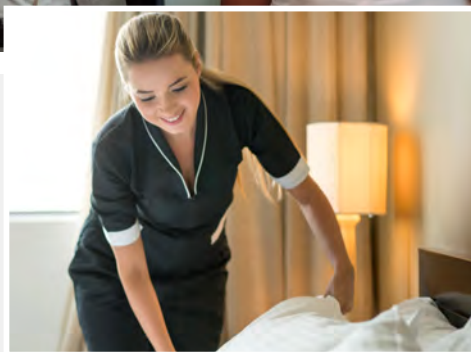


STAFF TRAINING

All staff should receive initial and ongoing training, as required. Training should include details of illness and hygiene / safety procedures with regard to Gastric Illness and other relevant illnesses.

Housekeeping staff may be the first to find out about a customer's illness. It is very important that the housekeeping staff share the information with the reception team about the customer's illness, so this can be logged and tracked.

Kitchen staff may be requested to provide specific food items to customers who are ill, and this should prompt them to inform the Reception team of the potential illness.



All of the reports from different hotel teams assist in understanding the level of illness in more detail. There should be a comprehensive procedure in place, to be followed in the event of an increase in illness.



HYGIENE MEASURES

Where enhanced hygiene measures are implemented, you should ensure that all necessary supplies are available for use (e.g. hand sanitiser).

Any local requirements with regard to the control of illness should be implemented. Where reports of illness to Local Health Authorities are required, these must be made promptly.

HYGIENE INFORMATION FOR CUSTOMERS

Where additional measures have been implemented to reduce the spread of illness, information should be made available to customers to encourage them to implement these standards. For example, a sign requesting that customers use hand disinfectant gels before entering the restaurant.

PREVENTION OF SPREAD OF INFECTION (POSI) PROCEDURES

Where it has been confirmed that there is an increase in illness notifications, we strongly recommend that additional hygiene controls are implemented to reduce, and prevent, the further spread of infection.

NOTIFICATION TO *JET2HOLIDAYS*

If the hotel management identify a general increase in illness across guests from any tour operator, or directly booked with the hotel, then the hotel management should inform *Jet2holidays* of the increase, through their usual contacts. This will usually be a Customer Helper or a member of the resort team.



PROVIDING CUSTOMER INFORMATION



Customer safety is at the heart of the experience which our property managers offer. It is vital that not only do our hotel partners have safe working procedures, facilities and safety conscious staff, but also that our customers are made aware of how to enjoy a safe and happy holiday.

The following key areas require suitable and sufficient safety information. Please find enclosed, examples of signage which might be appropriate to your hotel experience:



Where any advice is needed in relation to any standards, or any remedial works to be completed, you may contact the Risk & Safety Department of **Jet2holidays** at riskandsafety@jet2holidays.com. They will direct your query to the relevant person in the department.

SLIPS, TRIPS AND FALLS

Signs should indicate slip hazards, in areas where a risk exists. This includes temporary signs which may be needed during cleaning and maintenance or when clearing liquid spills.



HAZARDOUS AREAS

In areas where there are known hazards or where customers are not permitted, signs such as those shown below should be present.

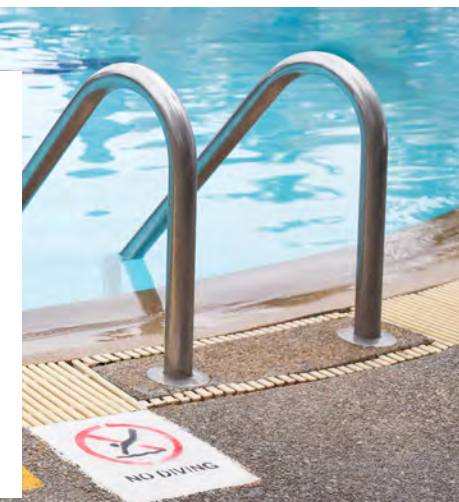


FIRE SAFETY AND EVACUATION

Directional fire safety signs should be installed in accordance with local standards and legislation. Its intention is to guide customers to a place of safety in the event of an emergency. There should also be a sign, in customer rooms, which provides instructions about what to do in case of fire. This will usually include a plan showing the route to follow to a place of safety.

SWIMMING POOL AND SPA SAFETY

Swimming pool safety signs should include instructions not to dive, information relating to the closure of the pool, lifeguards and depth markings.





LEGAL

Complaints and legal claims cannot be completely eradicated, but by following the above guidance and ensuring the highest standards of hygiene and safety we can significantly improve our chances of defending any complaints or claims received.

Document completion and retention is an important part of safety management. All documentation relating to the topics discussed in this guide should be retained for as long as possible, ideally for a period of at least 3 years. This ensures that, in the event of a legal claim or complaint from a Hotel guest, these documents can be produced as a way of demonstrating there are good measures in place to prevent incidents, and to maintain high levels of health, hygiene and safety throughout your hotel.

In the event of an injury or illness being reported by a hotel guest, there should be appropriate reporting procedures in place to allow for the recording of:

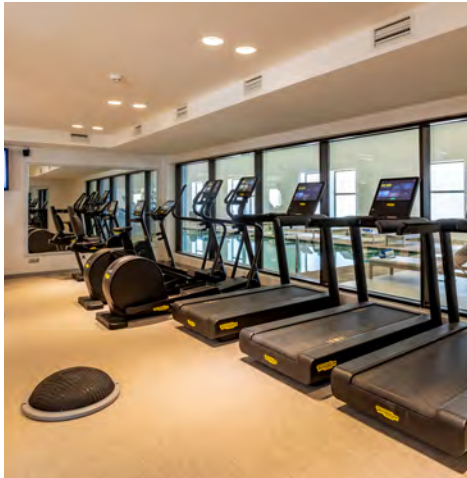
- The date, location and circumstances surrounding any injury or illness
- Any details or information that can be given by any hotel staff who may have witnessed the incident or reporting of an illness, at that time
- Any statement made by customers who may have witnessed the incident

If you become aware of an injury or illness, which has not been reported to you by the guest affected, you should still endeavour to record the surrounding circumstances as far as you're able to in case a future complaint or claim is received. Despite there being no report from the affected guest it does not prevent them raising a complaint or claim with us after their return home.

Again, any complaint records or logs should be retained for as long as possible, ideally for a period of at least 3 years so these can be referred to for information as required in the event of a complaint or claim.

In the UK, a formal claim can be issued in a Court anytime up to 3 years after an adult suffers personal injury, and for children the 3 year period does not begin to run until they turn 18, and so this is why we recommend a 3 year retention period for documents. It is also why prompt reporting procedures are so important, so that if there is any delay in a customer bringing a formal claim, we can be confident that investigations were conducted at the time of the incident when the circumstances surrounding the incident are fresh in everyone's minds & reports accurately reflect the recollection of events at the time.

Where a claim is made, by a customer, **Jet2holidays'** legal department would be in touch to request that copies of relevant documentation is forwarded to us.



LEGAL INFORMATION

This booklet is only intended to alert the reader to recent issues, provide general information regarding the topics discussed and to act as a preliminary, but not comprehensive guide. It should not therefore be relied upon in place of specific advice. This booklet is not a substitute for the terms and conditions that we have entered into with you. Please note that your obligation to us is to comply with the terms and conditions we have agreed when supplying us with accommodation.

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