



OUR COMMITMENT

The Brightspark team is committed to the safety and security of all passengers on our tours. We believe educational travel is an important part of the student learning experience and will positively impact a child for the rest of their life. While we recognize that travelling comes with an inherent risk, our entire team is committed to ensure all who participate on a Brightspark tour are safe throughout the trip.

In 40+ years of operational experience, travelling with 33,000+ students per year, we have had no major incidents. Situations do arise on the road, but our 24/7 emergency response team is available to assist with any unforeseen circumstances in a timely manner.

Our Health and Safety Policies and Procedures are maintained through our three step process: Risk Mitigation, Advanced Safety Training and Crisis Management.

OUR 3-STEP PROCESS

RISK MITIGATION

Our Brightspark Health and Safety Manual (available at the Board level) represents the foundation of our commitment to client safety with policies and procedures outlined for each component of our tours.

Our **Service Level Agreements** with suppliers are reviewed and agreed upon yearly to ensure they comply with our safety standards.

Annual site inspections of all major hotels, transportation and attractions are completed by Brightspark staff to verify the required levels are being met.

ADVANCED SAFETY TRAINING

Health and safety standards are reviewed annually by senior management team.

Every Brightspark employee participates in **annual crisis management** training including scenario-based decision making.

Our Tour Leaders are trained to deal with everything from a minor incident to a major accident.

CRISIS MANAGEMENT

Our **emergency response number** is monitored 24 hours by a trained staff. Our response team, with designated roles, are trained to deal with any type of emergency.

Emergency contact information (hospitals, police) are provided to our Tour Leaders on every tour, in any destination.

Our team will also assist parents initiate an insurance claim in the event of an injury.

Brightspark works diligently to provide peace-of-mind travel for students, parents, and teachers, allowing everyone to fully enjoy an inspiring travel experience.