

## Safety Checklist

Around 3 million tourists visit Sabah every year to experience incredible scenery, diverse ecology and amazing tropical reefs and beaches, and almost all return with memories they will cherish for ever.

Generally, the more planning you do, the more likely you are to have a successful holiday, so it's well worth your while to put in a little effort upfront to ensure your stay is safe and enjoyable.

Of course, the best way to avoid disappointment and, more importantly, personal injury, is to book through a reputable supplier with high safety and quality standards. At BorneoDream, for instance, we insist our suppliers meet the demanding standards listed below and we visit every supplier periodically to ensure conformance.

We have published our checklist to help travelers who wish to make their own arrangements, along with the following advice:

- Never do business on the street. Always use formal channels (phone, internet, office)
- Allow plenty of time to evaluate potential suppliers. Don't turn up on the day you are planning to undertake a trip and then feel pressured into compromising your standards in order to meet your own deadline
- Don't be afraid to ask questions. Responsible operators should welcome enquiries and respond thoroughly and knowledgeably
- Ask to see appropriate licenses, records and testimonials from satisfied customers. Professional businesses usually display important documentation and will be delighted to show you good customer feedback. If not, the chances are that they don't have any
- Use your judgement. The premises, materials and attitudes of staff you speak to all tell you something about the quality of the operation. Keep your eyes and ears open.

And remember, you usually get what you pay for.

If you have any concerns or queries, please feel free to contact us, regardless of whether or not you plan to book through us.

Most importantly, have a safe and enjoyable visit.

*The BorneoDream Dream Team*

## General Considerations Appropriate to All Suppliers

This table lists considerations that are applicable to all suppliers, regardless of industry.

The main considerations for visitors centre on establishing that the company is robust, reputable, professional and prepared for most foreseeable eventualities.

Item	Evidence
Licenses Appropriate licensing from State and Federal authorities	License(s)
Track Record Established organization with good safety & quality track record	Testimonials
People Appropriately qualified staff	Certificates
Resources Modern facilities Website, fax and telephone capability	Website; site visit Marketing materials
Professionalism Well-presented and complete promotional materials Extensive range of options Clear 'no surprise' pricing Multiple language capability Service orientation Straightforward booking process Fast, polite and knowledgeable response to queries Clear and detailed customer schedules and information Customer feedback programme Environmental sensitivity	Marketing materials Marketing materials Marketing materials Phone test Phone test Phone test Phone test Phone test Phone test Phone test
Insurances Adequate professional liability cover Adequate accident cover	Certificates Certificates

Notes:

## Accommodation Suppliers

It's difficult to enjoy a holiday if the accommodation is dirty, uncomfortable or unsafe.

Use this checklist to ensure that the reality is the same as the brochure.

Item	Evidence
Licenses	
Trading license	License
Homestay license (if offering homestay)	License
Fire certificate	Certificate
Specific Policies	
Regular evacuation test drills	Records
People	
Friendly and helpful staff	Site visit
Sensitive to guest need for privacy and good service	Site visit
Security	
Lockable rooms	Site visit
24-hour supervised entry & exit	Site visit
Safe or locker facility	Site visit
Fire alarm and extinguishers/hoses	Site visit
Emergency exits	Site visit
Facilities	
Consistent with rating	Site visit
Consistent with promotional materials	Site visit; materials
Adequate, well-maintained furniture, fixtures & fittings	Site visit
Adequate, well-maintained bathing/showering facilities	Site visit
Cleanliness	
Room cleaned daily to a good standard	Site visit
Bedding and towels changed daily	Site visit
Contingency	
Evacuation plan in every room	Site visit

Notes:

## Car Rental Suppliers

Renting a car is easy.

Use this checklist to ensure you rent one that will keep you moving safely.

Item	Evidence
Licenses	
Trading license	License
Car registration documents	Documents
Specific Policies	
Regular mechanical inspections and servicing	Records
Pre-rental vehicle inspection	Records
People	
Friendly and helpful staff	Site visit
Vehicles	
Choice of models	Marketing material
New stock (<5 years old)	Site visit
Good bodywork , windscreens and tyres	Site visit
Clean, well-maintained interiors	Site visit
Seat belts	Site visit
Child seats	Site visit
Visors and window blinds	Site visit
Accident Insurance	
Full accident insurance cover	Documentation
Clear statement of excess terms	Documentation
Contingency	
SOS breakdown facility	Documentation
24-hour rental company contact facility	Documentation

Notes:

## Overland Trip Suppliers

Organised tours can help you experience the best of Sabah in relaxed comfort.

Use this checklist to ensure your travel is hassle-free

Item	Evidence
Licenses	
Trading license	License
Tour operator license	License
Specific Policies	
Pre-trip vehicle inspection	Records
People	
Licensed tour guides with current status	License(s)
Clearly articulated conduct policy for staff	Site visit
All drivers have appropriate and clean driving licenses	License(s)
Vehicles	
Modern, clean and comfortable vehicles	Site visit
Regular mechanical inspections and servicing	Records
Good bodywork and windscreens	Site visit
Adequate tyre tread	Site visit
Air conditioning	Site visit
Seatbelts on each seat	Site visit
Contingency	
SOS breakdown facility	Contract
All drivers with cellphones	Site visit
First aid kit on board	Site visit
Fire extinguisher on board	Site visit
Emergency door	Site visit

Notes:

## Boat Trip Suppliers

Boat travel adds to the adventure, but has special safety considerations.

Use this checklist to ensure you don't run aground.

Item	Evidence
Licenses	
Boat license	License
Landing license(s)	License(s)
Specific Policies	
Pre-trip boat inspection	Records
Traveler count and supervision of all activities	Site visit
Compulsory wearing of lifejackets	Site visit
People	
Qualified skipper and crew	Certificates
Boats	
Regular mechanical and seaworthiness inspections	Records
Good hull and superstructure	Site visit
Seating for all passengers	Site visit
GPS, compass and depth measure	Site visit
Bad weather protection	Site visit
Toilet	Site visit
Contingency	
Life jackets for all passengers	Site visit
Twin engines	Site visit
Extra fuel safely stored	Site visit
Radio and cellphone on board	Site visit
Emergency plan for each route	Emergency plan(s)
Boat hook	Site visit
First aid kit on board	Site visit
Fire extinguisher on board	Site visit
Flares on board	Site visit

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## Snorkeling & Diving Suppliers

No trip to Sabah would be complete without a snorkeling or diving experience among its world-class reefs.

Both activities are fun and safe if proper procedures are followed.

Use this checklist to ensure you stay safe in the water.

Item	Evidence
Licenses	
Dive operator license	License
Professional diving organization affiliation (PADI, SSI, NAUI)	Certificate
Specific Policies	
Rigorous application of diving organization standards and best practice	Records
Daily inspection of BCDs, first stages, regulators and gauges	Records
Thorough pre-dive briefings and post-dive debriefs	Site visit
People	
All staff professionally qualified and in 'teaching' status	Certificates/cards
All staff have Emergency First Response (EFR) certification	Certificates/cards
All staff have Divers Alert Network (DAN) cover	Policy
All staff have individual professional liability insurance	Policy
Equipment servicing staff are manufacturer-trained	Records
Gas blenders have DSAT certification	Certificates/cards
Boats	
Observance of boat standards above	As above
Oxygen kit on board	Site visit
Diving spares kit on board	Site visit
Customer towels and raincoats	Site visit
Water and warm drinks	Site visit
Base Station	
Modern, clean and comfortable	Site visit
Close proximity to training and house dive sites	Site visit
Beach rest area	Site visit
Air conditioned rest room	Site visit
Fully-equipped workshop and compressor room	Site visit
Classroom with DVD, PC, internet and adequate stock of training materials	Site visit
Gear washing and drying facility	Site visit
Hot customer showers	Site visit
Availability of food and refreshments	Site visit
Extensive First Aid facilities	Site visit
Compressors	
Fast, three-phase international standard compressor	Site visit
Back-up	Site visit
Regular servicing and air quality testing	Site visit
Silenced output	Site visit
SCUBA Tanks	
Supply of 6, 12 and 15 litre tanks	Records
Visual inspection of tanks every year	Site visit
Hydrostatic testing of tanks every three years	Site visit
Other Personal Diving Equipment	
Availability of good quality sets in a range of sizes	Records

Knife, SMB and compass for every diver	
Specialist equipment rental (cameras, dive computers, etc)	
Retail operation	Site visit
Dive Sites	Site visit
Marine charts of all areas covered	Site visit
Factsheet for each dive site including map and description	Site visit
Contingency	Site visit
Boat contingencies as above	Factsheets
Emergency plans for all dive sites	
Oxygen facilities on boats and at base	As above
EFR-trained staff	Emergency plans
Fast access to first-line medical assistance	Site visit
Divers Alert Network (DAN) access	Certificates/cards
	Site visit
	Site visit