



**EDUCATIONAL
TOURS**

Educational Tour Safety & Security

- A partner you can count on
- Preparing for the tour experience
- Your safety team here and abroad
- Responding to on-tour incidents
- Protection for districts and travelers

Contact us:
800-637-8222

A partner you can count on:

For over 50 years, EF has been working toward one global mission: Opening the World Through Education. Together with educators like you, we help more than a million students experience our programs every year and transform their perspectives on the world.

Throughout our entire history, the safety of our travelers has been our biggest priority. We train our staff to help with any kind of situation—from lost passports to airline strikes to natural disasters. What's more, with more than 43,000 EF staff and faculty around the globe, we have a presence in nearly every destination we travel to and can be there to support you on the ground wherever and whenever you need us.

Preparing for the tour experience:

EF Safety First program

The EF Safety First program was created to provide the safest possible tour experience for our customers and takes operational preventative measures to help ensure the safety and welfare of our travelers on all our tours. The Safety First program is aligned with ISO 31000: Risk Management Guidelines, which allows for proactive and continuous management of risk.

Some of the many aspects of the program include:

- Providing training and safety information about the tours, itineraries and destinations to staff, customers, and Tour Directors to prepare all parties for their tours and common situations that may arise
- Monitoring and reacting to news and warnings in real-time using public world news alerts, local knowledge, industry updates, credible third party alert services, and US Department of State Travel Advisory Levels to make timely decisions on behalf of our customers. It is EF's policy that we will not travel to locations designated as a Travel Advisory Level 3 or Level 4 by the US Department of State
- Creating and using supplier screening criteria (e.g., for hotels and buses), which are relevant for our customers and are often more detailed than local safety standards
- Maintaining supplier contracts that contain specific safety clauses to reflect our standards
- Completing supplier safety checks, spot checks, and risk assessments to confirm that our criteria are being met
- Routinely vetting destinations, itineraries, and activities for a number of safety factors
- Consulting with World Aware, Overseas Security Advisory Council, and other risk specialists, lawyers, and insurers to make safety-related decisions

Hotels

For travelers' protection and comfort, our team regularly inspects hotels to determine whether they comply with EF's standards for cleanliness, quality, and, most importantly, safety. When identifying hotels to work with, our team evaluates whether the properties meet local standards, including means of fire detection and alert as well as available emergency exits. EF also works with industry expert Argent Health and Safety as we regularly review and evaluate our hotel standards and selection process. Additionally, Tour Directors conduct nightly checks at all hotels to evaluate compliance with key safety requirements.

Transportation

EF works with major U.S. and international air carriers to transport groups to and from their destination. Once on tour, our groups travel, with limited exceptions, by public transportation or EF-arranged coach buses. EF's Operations team vets coach bus suppliers for compliance with local safety standards. In some cases, stricter

safety and quality standards are specifically required by EF. Considerations within our transportation contracts include inspection history of vehicles, driver qualifications and licensing, insurance coverage held by the company, etc. Additionally, we vet other transportation suppliers such as cruises, ferries, and trains. We not only take into account the safety records of the suppliers but also assess the specific routings we use to ensure our safety standards are met. In the event we do not feel comfortable with a routing we will evaluate whether to amend our tour itineraries accordingly.

Activities

A large part of time on tour is spent taking part in educational and experiential activities, from museum visits to zip lining to taking part in a cooking class. Each activity and supplier is selected to meet our standards for educational focus, and just as importantly, for their ability to provide a safe experience.

Crowd safety

Many of the destinations on our tours are popular with tourists or locals, and as such may tend to be crowded. Tour Directors are trained to communicate relevant guidelines to travelers before navigating busy sites and/or taking part in activities where large crowds may be present. These guidelines may include identifying assembly points, alerting travelers to multiple exits from crowded places, reminding travelers to keep snacks and extra clothing layers with them in case they are out longer than expected, and ensuring everyone has the Tour Director's contact information. We also evaluate specific events where large groups are likely to be assembled to determine whether they are appropriate for our travelers to take part in.

Tour Directors

Tour Directors meet travelers at the airport of their arrival destination, and travel with groups until they depart for home. Tour Directors undergo background checks (as is consistent with local laws) every two years and are required to participate in ongoing EF safety trainings. Specifically, they are trained to:

- Communicate relevant safety information to travelers, including advising on how to stay safe during free time
- Share their contact details with travelers so they can be reached to assist with any on-tour emergencies
- Identify, resolve, and when necessary, escalate on-tour safety concerns
- Carry out nightly hotel checks as well as spot checks with suppliers and activities
- Assist with emergencies that may arise and coordinate with EF's Safety & Incident Response Team abroad and Emergency Service & Support Team in the U.S.

Your safety team here and abroad:

Worldwide presence

EF is the largest international student travel organization, with 500 schools and offices in more than 50 countries worldwide, including regional offices dedicated to on-tour support. Our 43,000 staff and faculty members around the world provide a local presence and are able to react quickly and in person where necessary. The staff in each office and school are trained to respond to a wide range of emergency situations.

Operations Safety & Incident Response Team

EF's Operations Safety & Incident Response Team, located in operational hubs around the world, supports our travelers and Tour Directors 24/7. This team uses a combination of extensive training, simulations, incident response planning, and previous experience to manage emergencies. As needed, the team can facilitate

additional support for groups on tour, solve operational issues, arrange assistance from outside specialists, and liaise with local and international authorities. The team works in close partnership with our Emergency Service & Support Team in the U.S. and the Tour Directors to quickly and effectively address on-tour emergencies. The team is also responsible for proactively confirming the safety of our groups in the event of a major world event or natural disaster.

Emergency Service & Support Team

EF's dedicated Emergency Service and Support Team is available 24/7 to help resolve any issue, from a missed flight to a lost passport to more serious on-tour incidents. They also facilitate communication between travelers and families in the event of an emergency at home. The Emergency Service & Support Team is made up of highly trained, dedicated EF staff based in our Boston and Denver offices who are equipped to solve problems and answer questions that may come up, even outside of regular business hours. This team also maintains direct communication with our Operations Safety & Incident Response Team to jointly solve issues as needed.

Responding to on-tour incidents:

Our experience handling travel incidents

Throughout our 50 years of experience, we have learned from many common and unexpected events around the world and have trained our staff on how to handle them should similar situations affect our travelers. Tour Directors also have training and experience dealing with common events such as flight delays, lost passports, or even pickpockets, and are able to escalate events for full support from our Operations Safety & Incident Response Team as needed.

Communication at home and abroad

EF maintains consistent and open communication with the Tour Directors, so we can reach any member of the group in numerous ways, as needed. Additionally, our Emergency Service & Support Team is made up of dedicated EF staff who are available 24 hours a day, 7 days a week, 365 days a year to help groups on the road or parents calling in. All travelers are given a wristband with EF's emergency phone number printed on it, as well as a card listing emergency phone numbers (such as local 911 equivalents) and spaces to write the Tour Director's and Group Leader's phone numbers. EF also maintains a contact list for all groups, which can be utilized to communicate important information to each traveler's emergency contact as necessary.

Medical incidents

In cases of injury or illness to any of our travelers, the Tour Director will connect the affected traveler and a designated adult with local medical professionals, which may include arranging immediate emergency medical care. The Group Leader will contact the traveler's parent to ensure they are aware of the situation and to facilitate continued updates. In the case of hospitalization, the Group Leader or a designated adult will accompany any minor at all times. The Tour Director or other local EF staff will also provide additional support as the situation requires. Should a traveler need to be hospitalized for more than 24 hours, EF will make travel arrangements and cover the cost of a parent/guardian's flight to be with the traveler, if they wish.

Travelers' safety during world events

(e.g., natural disasters, terrorist incidents, political demonstrations, general unrest)

Our Operations Safety & Incident Response Team regularly monitors for incidents that might affect our groups. In such an instance, our first step is to identify any groups in the affected area and initiate communication to confirm their location and safety. From that point forward the Operations Safety & Incident Response Team provides ongoing support and direction to the Tour Director and local EF staff. They will also coordinate with local law enforcement if necessary to remove groups from situations where they may be at risk.

Our teams in the U.S. and internationally work in close partnership to make arrangements to further support travelers as needed. This could include various actions such as changing hotels, rerouting the remainder of the itinerary, rebooking return flights from a different gateway, or arranging alternate forms of transportation. During any incident, our U.S.-based Emergency Service & Support Team facilitates communication with parents, teachers, students, and others to keep them informed about ongoing developments and how we are working to ensure groups' safety.

Protection for districts and travelers:

Background Checks on Adult Travelers

EF requires that all adults successfully pass a criminal background check before traveling on our student tours. This requirement helps to provide a safer tour experience for all travelers and aligns with the process and expectations of many school districts for adults who volunteer in schools or chaperone school activities. EF works with a leading professional provider to conduct the background check through a secure process designed to identify only those specific individuals who could present a risk to student travelers while on tour.

General Liability Insurance policy

All EF Group Leaders, schools, and districts are automatically insured under our \$50 million General Liability Insurance policy, regardless of whether or not the tour is affiliated with the school. This policy safeguards Group Leaders, schools, and districts for covered claims related to on-tour incidents, including bodily injury or property damage. The policy also provides a legal defense and covers all associated legal fees. Upon request, a certificate of insurance (COI) can be provided that names the Group Leader, school, and/or district as additional insureds on the policy. EF's General Liability Insurance is provided by nationally recognized insurance companies with A.M. Best Ratings of A- or higher. In addition to our General Liability Insurance policy, every traveler is required to accept the conditions found in our Traveler Release & Agreement, including a clause that provides a general release of liability of the Group Leader, school, district, and school board (regardless of whether the trip is school sponsored).

Assumption of risk waivers

Upon request, EF can provide an example of a waiver for assumption of risk to Group Leaders, schools, or districts. This waiver is similar to the types of waivers used by many schools for participation in sports programs, and can be used as an additional document demonstrating that travelers are knowingly assuming all risks associated with the trip. EF can also provide a sample waiver for a non-school sponsored tour. However, regardless of whether travelers sign a waiver, the Group Leader, school, and district are still automatically covered by EF's general liability policy.

Global Travel Protection plan

Designed specifically with EF travelers in mind, all travelers have the option to purchase the Global Travel Protection plan. This plan helps individuals protect themselves against the impacts associated with certain unexpected situations such as flight delay, loss of job by a parent, or death or illness of a family member, and offers medical coverage on tour in case of sickness or an emergency. This plan is secondary to any other insurance policies a traveler may have and does not cover terrorism as a cancellation reason.

EF's Peace of Mind program

We understand that plans can change due to unforeseen circumstances. EF provides an exclusive Peace of Mind program to account for such situations. This program is automatically included for all travelers and can be enacted at the group level for any reason, including terrorism or other world events. This flexible plan ensures:

- Until 45 days prior to departure, teachers can work with EF to change their group's travel dates, modify their tour plans, find a new tour, or cancel their tour and all travelers will receive a transferable travel voucher
- Within 44 days or less prior to departure, teachers may still choose any of the above options if a location or locations that are included in the group's tour itinerary are designated as a Travel Advisory Level 3 or 4 by the US Department of State

Protecting travelers' investments

All customer payments are protected by a \$1 million consumer protection plan. In the unlikely event of EF bankruptcy, insolvency, or cessation of business, our participation in the United States Tour Operators Association (USTOA) \$1 Million Travelers Assistance Program ensures that travelers' investments receive protection.

EF is accredited by five prestigious educational associations:



EF is highly respected in the industry by the following organizations:

