



Health & Safety Policy

Miracle Oman Destination Management Company (Miracle Oman DMC)

Miracle Oman DMC is committed to ensuring a safe, healthy, and secure working environment for all employees, partners, and customers. The company complies with all applicable **health and safety regulations of the Sultanate of Oman** and promotes a proactive culture of safety across all operations.

We expect all employees, suppliers, and partners to maintain a responsible attitude towards protecting health, safety, and the environment during all company activities.

Our Commitments

Miracle Oman DMC commits to:

- Ensuring safe working practices within offices and during field operations
 - Preventing risks to employee and customer health and safety
 - Providing appropriate safety information and training to employees
 - Maintaining safe equipment, vehicles, and working environments
 - Ensuring proper warning signage and safety instructions when required
 - Consulting employees regarding health and safety matters
 - Continuously improving safety standards within the company
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1. Office Safety

Miracle Oman DMC maintains a safe and comfortable workplace by:

- Providing adequate first aid facilities
- Ensuring proper ventilation and air quality
- Maintaining comfortable working temperatures and lighting
- Keeping office areas, equipment, and facilities clean and well maintained
- Providing safe and suitable workstations
- Ensuring safe walkways, stairs, and common areas
- Providing clean drinking water and hygienic facilities
- Allowing employees appropriate rest breaks during working hours

Employees who travel for work must also follow safe travel practices, including:

- Wearing seat belts in vehicles
 - Following road safety rules
 - Using appropriate protective equipment when required
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2. Drug & Alcohol Policy

Miracle Oman DMC maintains a **zero-tolerance policy regarding the use of illicit drugs in the workplace** or while conducting company business.

Employees are not permitted to report to work under the influence of drugs or alcohol.

Violation of this policy may result in disciplinary action according to company procedures and applicable labour regulations.

Alcohol may occasionally be served during company events for staff above the legal drinking age; however, employees remain responsible for responsible consumption.

3. Risk & Hazard Management

The company ensures that employees are informed about potential hazards associated with their work.

Precautionary measures include:

- Safe handling, storage, and use of equipment and materials
 - Prevention of electrical and fire hazards
 - Awareness of potential risks during excursions and outdoor activities
 - Safety guidelines for employees conducting tours or field operations
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4. Customer Safety & Risk Assessment

Ensuring the safety of our customers is a fundamental priority.

Miracle Oman DMC conducts regular risk assessments for:

Hotels

- Food safety and hygiene procedures
- Equipment maintenance
- Health and safety compliance

Transportation

- Vehicle inspections and maintenance
- Driver licensing and training
- Compliance with transportation safety standards

Excursions and Activities

- Safety briefings for guests
 - Identification of potential risks in outdoor environments
 - Emergency response procedures
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5. Emergency Procedures

Miracle Oman DMC has established procedures to respond to emergencies including:

- Fire incidents
- Medical emergencies
- Natural disasters
- Security incidents
- Accidents during excursions

Emergency plans include:

- Evacuation procedures
- Communication protocols
- Emergency contact information
- Coordination with local emergency services

Employees receive instructions on how to respond appropriately in emergency situations.

6. Accident & Incident Reporting

All employees are required to report any accident, injury, or safety incident immediately.

Incident reports must include:

- Names of individuals involved
- Date and time of the incident
- Location of the incident
- Description of what occurred
- Details of injuries or damage
- Names of witnesses

This reporting system helps the company identify risks and continuously improve safety measures.

Policy Implementation

This Health & Safety Policy applies to all employees and activities conducted by Miracle Oman DMC. Management is responsible for ensuring that the policy is implemented and regularly reviewed.

The company is committed to maintaining the highest standards of safety for employees, partners, and customers.

Miracle Oman Destination Management Company (DMC)



Rajeev Perera

Head of Tours

