



BARAHI JUNGLE LODGE

Policy A25 — Quality Assurance, Crisis Management & Preparedness, and Health & Safety Policy

Policy Reference: A25

Applies To: All properties (Barahi Jungle Lodge)

Policy Owner: General Manager / Senior Management

Approved By: Senior Management

Effective Date: [5th Sept2026]

Review Frequency: Every 2 years, or sooner if legislation, licensing requirements, or operational risk changes

Next Review Due: [September 2028]

1. Purpose

This policy sets out how Barahi Jungle Lodge manages Quality Assurance, Crisis Management & Preparedness, and Health & Safety across all areas of the property. It confirms that documented procedures are in place, that these procedures meet applicable legislation and licensing requirements (as covered under Requirement B1), that they are formally approved by senior management, and that they are reviewed and updated at least once every two years to remain current and relevant.

2. Scope

This policy applies to all properties operated under Barahi Jungle Lodge, all departments, all employees (permanent, seasonal, and contracted), and all guests and visitors on site. It covers day-to-day quality standards, health and safety practices, and preparedness for emergencies and crises.

3. Legislative & Licensing Compliance

All procedures referenced in this policy are developed and maintained to meet the relevant national and local legislation, tourism licensing conditions, fire and building safety codes, food hygiene regulations, and labour and employee welfare requirements applicable to lodge operations in Nepal, as covered under Requirement B1. The Compliance/HR function is responsible for tracking changes in legislation and ensuring procedures are updated accordingly.

4. Quality Assurance

Barahi Jungle Lodge maintains documented standard operating procedures (SOPs) covering guest service, housekeeping, food and beverage, front office, and grounds/wildlife activities to ensure consistent, high-quality delivery across all departments.

- Departmental SOPs are documented, kept on file, and made available to relevant staff.
- Quality is monitored through guest feedback, internal inspections, and management walk-throughs.
- Non-conformances or service failures are logged and reviewed by department heads, with corrective actions tracked to completion.
- Staff performance and service quality are reinforced through the monthly training programme described in Section 6.

5. Crisis Management & Preparedness

Barahi Jungle Lodge maintains a Crisis Management Team responsible for preparing, coordinating, and leading the property's response to emergencies. The team receives refresher training on firefighting and first aid, and the Lodge runs regular fire drills and evacuation drills, including drills that involve and train guests, to ensure everyone on site knows how to respond.

5.1 Crisis Management Team

- A designated Crisis Management Team is in place, with clear roles and responsibilities during an emergency (e.g. team leader, fire warden, first aider, guest liaison, communications).
- The team receives refresher training on firefighting techniques and use of fire safety equipment.
- The team receives refresher training on first aid and emergency medical response.

5.2 Staff Training on Crisis Topics

All staff are trained on how to recognise and respond to a range of crisis scenarios relevant to the Lodge's location and operations, including:

- Natural disasters (earthquake, landslide, extreme weather)
- Flood situations, including river-level monitoring given the Lodge's riverside/jungle setting
- Political unrest or civil disturbance
- Disease outbreak and public health emergencies

5.3 Drills & Guest Preparedness

- Fire drills are conducted for staff on a scheduled basis, with outcomes recorded and gaps addressed.



- Evacuation drills are conducted, including drills designed to train and orient guests on evacuation routes and assembly points.
- Emergency contact numbers, evacuation maps, and assembly points are displayed in guest rooms and staff areas.

5.4 Communication During a Crisis

- A designated point of contact manages internal and external communication during an incident, including with local authorities, guests, and, where relevant, families/embassies.
- Incidents are logged and reviewed after the event to capture lessons learned.

6. Monthly Training Programme

To keep staff prepared and skills current, Barahi Jungle Lodge runs a structured monthly training programme. Each month, four training topics are selected by HOD covering a mix of operational or generic.

7. Health & Safety

- Documented health and safety procedures cover kitchen/food safety, guest activity safety (e.g. jungle walks, jeep safaris, river activities), workplace safety, and use of equipment.
- First aid kits and trained first aiders are available on site at all times.
- Incidents, accidents, and near-misses are logged, investigated, and used to improve procedures.
- Risk assessments are carried out for guest activities and reviewed periodically or after any incident.

8. Approval by Senior Management

This policy, and any subsequent revisions, must be formally reviewed and approved by senior management before issue. Approval is evidenced by signature and date below. A copy of each approved version is retained on file as evidence of approval.

Role	Name & Signature	Date
General Manager / Senior Management		
Owner / Managing Director		

9. Review & Update Process

This policy is reviewed at least once every two (2) years to ensure it remains accurate, up-to-date, and compliant with current legislation and licensing requirements. The review process is as follows:

- The Policy Owner (General Manager) is responsible for scheduling the review at least once every 2 years, or sooner if triggered by a change in law, licensing conditions, an incident, or an audit finding.
- Proposed updates are drafted and circulated to senior management for review.
- Senior management formally approves the revised policy, with approval recorded (signature and date).
- The approved version is dated, version-numbered, and communicated/re-trained to relevant staff.
- The previous version is archived, and the Review History table below is updated.

Review History

Version	Date	Summary of Change	Approved By
1.0	[Insert original approval date]	Initial issue of Policy A25	[Name / Title]

10. Related Documents

- Departmental Standard Operating Procedures (Quality)
- Fire Safety & Evacuation Procedure
- First Aid Procedure
- Emergency & Crisis Response Plan
- Monthly Training Calendar / Attendance Records
- Incident & Accident Log