

BLUE LAGOON

ICELAND

More about Safety & Security in Blue Lagoon

Blue Lagoon fulfills all legal requirements. There is a 24-hour security surveillance operating in the Blue Lagoon, which ensures the safety of the employees and guests, and helps responding to incidents. We have also an Incident Reporting System and Maintenance Reporting System. Controls are set to reduce the risk rating.

Blue Lagoon has clear emergency response procedures in place:

1. Employees report to their supervisor who discusses the issue with the security team and/or maintenance.
2. Supervisor fixes the situation or closes of areas until they are fixed. If she cannot secure the situation, the security team or maintenance team fixes the issue. Depending on the severity of the situation, the decision to close some areas may lie with upper management, either the Health and Safety manager or COO.
3. Each employee is responsible for her own health and safety at any given time. If she feels that her (or someone else) health and safety is in jeopardy, she must first correct the situation and then inform her supervisor.

Incidents are reported through the Incident Management System. The issues are reviewed weekly and actions/controls are set in process to minimize risk and make sure similar incidents do not reoccur.

Blue Lagoon has risk assessments for guests and employees, which is reviewed annually or as often as needed. Periodic reviews of incidents result in continuous improvements of our facilities and work procedures. Incident investigation can also lead to a review of the risk assessment. Annual health checks are done to help employees to improve their own health, and summary reports improve the company health culture.

A Health and Safety manager works at Blue Lagoon in cooperation with the security team. Engineering consultation is also provided regarding fire emergency response plans for all Blue Lagoon facilities. We have a Safety Committee, composed by the company and employees' representatives, which role is to ensure work related health and safety procedures for all staff. Risk assessments are managed by the Health and Safety Manager but conducted with appropriate employees.

Our communication takes place mostly on Workplace and we can have contact with the security team 24/7. We plan weekly meetings with our frontline employees for updates.

The Safety Committee ensures health and safety for all staff in our workplace. Our Health Department has regular reviews and yearly audits with Blue Flag and Vakinn.

We provide many training courses on safety and security. They are: First Aid training, First Aid and Rescue training for lifeguards, React to Threatening Behavior training, Security training, Health and Safety online regular training.