System Approach to Tourism Safety and Security

From Practice to Theory

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LUC TOURISM

Tourism Safety and Security Network in Lapland

LUC TOURISM — Lapland University Consortium

OPERATIONAL MODEL OF TOURISM SAFETY AND SECURITY NETWORK

OBJECTIVE: The Safest Tourism Destination Region in Europe

Regional Activities
- Networking
- Thematic training days
- Company peer training
- Preparedness planning & drills
- Information dissemination

RDI
- National strategies & programmes
- National & international seminars
- Handbooks, articles
- Research network & database

Education
- Vocational and university levels
- Curriculum development
- Thesis topics
- External services

Safety & Security Authorities
- Regional State Administrative Agency of Lapland
- The Finnish Border Guard
- Police
- Regional Rescue Service of Lapland

Public Administration & Strategies
- Municipalities
- Regional Council of Lapland
- Lapland Central Hospital District
- State Forestry Agency

Education
- Multidimensional Tourism Institute
- Santasport College
- University of Lapland
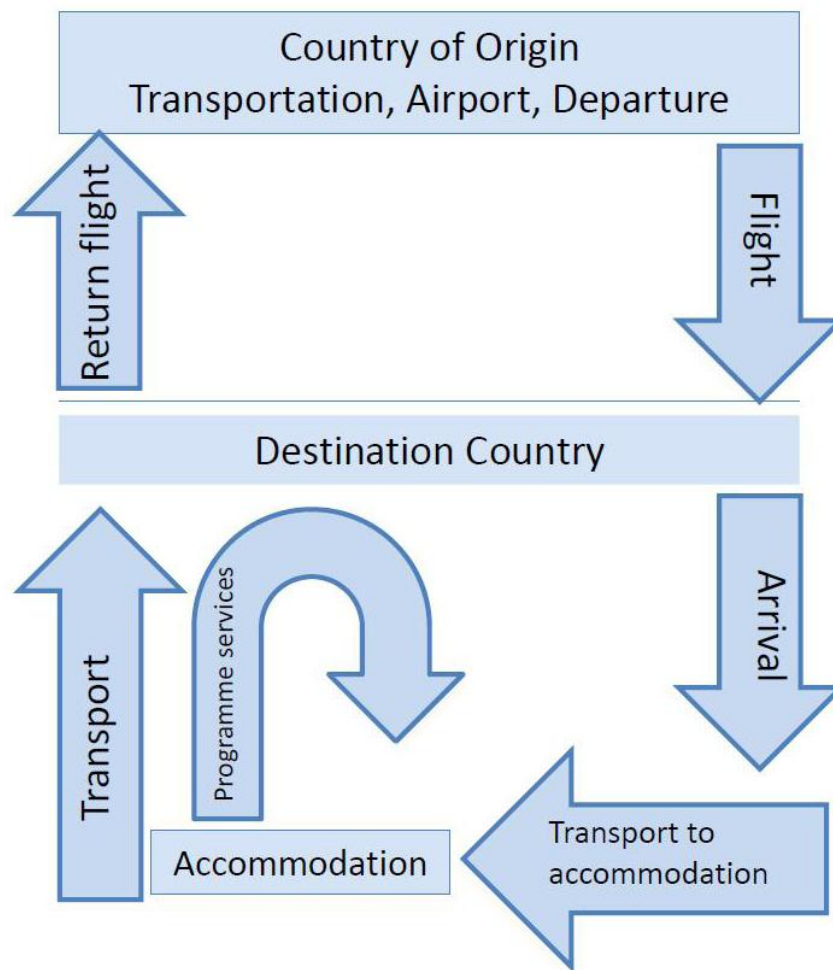- Rovaniemi University of Applied Sciences

Associations and NGO's
- The Finnish Red Cross
- Sámi Association for Health and Social Issues
- Victim Support of Finland
- Traffic Safety Association
- Voluntary Emergency Association

Tourism economy
- Lapland's regional tourism organizations
- Tourism companies

Value Chain of Service = Value Chain of Safety

From Traditional to (Post)Modern

Safety management	TRADITIONAL APPROACH	SYSTEM APPROACH
Main Focus	A company	A value chain
Stakeholders	Private companies	Companies, authorities, NGO's, HEI's
Method	Consulting	Peer training, networking
Documentation	Organization's internal plans	Destination contingency plans
Response to risks	Reactive	Proactive
Resourcing	Organization's resources	Resource pooling
Level of achievement	Minimum legal requirements	Incremental development & quality

Thank You for Your Attention!