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# Risk Management for Tour Operators

Online Training Course 4:  
Emergency Preparedness Plans

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# AGENDA

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- Emergency preparedness plans
- Examples of emergency preparedness plans
- Role of employee responsible for risk management
- Homework assignment
- References

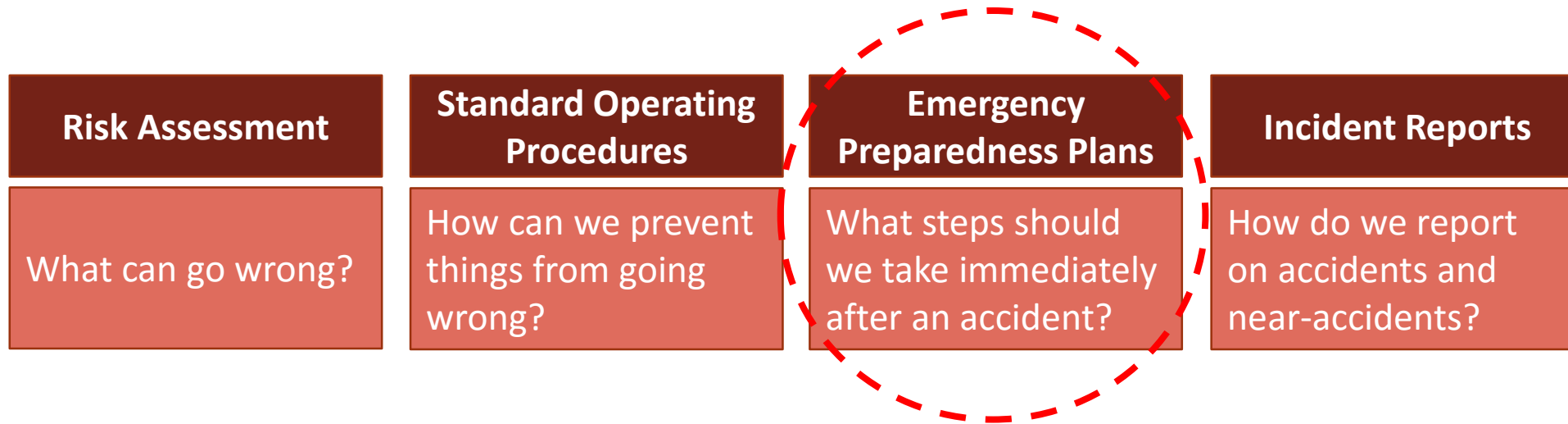


# EMERGENCY PREPAREDNESS PLANS



# THE STANDARD RISK MANAGEMENT SYSTEM

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- You have developed procedures to minimize the likelihood and seriousness of your risks (standard operating procedures).
- But: you **can never eliminate the risk completely.**
- ➔ Next step: **preparing for emergencies**



# WHAT IS AN EMERGENCY PREPAREDNESS PLAN?

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- = **a set of instructions** that tells your staff **what to do right after an emergency**.
- Different types of emergencies = different emergency preparedness plans.
- The plans should include
  - **Step-by-step instructions**
  - Contact details of **relevant emergency services**
  - Contact details of **responsible risk management employee** in your company
- Plans should help your guide to respond **quickly and calmly**.
- Guides must **practice** implementing the plans beforehand.
- You must **distribute** the plans to your guides before tours.



# WHAT MAKES A GOOD EMERGENCY PREPAREDNESS PLAN?

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- The plans should be
  - **Easy** and **quick** to read
  - **Specific** to the **emergency**
  - **Specific** to the **geographical location**
  - **Regularly updated**



# FOR WHICH RISKS DO YOU NEED A PLAN?

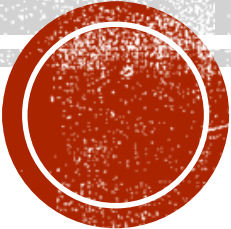
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- **All medium- and high- seriousness risks** should have emergency preparedness plans.
- For example:
  - A person gets a heart attack in the wilderness (high-seriousness)
  - A person gets lost on a walking tour in the city (medium-seriousness)

Seriousness		
3	High	Life-threatening injuries / High unhappiness
2	Medium	Injuries that require a doctor / Medium unhappiness
1	Low	Small injuries / Low unhappiness



# EXAMPLES OF EMERGENCY PREPAREDNESS PLANS





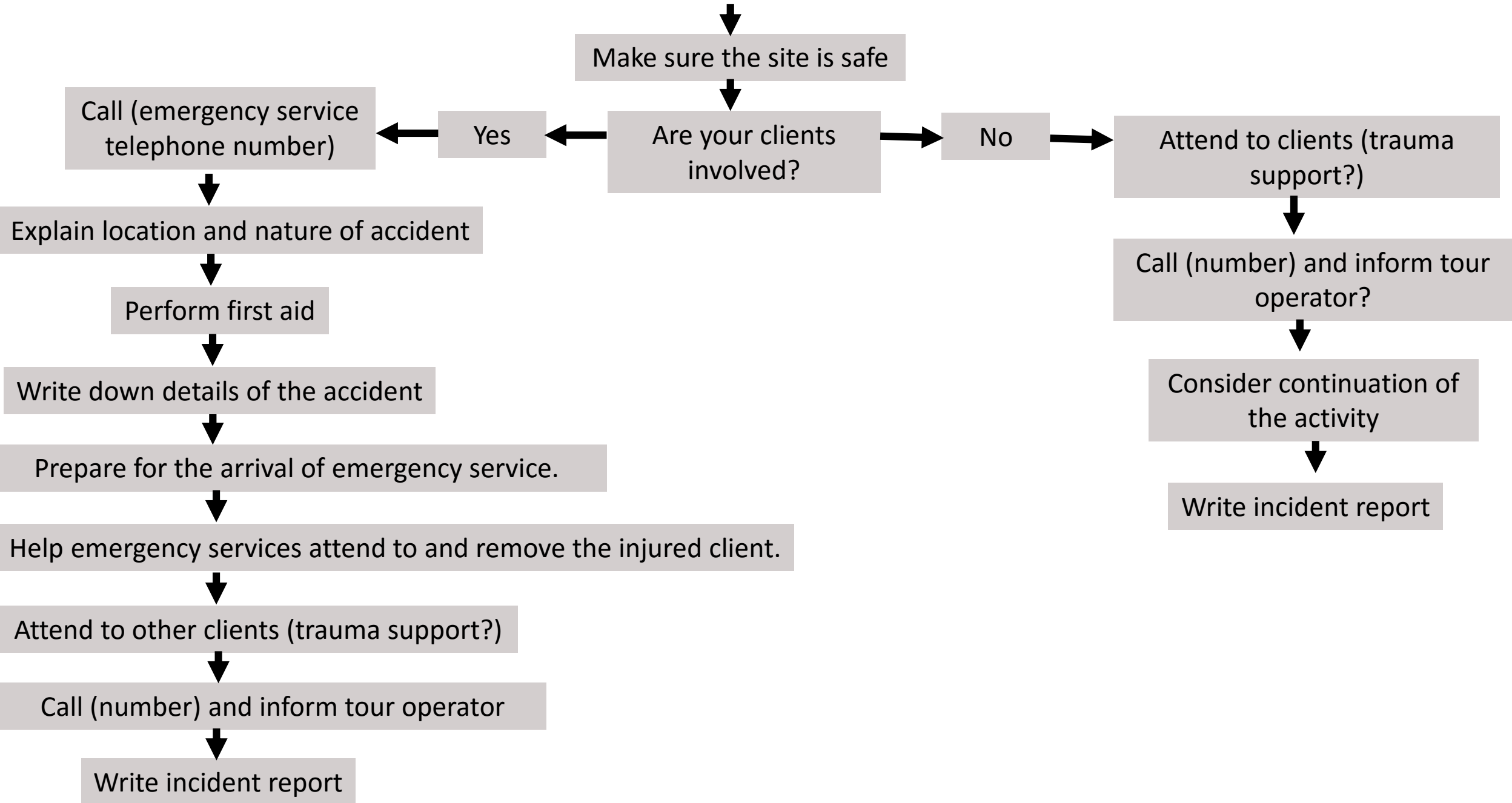
## EXAMPLE 1: A GRAPHICAL PLAN

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- Emergency: A person gets injured doing an activity (e.g. hiking) and requires a doctor.



# ACCIDENT



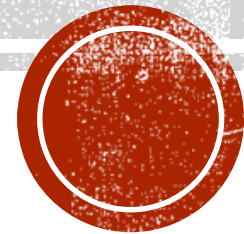
## EXAMPLE 2: A WRITTEN PLAN

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- **Emergency: A client gets lost in a mountain range.**
- Ensure that other clients are present and safe.
- Call (emergency service telephone number) using the satellite phone if necessary. Communicate your location and the nature of the emergency.
- Prepare for the arrival of the search/rescue team.
- Attend to other clients as the emergency could (emotionally) impact them too.
- If possible, a staff member should go with the search/rescue team, but the other clients must never be left alone at the site of the emergency.
- Call (number) and inform the tour operator's employee who is responsible in case of an emergency.
- File an incident report.



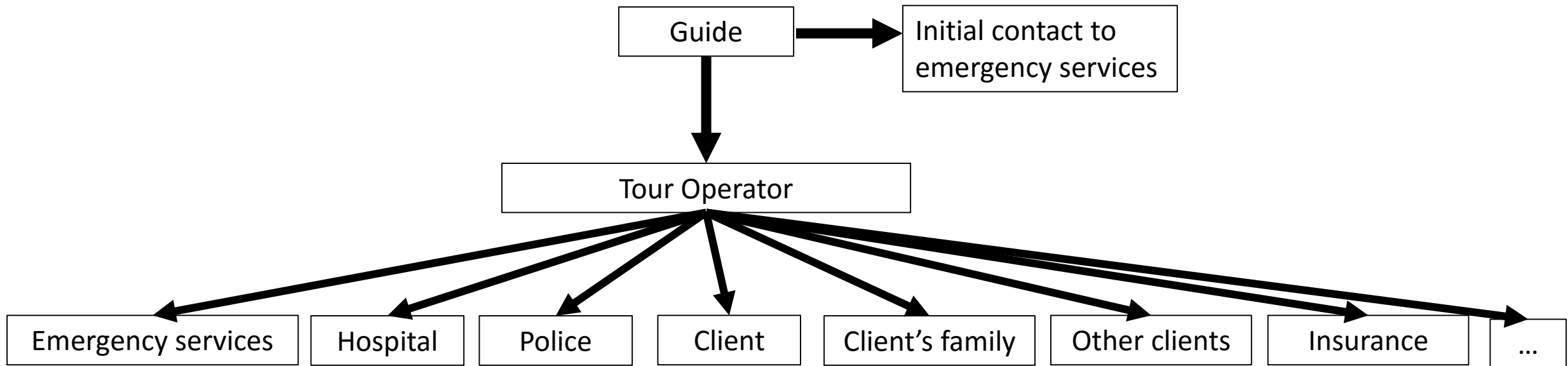
# ROLE OF EMPLOYEE RESPONSIBLE FOR RISK MANAGEMENT



# LINES OF COMMUNICATION

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## Emergency



→ Important that the **employee responsible for risk management is prepared!**



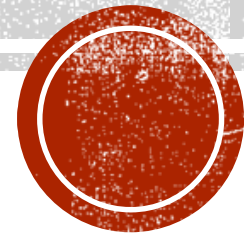
# ROLE OF EMPLOYEE RESPONSIBLE FOR RISK MANAGEMENT

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- **Before the tour**, the employee should **collect information from each client**, including:
  - Emergency contact details
  - Medical insurance details
  - Information on health and medical conditions
- **In case of an emergency during the tour**, the employee should be prepared to
  - Communicate with **staff**
  - Communicate with the **client(s)**
  - Communicate with the **media** and **relatives of the client(s)**
  - Communicate with the **involved services & institutions**



# HOMEWORK ASSIGNMENT



## ASSIGNMENT 4

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- Complete emergency preparedness plans (graphic or written) for each of your company's **medium- and high- seriousness risks**.
- You can download our **emergency preparedness plan template** on our website to guide you.



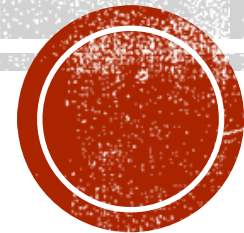
EPP Template

- Please send your assignments to [riskmanagement4tourism@gmail.com](mailto:riskmanagement4tourism@gmail.com).





# REFERENCES



## REFERENCES

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- Vakinn (2013): Safety plan for tourism. Guidelines and examples.  
<http://www.vakinn.is/static/files/Enska/safety-plan-for-tourism.pdf>
- ISO (2016): ISO 21101 - Adventure tourism - Safety management systems - A practical guide for SMEs.  
<https://www.iso.org/publication/PUB100405.html>



THANK YOU!

