

## **Crisis management plan**

At an venture organized by Adventure Global the following document provides a summary of the actions to be taken in the event of a crisis. It is to be used as a general guide to the overall procedures only. The full details of the Crisis Management Plan can be found in the full document.

### **WHAT THE LEADERS WILL DO**

The team on the ground will be in the best position to make decisions. They will be supported by the rest of the Adventure Global staff and facilities by providing information and coordinating communications where required. The general stages will be:-

- Assess the situation
- Prevent escalation of, or further Crisis
- Secure safety of group
- Administer first aid or other appropriate measures
- Notify Adventure Global office
- Coordinate evacuation measures as required
- Liaise with 24hr Medical adviser as required
- Accompany any casualties throughout
- Continue to communicate with Adventure Global office
- Record all events, decisions and actions

### **WHAT THE ADVENTURE GLOBAL EU/UK OFFICE STAFF WILL DO**

The office staff are likely to have more options for communication and access to additional information. They will therefore assist and support the group leaders:-

- Provide additional information, options and guidance to group leader
- Coordinate and communicate with evacuation providers
- Communicate with insurance company
- Communicate with Next of Kin
- Communicate with any other organizations such as the press
- Record all events, decisions and actions

### **WHAT THE NEXT OF KIN WILL DO**

The initial priority of Adventure Global will be to secure the safety on the group. Next of Kin of those on the venture will be notified of any crisis as soon as it is safe to do so.

In some circumstances Next of Kin may be asked to provide additional information about participants and be consulted on preferred courses of action. However, they will not be required to carry out any actions that they feel unable to perform. Prior to the trip we will have gathered all of the information about participants that we deem necessary. Therefore if Next of Kin are unavailable it will not jeopardize the process in any way.

In order to maximize the efficiency of managing any crisis we will require all communication to be via the Adventure Global office. Other organizations have documented situations in the past where well-meaning but ultimately misleading information has delayed provision of emergency measures. Therefore, in a Crisis situation we ask that relatives do not attempt to contact participants directly or to coordinate any additional rescue or support measures. In a Crisis situation we will provide a dedicated 24hr point of contact that will be available to relatives throughout.