



APPENDIX



1. FIRE: CRISIS AND EMERGENCY OPERATIONAL PROCEDURE

Establish Communications – Notify Emergency Services	
<p>Field Response Team</p> <ul style="list-style-type: none"> Field Response Team leader informs Crisis Management Team designate for Incentive /Incoming Crisis Management Team is alerted and convened if emergency has potential to become major crisis Communication line established between CMT and FRT Crisis Co-ordinator If fire related to hotel accommodation, CMT begins planning alternate accommodation options and putting potential service providers on standby. 	<p>Crisis Management Team</p> <ul style="list-style-type: none"> Crisis Team Leader considers when appropriate to inform Incentive/Incoming out of country office If incident appears major, ensure all relevant Embassy contact information is available and to hand. Establish contact line with Airline representatives if incident major and any changes to travel plans required. Notify Insurance representative on standby if incident appears major. Confirm media and PR protocols.
Implement Emergency Response Procedures – Protect: people, property, reputation.	
<p>Field Response Team</p> <ul style="list-style-type: none"> Assist with evacuation of guests immediately on activation of fire alarm systems or if informed verbally by host venue employees. Advise evacuation via designated fire exits clear of smoke or fire. Advise to leave building immediately and not to collect personal belongings such as coats and bags in other parts of the building. FRT members are not to re-enter burning or smoke filled building to search for persons or collect belongings of other persons. FRT members do not attempt to fire-fight, their energies are directed on safe and speedy evacuation Liaise with on ground incentive house/tour group representative if applicable, to conduct roll call of guests at pre-designated meeting/evacuation point. 	<ul style="list-style-type: none"> Identify /liaise: emergency services incident command centre at site of incident if applicable.. Contact local suppliers-vendors-logistics-inform of emergency and put on stand-by. Co-ordinate with Airport - Port representative to account for any people that have gone directly to airport or port following incident. Identify nearest medical facilities injured persons will most likely to be taken to and/or contact with pre designated medical facilities Any persons missing from roll call, provide information to emergency services and to venue management with name, description and nationality of person missing. Co-ordinate with police-emergency rescue teams in event site has to be searched for missing persons. Identify food, water, best available temporary shelter if prolonged evacuation in isolated area, FRT leader to brief CMT of situation following evacuation
Determine best course for evacuation – place of shelter	
<p>Field Response Team</p> <ul style="list-style-type: none"> If hotel accommodation impacted contact alternate evacuation centre /place of shelter inform number of people expected in liaison with Incentive House/Tour Group on ground representative as to final decision. Organise appropriate transportation to place of shelter/new accommodation If possible, send representative in advance to receive and account for evacuees on arrival at new accommodation. Advise CMT of new accommodation/place of shelter address. Check that all persons have personal property etc before leaving for new location, ask them to note any property missing for later follow up with venue management/police as required 	<p>Crisis Management Team.</p> <ul style="list-style-type: none"> Ensure Incentive House/Tour Group senior management updated of incident/situation and of decision/location to evacuate to alternative accommodation/place of safety. Consider sending additional Tekser support employees to assist Field Response Team in post evacuation – first recovery phase.
Make Foundation for Recovery and Restoration	
<p>Field Response Team</p> <ul style="list-style-type: none"> Establish on ground recovery and logistics support and priorities for resuming operations. Take photographs/recording damage condition of incident location Account for all damage related/evacuation costs Await directions and de-brief from CMT before full recovery determined. 	<p>Crisis Management Team</p> <ul style="list-style-type: none"> Consider contractual arrangements with vendors for post emergency services/supplies. Liaise with insurer loss adjuster if required Maintain open and regular communication with Incentive house and Tour Group Senior Management until final resolution and recovery. Maintain media contacts under guidance of agreed protocols

2. TRANSPORT VEHICLE ACCIDENT: CRISIS AND EMERGENCY OPERATIONAL PROCEDURE

Establish Communications – Notify Emergency Services	
<p>Field Response Team</p> <ul style="list-style-type: none"> Field Response Team leader informs Crisis Management Team designate for Incentive /Incoming Crisis Management Team is alerted and convened if accident has potential to become major crisis Communication line established between CMT and FRT Crisis Co-ordinator If vehicle is incapacitated, CMT begins planning alternate transport options and putting potential service providers on standby. 	<p>Crisis Management Team</p> <ul style="list-style-type: none"> Crisis Team Leader considers when appropriate to inform Incentive/Incoming out of country office If incident appears major due to death or serious injury ensure all relevant Embassy contact information is available and to hand. Establish contact line with Airline representatives if incident major and any changes to travel plans required. Notify Insurance representative on standby if incident appears major. Confirm media and PR protocols.
Implement Emergency Response Procedures – Protect: people, property, reputation.	
<p>Field Response Team</p> <ul style="list-style-type: none"> Assist with evacuation of guests from the transport vehicle in question Advise to leave vehicle immediately and only collect personal belongings such as coats and bags if safe to do so. In the event of life threatening injuries announce if any persons are a doctor, nurse or trained first aider to evaluate and assist. Major bleeding injuries should be addressed where possible, other types of injuries where the person is not able to walk or are immobilised should be reassured and advised to stay in position until emergency medical aid arrives. In the event a person is trapped in a burning vehicle, aircraft or sinking vessel then individual ‘good Samaritan’ choices can be made based on likelihood of additional danger to self or others. Ensure emergency services have been informed and en route. Liaise with on ground incentive house/tour group representative if applicable, to conduct roll call of guests at pre-designated meeting/evacuation point. 	<ul style="list-style-type: none"> Identify /liaise: emergency services incident command centre at site of incident if applicable. Contact local suppliers-vendors-logistics-inform of emergency and put on stand-by. Co-ordinate with Airport - Port representative to account for any people that have gone directly to airport or port following incident. Identify nearest medical facilities injured persons will most likely to be taken to and/or contact with pre designated medical facilities Any persons missing from roll call, provide information to emergency services and to venue management with name, description and nationality of person missing. Co-ordinate with police-emergency rescue teams in event site has to be searched for missing persons. Identify food, water, best available temporary shelter if prolonged evacuation in isolated area, FRT leader to brief CMT of situation was situation stabilized.
Determine best course for onward travel and waiting shelter	
<p>Field Response Team</p> <ul style="list-style-type: none"> Ensure best available shelter, food and water available whilst waiting for alternative transportation. Consult with Incentive House Tour Group Management if they wish to continue with or amend program. Organise appropriate transportation to place of shelter/new accommodation If possible, send representative in advance to receive and account for evacuees on arrival . Advise CMT of new or revised route. Check that all persons have personal property etc before leaving for new location, ask them to note any property missing for later follow up. 	<p>Crisis Management Team.</p> <ul style="list-style-type: none"> Ensure Incentive House/Tour Group senior management updated of incident/situation and as well as decisions on alternative transportation – program route or itinerary Consider sending additional Tekser support employees to assist Field Response Team if required.
Make Foundation for Recovery and Restoration	
<p>Field Response Team</p> <ul style="list-style-type: none"> Establish on ground recovery and logistics support and priorities for resuming operations. Take photographs/recording damage condition of incident location Account for all damage related/evacuation costs Await directions and de-brief from CMT before full recovery determined. 	<p>Crisis Management Team</p> <ul style="list-style-type: none"> Consider contractual arrangements with vendors for post emergency services/supplies. Liaise with insurer loss adjuster if required Maintain open and regular communication with Incentive House and Tour Group Senior Management until final resolution and recovery. Maintain media contacts under guidance of agreed protocols

3. DEATH / MAJOR ILLNESS: CRISIS AND EMERGENCY OPERATIONAL PROCEDURE

Establish Communications – Notify Emergency Services	
<p>Field Response Team</p> <ul style="list-style-type: none"> Field Response Team leader informs Crisis Management Team designate for Incentive /Incoming Crisis Management Team is alerted and convened if death/illness has potential to become major crisis e.g. person involved VVIP, public figure or e.g. Board Director of company engaged in Incentive trip. Communication line established between CMT and FRT Crisis Co-ordinator 	<p>Crisis Management Team</p> <ul style="list-style-type: none"> Crisis Team Leader considers when appropriate to inform Incentive/Incoming head office Ensure all relevant Embassy contact information is available and to hand for repatriation of body advice. Establish contact line with Airline representatives if any changes to travel plans required and for next of kin arrivals into country. Notify Insurance representative on standby if nature of incident requires notification. Confirm media and PR protocols.
Implement Emergency Response Procedures – Protect: people, property, reputation.	
<p>Field Response Team</p> <ul style="list-style-type: none"> In the event of life threatening symptoms announce if any persons are a doctor, nurse or trained first aider to evaluate and assist. Major bleeding injuries should be addressed where possible, other types of injuries where the person is not able to walk or are immobilised should be reassured and advised to stay in position until emergency medical aid arrives. For CPR incident, standard first aid procedures to be adopted. Ensure emergency services have been informed and en route. Liaise with on ground incentive house/tour group representative if applicable, for decisions to be taken in relation to movement to hospital/medical centre 	<ul style="list-style-type: none"> Identify /liaise: emergency services on arrival FRT leader to brief CMT of situation when situation stabilized. Assist in translation and advice on police requests for standard investigation and administration procedures relating to any death.
Post Emergency Support	
<p>Field Response Team</p> <ul style="list-style-type: none"> Consult with Incentive House Tour Group Management if they wish to continue with or amend program. Confirm additional support and assistance required to Incentive House/Tour Group on ground representative 	<p>Crisis Management Team.</p> <ul style="list-style-type: none"> Ensure Incentive House/Tour Group senior management updated of incident/situation and as well as decisions on alternative transportation – program route or itinerary Consider sending additional Tekser support employees to assist Field Response Team if required. Confirm support required in relation to contacting relevant Embassy/Consulate. Assist in organisation of transport and accommodation needs of next of kin arriving in the event of a death.
Make Foundation for Recovery and Restoration	
<p>Field Response Team</p> <ul style="list-style-type: none"> Establish on ground recovery and logistics support and priorities for resuming operations. Take photographs/recording damage condition of incident location Account for all costs related to incident support Await directions and de-brief from CMT before full recovery determined. 	<p>Crisis Management Team</p> <ul style="list-style-type: none"> Consider contractual arrangements with vendors for post emergency services/supplies. Liaise with insurer loss adjuster if required Maintain open and regular communication with Incentive House and Tour Group Senior Management until final resolution and recovery. Maintain media contacts under guidance of agreed protocols

4. ACCIDENT PERSONAL INJURY: CRISIS AND EMERGENCY OPERATIONAL PROCEDURE

Establish Communications – Notify Emergency Services	
<p>Field Response Team</p> <ul style="list-style-type: none"> Field Response Team leader informs Crisis Management Team designate for Incentive /Incoming Crisis Management Team is alerted and convened if death/illness has potential to become major crisis e.g. person involved VVIP, public figure or e.g. Board Director of company engaged in Incentive trip. Communication line established between CMT and FRT Crisis Co-ordinator 	<p>Crisis Management Team</p> <ul style="list-style-type: none"> Crisis Team Leader considers when appropriate to inform Incentive/Incoming head office Establish contact line with Airline representatives if any changes to travel plans required. Notify Insurance representative on standby if nature of incident requires notification. Confirm media and PR protocols.
Implement Emergency Response Procedures – Protect: people, property, reputation.	
<p>Field Response Team</p> <ul style="list-style-type: none"> In the event of life threatening symptoms announce if any persons are a doctor, nurse or trained first aider to evaluate and assist. Major bleeding injuries should be addressed where possible, other types of injuries where the person is not able to walk or are immobilised should be reassured and advised to stay in position until emergency medical aid arrives. For CPR incident, standard first aid procedures to be adopted. Ensure emergency services have been informed and en route. Liaise with on ground incentive house/tour group representative if applicable As to decisions to be taken in relation to movement to hospital/medical centre 	<ul style="list-style-type: none"> Identify /liaise: emergency services on arrival FRT leader to brief CMT of situation when situation stabilized.
Post Emergency Support	
<p>Field Response Team</p> <ul style="list-style-type: none"> Consult with Incentive House Tour Group Management if they wish to continue with or amend program for individual concerned depending on nature of injury. Confirm additional support and assistance required to Incentive House/Tour Group on ground representative. 	<p>Crisis Management Team.</p> <ul style="list-style-type: none"> Ensure Incentive House/Tour Group senior management updated of incident/situation, as well as decisions on alternative transportation – program route or itinerary. Notify insurance of incident Consider sending additional Tekser support employees to assist Field Response Team if required.
Make Foundation for Recovery and Restoration	
<p>Field Response Team</p> <ul style="list-style-type: none"> Establish on ground recovery and logistics support and priorities for resuming operations. Take photographs/recording damage condition of incident location Account for all costs related to incident support Await directions and de-brief from CMT before full recovery determined. 	<p>Crisis Management Team</p> <ul style="list-style-type: none"> Consider contractual arrangements with vendors for post emergency services/supplies. Liaise with insurer loss adjuster if required Maintain open and regular communication with Incentive House and Tour Group Senior Management until final resolution and recovery. Maintain media contacts under guidance of agreed protocols



5. ALLEGED FOOD POISONING: CRISIS AND EMERGENCY OPERATIONAL PROCEDURE

Establish Communications – Notify Emergency Services	
<p>Field Response Team</p> <ul style="list-style-type: none"> Field Response Team leader informs Crisis Management Team designate for Incentive /Incoming Crisis Management Team is alerted and convened if multiple AFP has potential to become major crisis with media exposure e.g. person involved VVIP, public figure or e.g. Board Director of company engaged in Incentive trip. Communication line established between CMT and FRT Crisis Co-ordinator 	<p>Crisis Management Team</p> <ul style="list-style-type: none"> Crisis Team Leader considers when appropriate to inform Incentive/Incoming head office Establish contact line with Airline representatives if any changes to travel plans required. Notify Insurance representative on standby if nature of incident requires notification. Confirm media and PR protocols.
Implement Emergency Response Procedures – Protect: people, property, reputation.	
<p>Field Response Team</p> <ul style="list-style-type: none"> In the event of symptoms announce if any persons are a doctor, nurse or trained first aider to evaluate and assist. Assist Incentive /Tour Group representative on ground in establishing what meals taken and where during trip and if just arrived , directly before arriving in Turkey Monitor any similar symptoms in other group members , establish if person affected ate or went to any venues outside group itinerary. Ensure emergency services have been informed and en route if required Liaise with on ground incentive house/tour group representative if applicable As to decisions to be taken in relation to movement to hospital/medical centre 	<ul style="list-style-type: none"> FRT leader to brief CMT of situation when situation stabilized. Check history of any AFP relating to venues chosen for particular group itinerary. Keep open mind as to cause of symptoms, especially if one person out of whole group only affected, equally in event of multiple illness – keep open mind in relation to cause other than AFP e.g. norovirus
Post Emergency Support	
<p>Field Response Team</p> <ul style="list-style-type: none"> Consult with Incentive House Tour Group Management if they wish to continue with or amend program for individual concerned depending on severity of illness. Confirm additional support and assistance required to Incentive House/Tour Group on ground representative. 	<p>Crisis Management Team.</p> <ul style="list-style-type: none"> Ensure Incentive House/Tour Group senior management updated of incident/situation, as well as decisions on alternative transportation – program route or itinerary. Notify insurance of incident Consider sending additional Tekser support employees to assist Field Response Team if required.
Make Foundation for Recovery and Restoration	
<p>Field Response Team</p> <ul style="list-style-type: none"> Establish on ground recovery and logistics support and priorities for resuming operations. Take photographs/recording damage condition of incident location Account for all costs related to incident support Await directions and de-brief from CMT before full recovery determined. 	<p>Crisis Management Team</p> <ul style="list-style-type: none"> Liaise with insurer loss adjuster if required Maintain open and regular communication with Incentive House and Tour Group Senior Management until final resolution and recovery. Maintain media contacts under guidance of agreed protocols



6.CRIME THEFT FRAUD NOT INVOLVING FORCE: CRISIS AND EMERGENCY OPERATIONAL PROCEDURE

Establish Communications – Notify Emergency Services	
<p>Field Response Team</p> <ul style="list-style-type: none"> Field Response Team leader informs Crisis Management Team designate for Incentive /Incoming Crisis Management Team is alerted and convened if theft/fraud has potential to become crisis e.g. person involved VVIP, public figure or e.g. Board Director of company engaged in Incentive trip. Communication line established between CMT and FRT Crisis Co-ordinator. Police informed at request of alleged victim only, if asked advise to report to police. 	<p>Crisis Management Team</p> <ul style="list-style-type: none"> Crisis Team Leader considers when appropriate to inform Incentive/Incoming head office Ensure all relevant Embassy contact information is available in event passport is lost/stolen. Establish contact line with Airline representatives if any changes to travel plans required Notify Insurance representative on standby if nature of incident requires notification. Confirm media and PR protocols.
Implement Emergency Response Procedures – Protect: people, property, reputation.	
<p>Field Response Team</p> <ul style="list-style-type: none"> Assist alleged victim and Incentive House/Tour Group on ground representative in investigating, establishing facts of incident. If requested, ensure police have been informed and en route. Liaise with on ground incentive house/tour group representative if applicable for further investigation or support relating to the incident. Assist in providing contact numbers for banks if credit card or stolen credit cards involved. 	<ul style="list-style-type: none"> Identify /liaise with police on arrival FRT leader to brief CMT of situation when situation stabilized. Assist in translation and advice on police requests for standard investigation and administration procedures.
Post Emergency Support	
<p>Field Response Team</p> <ul style="list-style-type: none"> Consult with Incentive House Tour Group Management if they wish to continue with or amend program for individual (s) concerned. Confirm additional support and assistance required to Incentive House/Tour Group on ground representative Confirm support required in relation to contacting relevant Embassy/Consulate. 	<p>Crisis Management Team.</p> <ul style="list-style-type: none"> Ensure Incentive House/Tour Group senior management updated of incident/situation. Consider sending additional Tekser support employees to assist Field Response Team if required.
Make Foundation for Recovery and Restoration	
<p>Field Response Team</p> <ul style="list-style-type: none"> Establish on ground recovery and logistics support and priorities for resuming operations. Take photographs/recording damage condition of incident location if applicable Account for all costs related to incident support Await directions and de-brief from CMT before full recovery determined. 	<p>Crisis Management Team</p> <ul style="list-style-type: none"> Liaise with insurer loss adjuster if required Maintain open and regular communication with Incentive House and Tour Group Senior Management until final resolution and recovery. Maintain media contacts under guidance of agreed protocols



7. CRIME VIOLENT INVOLVING FORCE: CRISIS AND EMERGENCY OPERATIONAL PROCEDURE

Establish Communications – Notify Emergency Services	
<p>Field Response Team</p> <ul style="list-style-type: none"> Field Response Team leader informs Crisis Management Team designate for Incentive /Incoming Crisis Management Team is alerted and convened if the incident has potential to become a major incident.. Communication line established between CMT and FRT Crisis Co-ordinator. Police informed at request of alleged victim or Incentive House/Tour Group on ground representative alleged victim incapacitated in any way, if asked advise to report to police. 	<p>Crisis Management Team</p> <ul style="list-style-type: none"> Crisis Team Leader considers when appropriate to inform Incentive/Incoming head office Ensure all relevant Embassy contact information is available if result of crime or injury appears life threatening. Establish contact line with Airline representatives if any changes to travel plans required Notify Insurance representative on standby if nature of incident requires notification. Confirm media and PR protocols.
Implement Emergency Response Procedures – Protect: people, property, reputation.	
<p>Field Response Team</p> <ul style="list-style-type: none"> Assist alleged victim and Incentive House/Tour Group on ground representative in investigating, establishing facts of incident. Assist in co-ordination of any relevant medical aid required. If requested, ensure police have been informed and en route. Liaise with on ground incentive house/tour group representative if applicable for further investigation or support relating to the incident. Assist in providing contact numbers for banks if credit card or stolen credit cards involved. 	<ul style="list-style-type: none"> Identify /liaise with police emergency services on arrival FRT leader to brief CMT of situation when situation stabilized. Assist in translation and advice on police requests for standard investigation and administration procedures. Assist in coordination of transportation to medical centre or hospital required.
Post Emergency Support	
<p>Field Response Team</p> <ul style="list-style-type: none"> Consult with Incentive House Tour Group Management if they wish to continue with or amend program for individual (s) concerned. Confirm additional support and assistance required to Incentive House/Tour Group on ground representative Confirm support required in relation to contacting relevant Embassy/Consulate if required 	<p>Crisis Management Team.</p> <ul style="list-style-type: none"> Ensure Incentive House/Tour Group senior management updated of incident/situation . Consider sending additional Tekser support employees to assist Field Response Team if required.
Make Foundation for Recovery and Restoration	
<p>Field Response Team</p> <ul style="list-style-type: none"> Establish on ground recovery and logistics support and priorities for resuming operations. Take photographs/recording condition of incident location if applicable Account for all costs related to incident support Await directions and de-brief from CMT before full recovery determined. 	<p>Crisis Management Team</p> <ul style="list-style-type: none"> Liaise with insurer loss adjuster if required Maintain open and regular communication with Incentive House and Tour Group Senior Management until final resolution and recovery. Maintain media contacts under guidance of agreed protocols



8. MISSING PERSON: CRISIS AND EMERGENCY OPERATIONAL PROCEDURE

Establish Communications – Notify Emergency Services	
<p>Field Response Team</p> <ul style="list-style-type: none"> Field Response Team leader informs Crisis Management Team designate for Incentive /Incoming Crisis Management Team is alerted and convened if group member suspected of being missing. Communication line established between CMT and FRT Crisis Co-ordinator. Police informed at request of Incentive House or Tour Management Group only. 	<p>Crisis Management Team</p> <ul style="list-style-type: none"> Crisis Team Leader considers when appropriate to inform Incentive/Incoming head office Ensure all relevant Embassy contact information is available in event person confirmed missing. Establish contact line with Airline representatives if any changes to travel plans required Notify Insurance representative on standby if nature of incident requires notification. Confirm media and PR protocols.
Implement Emergency Response Procedures – Protect: people, property, reputation.	
<p>Field Response Team</p> <ul style="list-style-type: none"> Assist Incentive House/Tour Group on ground representative in investigating, establishing facts of incident. If requested, ensure police have been informed and en route. Liaise with on ground incentive house/tour group representative if applicable for further investigation or support relating to the incident. Assist in providing contact numbers for relevant Embassy/Consulate if required 	<ul style="list-style-type: none"> Identify /liaise with police on arrival FRT leader to brief CMT of situation when situation stabilized. Assist in translation and advice on police requests for standard investigation and administration procedures. Decision to escalate incident to wider reporting audience and circulations notifying missing person to be taken by Incentive House Tour Group Company only.
Post Emergency Support	
<p>Field Response Team</p> <ul style="list-style-type: none"> Consult with Incentive House Tour Group Management if they wish to continue with or amend program. Confirm additional support and assistance required to Incentive House/Tour Group on ground representative Confirm support required in relation to contacting relevant Embassy/Consulate. 	<p>Crisis Management Team.</p> <ul style="list-style-type: none"> Ensure Incentive House/Tour Group senior management updated of incident/situation and. Consider sending additional Tekser support employees to assist Field Response Team if required.
Make Foundation for Recovery and Restoration	
<p>Field Response Team</p> <ul style="list-style-type: none"> Establish on ground recovery and logistics support and priorities for resuming operations. Take photographs/recording damage condition of incident location if applicable Account for all costs related to incident support Await directions and de-brief from CMT before full recovery determined. 	<p>Crisis Management Team</p> <ul style="list-style-type: none"> Liaise with insurer loss adjuster if required Maintain open and regular communication with Incentive House and Tour Group Senior Management until final resolution and recovery. Maintain media contacts under guidance of agreed protocols



9. POWER/COMMUNICATIONS FAILURE: CRISIS AND EMERGENCY OPERATIONAL PROCEDURE

Establish Communications – Notify Emergency Services	
<p>Field Response Team</p> <ul style="list-style-type: none"> • Field Response Team leader informs Crisis Management Team designate for Incentive /Incoming • Crisis Management Team is alerted and convened if power/communications failure has potential to become major crisis • Communication line established between CMT and FRT Crisis Co-ordinator • If hotel impacted CMT begins planning alternate accommodation options and putting potential service providers on standby. 	<p>Crisis Management Team</p> <ul style="list-style-type: none"> • Crisis Team Leader considers when appropriate to inform Incentive/Incoming out of country office • If incident appears major, ensure all relevant Embassy contact information is available and to hand. • Establish contact line with Airline representatives if incident major and any changes to travel plans required. • Notify Insurance representative on standby if incident appears major. • Confirm media and PR protocols.
Implement Emergency Response Procedures – Protect: people, property, reputation.	
<ul style="list-style-type: none"> • Can update from local power or communication supplier – local authority on likely length of power/communication outage. • Confirm emergency generator supply capacity at location. • Liaise with on ground incentive house/tour group representative if applicable, to conduct roll call of guests at pre-designated meeting/evacuation point – to confirm temporary protocols for communication. • Identify food, water, best available temporary shelter temporary lighting and heating supplies/equipment if prolonged evacuation in isolated area, • FRT leader to brief CMT of situation. 	<ul style="list-style-type: none"> • Identify /liaise: emergency services incident command centre at site of incident if applicable. • Contact local suppliers-vendors-logistics-inform of emergency and put on stand-by. • Co-ordinate with Airport - Port representative to account for any people that have gone directly to airport or port following incident. • Ensure regular update communication of situation with Incentive Group or Tour Operator.
Determine best course for evacuation – place of shelter	
<p>Field Response Team</p> <ul style="list-style-type: none"> • If hotel accommodation impacted contact alternate accommodation with power or communication available: inform number of people expected in liaison with Incentive House/Tour Group on ground representative as to final decision. • Organise appropriate transportation to place of new accommodation/shelter • Advise CMT of new accommodation/place of shelter address. • Check that all persons have personal property etc before leaving for new location, ask them to note any property missing for later follow up with venue management/police as required 	<p>Crisis Management Team.</p> <ul style="list-style-type: none"> • Ensure Incentive House/Tour Group senior management updated of incident/situation and of decision/location to evacuate to alternative accommodation/place of safety. • Consider sending additional Tekser support employees to assist Field Response Team in post evacuation – first recovery phase. • If Tekser main office building or communications infrastructure impacted – advise FRT and Incentive House/Tour Group Company of alternate location and contact details.
Make Foundation for Recovery and Restoration	
<p>Field Response Team</p> <ul style="list-style-type: none"> • Establish on ground recovery and logistics support and priorities for resuming operations. • Take photographs/recording damage condition of incident location • Account for all damage related/evacuation costs • Await directions and de-brief from CMT before full recovery determined. 	<p>Crisis Management Team</p> <ul style="list-style-type: none"> • Consider contractual arrangements with vendors for post emergency services/supplies. • Liaise with insurer loss adjuster if required • Maintain open and regular communication with Incentive house and Tour Group Senior Management until final resolution and recovery. • Maintain media contacts under guidance of agreed protocols



10. CIVIL DISORDER: CRISIS AND EMERGENCY OPERATIONAL PROCEDURE

Establish Communications – Notify Emergency Services	
<p>Field Response Team</p> <ul style="list-style-type: none"> Field Response Team leader informs Crisis Management Team designate for Incentive /Incoming Crisis Management Team is alerted and convened if emergency has potential to become major crisis Communication line established between CMT and FRT Crisis Co-ordinator If hotel impacted CMT begins planning alternate accommodation options and putting potential service providers on standby. 	<p>Crisis Management Team</p> <ul style="list-style-type: none"> Crisis Team Leader considers when appropriate to inform Incentive/Incoming out of country office If incident appears major, ensure all relevant Embassy contact information is available and to hand. Establish contact line with Airline representatives if incident major and any changes to travel plans required. Notify Insurance representative on standby if incident appears major. Confirm media and PR protocols.
Implement Emergency Response Procedures – Protect: people, property, reputation.	
<ul style="list-style-type: none"> If already at a venue or the hotel, which is not impacted or appears far removed from the civil disorder source/location. Consult with Incentive/Tour Group on ground management to remain in situ or make alternative plans to relocate or reroute. If outside with a group in a location close to a civil disorder incident. Consult with Incentive/Tour Group on site representative immediately to suspend program, convene group and relocate to another area or return to the hotel. If in a vehicle advise driver to remain calm and not drive aggressively. Advise occupants of vehicle not to draw attention to themselves by winding down windows or taking pictures. Gain information on status of roadways or routes and take first available one that appears clear and can bypass the location of disorder. Liaise with on ground incentive house/tour group representative if applicable, to conduct roll call of guests at pre-designated meeting/evacuation point. 	<ul style="list-style-type: none"> Contact local suppliers-vendors-logistics-inform of emergency and put on stand-by if disorder appears major or could lead to road checks or curfew. Co-ordinate with Airport - Port representative to account for any people that have gone directly to airport or port following incident. Identify nearest medical facilities injured persons will most likely to be taken to and/or contact with pre designated medical facilities Any persons missing from roll call, provide information to emergency services and to venue management with name, description and nationality of person missing. Crisis Management Team to maintain watch of local and international news for insight and understanding of potential severity and longevity of disorder.
Determine best course for evacuation – place of shelter (in event Incentive/Tour Group cut off from planned accommodation)	
<p>Field Response Team</p> <ul style="list-style-type: none"> If access to hotel accommodation impacted contact alternate evacuation centre /place of shelter inform number of people expected in liaison with Incentive House/Tour Group on ground representative as to final decision. Organise appropriate transportation to place of shelter/new accommodation If possible, send representative in advance to receive and account for evacuees on arrival at new accommodation. Advise CMT of new accommodation/place of shelter address. Check that all persons have personal property etc before leaving for new location, ask them to note any property missing for later follow up with venue management/police as required 	<p>Crisis Management Team.</p> <ul style="list-style-type: none"> Ensure Incentive House/Tour Group senior management updated of incident/situation and of decision/location to evacuate to alternative accommodation/place of safety. Consider sending additional Tekser support employees to assist Field Response Team in post evacuation – first recovery phase. If Tekser main office building or communications infrastructure impacted – advise FRT and Incentive House/Tour Group Company of alternate location and contact details.
Make Foundation for Recovery and Restoration	
<p>Field Response Team</p> <ul style="list-style-type: none"> Establish on ground recovery and logistics support and priorities for resuming operations. Account for any damage related/evacuation costs Await directions and de-brief from CMT before full recovery determined. 	<p>Crisis Management Team</p> <ul style="list-style-type: none"> Consider contractual arrangements with vendors for post emergency services/supplies. Liaise with insurer loss adjuster if required Maintain open and regular communication with Incentive house and Tour Group Senior Management until final resolution and recovery. Maintain media contacts under guidance of agreed protocols

11. ACT OF TERRORISM: CRISIS AND EMERGENCY OPERATIONAL PROCEDURE

Establish Communications – Notify Emergency Services	
<p>Field Response Team</p> <ul style="list-style-type: none"> • Field Response Team leader informs Crisis Management Team designate for Incentive /Incoming • Crisis Management Team is alerted and convened if emergency has potential to become major crisis • Communication line established between CMT and FRT Crisis Co-ordinator • If hotel impacted CMT begins planning alternate accommodation options and putting potential service providers on standby. 	<p>Crisis Management Team</p> <ul style="list-style-type: none"> • Crisis Team Leader considers when appropriate to inform Incentive/Incoming out of country office • If incident appears major, ensure all relevant Embassy contact information is available and to hand. • Establish contact line with Airline representatives if incident major and any changes to travel plans required. • Notify Insurance representative on standby if incident appears major. • Confirm media and PR protocols.
Implement Emergency Response Procedures – Protect: people, property, reputation.	
<ul style="list-style-type: none"> • If already at a venue or the hotel, which is not impacted, consult with the Incentive/Tour Group on ground management to remain in situ or make alternative plans to relocate or reroute. • If outside with a group in a location close to an incident. Consult with Incentive/Tour Group on site representative immediately to suspend program, convene group and relocate to another area or return to the hotel. • If in a vehicle, gain information on status of roadways or routes and take first available one that appears clear and can bypass the location of the incident. • Liaise with on ground incentive house/tour group representative if applicable, to conduct roll call of guests at pre-designated meeting/evacuation point. 	<ul style="list-style-type: none"> • Contact local suppliers-vendors-logistics-inform of emergency and put on stand-by if disorder appears major or could lead to road checks or curfew. • Co-ordinate with Airport - Port representative to account for any people that have gone directly to airport or port following incident. • Identify nearest medical facilities injured persons will most likely to be taken to and/or contact with pre designated medical facilities. • Any persons missing from roll call, provide information to emergency services and to venue management with name, description and nationality of person missing. • Crisis Management Team to maintain watch of local and international news for insight and understanding of the incident.
Determine best course for evacuation – place of shelter (in event Incentive/Tour Group cut off from planned accommodation)	
<p>Field Response Team</p> <ul style="list-style-type: none"> • If access to hotel accommodation impacted contact alternate evacuation centre /place of shelter inform number of people expected in liaison with Incentive House/Tour Group on ground representative as to final decision. • Organise appropriate transportation to place of shelter/new accommodation • If possible, send representative in advance to receive and account for evacuees on arrival at new accommodation. • Advise CMT of new accommodation/place of shelter address. • Check that all persons have personal property etc before leaving for new location, ask them to note any property missing for later follow up with venue management/police as required 	<p>Crisis Management Team.</p> <ul style="list-style-type: none"> • Ensure Incentive House/Tour Group senior management updated of incident/situation and of decision/location to evacuate to alternative accommodation/place of safety. • Consider sending additional Tekser support employees to assist Field Response Team in post evacuation – first recovery phase. • If Tekser main office building or communications infrastructure impacted – advise FRT and Incentive House/Tour Group Company of alternate location and contact details.
Make Foundation for Recovery and Restoration	
<p>Field Response Team</p> <ul style="list-style-type: none"> • Establish on ground recovery and logistics support and priorities for resuming operations. • Account for any damage related/evacuation costs • Await directions and de-brief from CMT before full recovery determined. 	<p>Crisis Management Team</p> <ul style="list-style-type: none"> • Consider contractual arrangements with vendors for post emergency services/supplies. • Liaise with insurer loss adjuster if required • Maintain open and regular communication with Incentive house and Tour Group Senior Management until final resolution and recovery. • Maintain media contacts under guidance of agreed protocols

12. NATURAL DISASTER (earthquake flooding): CRISIS AND EMERGENCY OPERATIONAL PROCEDURE

Establish Communications – Notify Emergency Services	
<p>Field Response Team</p> <ul style="list-style-type: none"> Field Response Team leader informs Crisis Management Team designate for Incentive /Incoming Crisis Management Team is alerted and convened if emergency has potential to become major crisis Communication line established between CMT and FRT Crisis Co-ordinator 	<p>Crisis Management Team</p> <ul style="list-style-type: none"> Crisis Team Leader considers when appropriate to inform Incentive/Incoming out of country office If incident appears major, ensure all relevant Embassy contact information is available and to hand. Establish contact line with Airline representatives if incident major and any changes to travel plans required. Notify Insurance representative, if incident appears major. Confirm media and PR protocols. If hotel impacted CMT plans alternate accommodation and potential service providers on standby.
Implement Emergency Response Procedures – Protect: people, property, reputation.	
<p>Field Response Team Earthquake specific</p> <ul style="list-style-type: none"> If indoors with group advise them to remain inside, get under desk or table, stay clear of windows, heavy furniture and not rush outside. Advise not to use stairs or elevators while building shaking If already outside advise to move to open ground away from buildings or overhead power lines. If in a vehicle advise to stop and park away from trees, light posts, road signs or power lines and stay in the vehicle. Liaise with on ground incentive house/tour group representative if applicable, to conduct roll call of guests at pre-designated meeting/evacuation point. Identify food, water, best available temporary shelter if prolonged evacuation in isolated area, FRT leader to brief CMT of situation following evacuation 	<ul style="list-style-type: none"> Identify /liaise: emergency services incident command centre at site of incident if applicable.. Contact local suppliers-vendors-logistics-inform of emergency and put on stand-by. Co-ordinate with Airport - Port representative to account for any people that have gone directly to airport or port following incident. Identify nearest medical facilities injured persons will most likely to be taken to and/or contact with pre designated medical facilities Any persons missing from roll call, provide information to emergency services and to venue management with name, description and nationality of person missing. Co-ordinate with police-emergency rescue teams in event site has to be searched for missing persons.
Determine best course for evacuation – place of shelter	
<p>Field Response Team</p> <ul style="list-style-type: none"> If hotel accommodation impacted contact alternate evacuation centre /place of shelter inform number of people expected in liaison with Incentive House/Tour Group on ground representative as to final decision. Organise appropriate transportation to place of shelter/new accommodation If possible, send representative in advance to receive and account for evacuees on arrival at new accommodation. Advise CMT of new accommodation/place of shelter address. Check that all persons have personal property etc before leaving for new location, ask them to note any property missing for later follow up with venue management/police as required 	<p>Crisis Management Team.</p> <ul style="list-style-type: none"> Ensure Incentive House/Tour Group senior management updated of incident/situation and of decision/location to evacuate to alternative accommodation/place of safety. Consider sending additional Tekser support employees to assist Field Response Team in post evacuation – first recovery phase. If Tekser main office building or communications infrastructure impacted – advise FRT and Incentive House/Tour Group Company of alternate location and contact details.
Make Foundation for Recovery and Restoration	
<p>Field Response Team</p> <ul style="list-style-type: none"> Establish on ground recovery and logistics support and priorities for resuming operations. Take photographs/recording damage condition of incident location Account for all damage related/evacuation costs Await directions and de-brief from CMT before full recovery determined. 	<p>Crisis Management Team</p> <ul style="list-style-type: none"> Consider contractual arrangements with vendors for post emergency services/supplies. Liaise with insurer loss adjuster if required Maintain open and regular communication with Incentive house and Tour Group Senior Management until final resolution and recovery. Maintain media contacts under guidance of agreed protocols

13. COMMUNICABLE DISEASE: CRISIS AND EMERGENCY OPERATIONAL PROCEDURE

Establish Communications – Notify Emergency Services	
<p>Field Response Team</p> <ul style="list-style-type: none"> Field Response Team leader informs Crisis Management Team designate for Incentive /Incoming Crisis Management Team is alerted and convened if multiple illnesses diagnosed or the location is designated a communicable disease area by national government or World Health Organisation (WHO) Communication line established between CMT and FRT Crisis Co-ordinator 	<p>Crisis Management Team</p> <ul style="list-style-type: none"> Crisis Team Leader considers when appropriate to inform Incentive/Incoming head office Establish contact line with Airline representatives if any changes to travel plans required or to establish if travel restrictions or screening protocols imposed at airports. Notify Insurance representative on standby if nature of incident requires notification. Confirm media and PR protocols.
Implement Emergency Response Procedures – Protect: people, property, reputation.	
<p>Field Response Team</p> <ul style="list-style-type: none"> In the event of symptoms announce if any persons are a doctor, nurse or trained first aider to evaluate and assist. Assist Incentive /Tour Group representative on ground to execute the end clients own communicable disease/pandemic/epidemic procedures. Monitor any similar symptoms in other group members, establish if they need medical attention and if likely to be quarantined, consult with Incentive/Tour Group Leader for support required. Ensure emergency services have been informed and en route if required 	<ul style="list-style-type: none"> FRT leader to brief CMT of situation when situation stabilized. CMT to keep watch, informed and understand general bulletins/information updates from Ministry of Health and WHO Keep open mind as to cause of symptoms, especially if one person out of whole group only affected, equally in event of multiple illness. Provide translations of national government advice/advisory notices to Incentive/Tour Group Management
Post Emergency Support	
<p>Field Response Team</p> <ul style="list-style-type: none"> Consult with Incentive House Tour Group Management if they wish to continue with or amend program for individual concerned depending on severity of outbreak or any travel restrictions imposed. Confirm additional support and assistance required to Incentive House/Tour Group on ground representative. 	<p>Crisis Management Team.</p> <ul style="list-style-type: none"> Ensure Incentive House/Tour Group senior management updated of incident/situation, as well as decisions on alternative transportation – program route or itinerary. Notify insurance of incident Consider sending additional Tekser support employees to assist Field Response Team if required or if FRT members affected..
Make Foundation for Recovery and Restoration	
<p>Field Response Team</p> <ul style="list-style-type: none"> Establish on ground recovery and logistics support and priorities for resuming operations. Account for all costs related to incident support Await directions and de-brief from CMT before full recovery determined. 	<p>Crisis Management Team</p> <ul style="list-style-type: none"> Liaise with insurer loss adjuster if required Maintain open and regular communication with Incentive House and Tour Group Senior Management until final resolution and recovery. Maintain media contacts under guidance of agreed protocols



14. EMERGENCY TRAVEL EVACUATION: CRISIS AND EMERGENCY OPERATIONAL PROCEDURE

Establish Communications – Notify Emergency Services	
<p>Field Response Team</p> <ul style="list-style-type: none"> Field Response Team leader informs Crisis Management Team designate for Incentive /Incoming Crisis Management Team is alerted and convened if major crisis requires emergency evacuation from country. Communication line established between CMT and FRT Crisis Co-ordinator. 	<p>Crisis Management Team</p> <ul style="list-style-type: none"> Crisis Team Leader considers when appropriate to inform Incentive/Incoming out of country office If evacuation appears likely ensure all relevant Embassy contact information is available and to hand. Establish contact line with Airline representatives, sea port representatives. Road travel advisory services. Notify Insurance representative on standby if required. Confirm media and PR protocols.
Implement Emergency Evacuation Procedures – Protect: people, property, reputation.	
<ul style="list-style-type: none"> Confirm staging area for assembling group of persons to be evacuated (usually a designated hotel) Conduct roll call and ID confirmation (through Incentive/Tour Group representative) Confirm all persons to be evacuated have necessary travel documents. Confirm options of alternate routes to international airports; sea ports; land borders assessed for ease of passage under emergency conditions from CMT and Incentive House/Tour Group Senior Management If applicable, assist in sourcing of departure travel kits to include basic food; water, clothing, portable lighting; first aid kits if available. Conduct roll call on arrival and at chosen embarkation point at border. 	<ul style="list-style-type: none"> Contact local suppliers-vendors-logistics-inform of emergency and put on stand-by. Co-ordinate with Airport - Port representative to account for any people that have gone directly to airport or port. Any persons missing from roll call provide information to emergency services and to venue management with name, description and nationality of person missing. Consider services of specialised company providing assessment, on ground evacuation support and convoy escort if required by Incentive House/Tour Group Management. Note: advise Incentive House/Tour Group Senior Manager that: the earlier a decision is made to evacuate or not – the more likely the support response to that decision can be effected in a calm and productive manner.
Determine best course for evacuation.	
<p>Field Response Team</p> <ul style="list-style-type: none"> Organise appropriate transportation to place of evacuation. If possible, send representative in advance to receive and account for evacuees on arrival at final place of evacuation. Advise CMT of accommodation at final evacuation point in event there are delays to departure once arrived. Advise all persons to re-check travel documentation on arrival at final point of departure. 	<p>Crisis Management Team.</p> <ul style="list-style-type: none"> Ensure Incentive House/Tour Group senior management updated of incident/situation and of decision/location to evacuate to alternative accommodation/place of safety. Consider sending additional Tekser support employees to assist Field Response Team in post evacuation – first recovery phase. If Tekser main office building or communications infrastructure impacted – advise FRT and Incentive House/Tour Group Company of alternate location and contact details.
Make Foundation for Recovery and Restoration	
<p>Field Response Team</p> <ul style="list-style-type: none"> Establish on ground recovery and logistics support and priorities for resuming operations. Account for all related evacuation costs Await directions and de-brief from CMT before full recovery determined. 	<p>Crisis Management Team</p> <ul style="list-style-type: none"> Consider contractual arrangements with vendors for delayed evacuation services/supplies. Liaise with insurer loss adjuster if required Maintain open and regular communication with Incentive house and Tour Group Senior Management until final resolution and recovery. Maintain media contacts under guidance of agreed protocols

15. MANAGING THE MEDIA: GENERAL GUIDELINES

Prepare Positioning Statements & Background Material in Advance

A standard pre-prepared positioning statement as a general response to crisis or emergency incidents should be considered and composed through the Tekser Tourism and Travel Inc. PR representative.

Develop your Communications Network

- Keep out of hours contact numbers of the Field Response and Crisis Management Team to hand
- Keep out of hours numbers of support personnel – administrative and ad-hoc representatives to hand.
- Maintain on-going rapport with influential local media and PR contacts through networking channels.

Maintain an Early Warning System to Monitor External Trends

Help anticipate potential incidents and understand their context in the event they become an emergency and crisis through the following information channels

- Check the media regularly – editorials, radio and TV reports, newsletters etc.
- Analyze internal intelligence – direct feedback from clients, local market research.
- Monitor public opinion
- Identify pertinent local social issues.
- Be aware of local government decisions.
- Watch technical or political developments.

GENERAL DO'S AND DON'TS WHEN TALKING WITH THE MEDIA DURING A CRISIS

DO:

- Demonstrate concern for the public and your associates
- Have an approved answer to the question: 'what are you doing about the situation'
- Provide facts - brief and straightforward
- Respect media deadlines – return every call

DO NOT:

- Speak with the media 'off the record'
- Guess or speculate
- Lie or give half-truths
- Answer a question you do not understand (repeat it in your own words)
- Lose your temper
- Be humorous or sarcastic
- Say 'no comment' unless absolutely necessary (your silence may be interpreted as a sign of guilt)
- Be led into saying more than you intended