



Emergency and Traveler Safety Protocol

1. Purpose

This protocol outlines procedures for responding to emergencies involving customers during tours, travel, or transport services. The objective is to ensure rapid response, protect travelers, and coordinate with appropriate authorities.

2. Types of Emergencies

Emergencies may include:

- Medical emergencies
- Vehicle accidents
- Security incidents
- Severe weather conditions
- Lost or missing travelers
- Travel disruptions such as flight cancellations

3. Emergency Response Principles

In all emergencies, staff must:

1. Prioritize the safety of travelers.
2. Remain calm and provide clear instructions to guests.
3. Contact local emergency services where necessary.
4. Inform CountrySide Safari Agency management immediately.

4. Medical Emergencies

If a traveler becomes ill or injured:

- Provide basic first aid if trained to do so.
- Contact the nearest hospital or medical facility.
- Inform the company management and the traveler's emergency contact where necessary.
- Assist with transportation to a hospital if required.

5. Vehicle Accidents

In the event of a road accident:

- Ensure the safety of all passengers.
- Contact local emergency services and police.
- Provide first aid if necessary.
- Document the incident and notify company management immediately.

6. Security Situations

If a security concern arises:

- Move travelers to a safe location.
- Avoid confrontation or escalation.
- Contact local authorities and company management.

Staff must stay informed about travel advisories and local security conditions.

7. Lost or Missing Travelers

If a traveler becomes separated from the group:

- Attempt immediate contact via phone.
- Identify the last known location.
- Notify local authorities if the traveler cannot be located quickly.

8. Communication with Travelers

During emergencies, guides and staff must:

- Provide clear information to travelers
- Avoid spreading rumors or unverified information
- Maintain calm and reassuring communication

9. Emergency Contacts

Countryside Safari Agency will maintain an updated list of:

- Local hospitals and clinics
- Police stations
- Tourist site authorities
- Embassy contacts for international visitors

These contacts must be accessible to tour guides and drivers at all times.

10. Training

Staff members involved in tours and transport services should receive periodic training in:

- Basic first aid
- Emergency response procedures
- Traveler safety management