

General Contingency plan

Ensure safety on site

In case of injury to passengers

Call 112 - location and description of incident

Administer First Aid

Prevent hypothermia

Prepare arrival of rescue team

Attend to other passengers

After injured parties have been transported off the venue it is time to attend to other matters

Report incident to supervisor
(if this has not already been done)

Attend to passenger - Trauma support

Mobilize response group - Supervisor

Decide on the continuation of the tour

Fill out/file incident report

No injuries to passengers

Report incident to supervisor

Attend to passenger - Trauma support

Mobilize response group - superior
(if needed)

Decide on the continuation of the tour

Fill out/file an incident report

The response group works according to a plan e.g.:

- Mobilizes further trauma support/crisis counsel if appropriate/needed.
- Handles communication with the police and other parties as needed/appropriate, e.g.: relatives, embassies and the media.
- Informs other employees.
- Ensures transportation of other passengers to their homes, if necessary.

Emergency numbers and key personnel

_____	_____
_____	_____
_____	_____