

EMERGENCY AND DISASTER PREPAREDNESS PLAN

(A template for Small Tourism Businesses)

{Name of Tourism Business}

{Date last updated}

1. Establishment Profile

Name:

Address:

Contacts: - telephone:

Fax:

Email:

1.2 Management Team

Designation	Name	Contact Telephone numbers
Manager		
Supervisor		
Others - specify		

1.3

Staff List

Name	Position	Female	Male	Contact Telephone numbers
(include all staff)				

1.5 Attach maps of site and buildings.

2. Emergency Management

2.1 Emergency Management Team (small tourism Businesses)

Position on Committee	Name	Job title/ Representing	Contact Tel numbers
Manager			
Supervisor			
Others (<i>specify</i>)			
(depending on the style of operation small establishments' Emergency team may be only two to five persons			

2.2 Details of First Responders

Description	Name of contact person there	Contact Telephone numbers
Police		
Fire and Rescue		
Hospital/Health Centres		
Tourism Department		
Tourism sector focal point		
Others (<i>list them</i>)		

2.3 Emergency Control Team

(NB: For small tourism businesses, members are going to be less and constitute of the same persons and each person will have to take on a few additional responsibilities)

Position on Team	Name	Responsibility on Team	Job title/ Representing	Contact Tel numbers	Related training done
Emergency Command- Leader <i>e.g. Manager</i>					
<i>Deputy leader- e.g. .Supervisor</i>					
<i>Operations – Leader e.g. Manager</i>					
<i>Logistics – Leader e.g. supervisor</i>					
Communications –leader e.g. manager					
<i>Member- Communications e.g. Manager</i>					
Finance & Administration – Leader e.g Manager					
<i>Member – procurement e.g Manager or supervisor</i>					
NB: numbers will differ depending on the size of the establishment and not all members will need to be involved in all emergency cases. However, all functions must be catered for.					

3. Hazard and Risk Assessment

3.1 Assessing and Reporting

Structural hazards: Make a list of all observable structural hazards using the guidelines in the Manual and the Checklist for structural safety in Appendix 1, propose possible strategies for dealing with them (these can be immediate action to be taken or issues requiring further investigation).

Non-structural hazards: involve other members of management and staff in this exercise. Develop a checklist covering all possible hazards specific to the establishment, referring to the examples given in Appendix 2 and other relevant checklists. For each identified hazard, **state what it is, describe the risk that it poses, note what can be done, who should do it and when it should be completed.**

Agree on necessary actions to be taken and decide on their implementation.

A possible Report format:

Hazards related to:	Risks / consequences	What can be done	Person/s responsible	By when/ Deadline
Fire inside buildings or surrounding area i) ii) iii) ...				
Flooding i) ii) ...				
Wind and rain storms				
Landslide				
Transportation accident (on land & sea)				
Kitchen or Laundry accident				
Loss or failure of utilities				
Hazardous materials release				
Civil unrest, including armed attack				
Others – (specify)				

3.2 Emergency Resources

In the event of an emergency it is important to have all the necessary equipment and supplies available. Make a checklist of all such resources; seek the assistance of the Tourism Sector focal point for disaster management, Divisions of Risk and Disaster Management, the Red Cross, and other emergency/ disaster management authorities to find out the normal requirements in case of hazards mentioned in the Manual as well as others that may be specific to the circumstances of different establishments. Ensure that these resources are readily available.

Maintain an inventory of all emergency resources, to be updated periodically.

4. Emergency Response

4.1 Emergency contacts (Small tourism businesses)

Maintain a list of all important contact details, such as:

	Name	Phone number – office/mobile/home
Manager		
Supervisor		
<i>Maintenance person</i>		
Electrician		
<i>Others (list)</i>		
Other essential services (list)		
Key suppliers		
Key emergency numbers		

4.2 Emergency Response Procedures

Referring to Section 5, in particular sub-sections 5.2 and 5.3 of the Manual, describe the establishment-specific emergency response procedures that will be followed in the event of different types of emergencies. It is very important to customize the standard procedures to the specificities of each establishment.

Below is a proposed format for this section of the plan:

Hazards related to:	Teams to be activated	Response actions, including alert & communication systems* to be used	Evacuation Sites	
			Primary site	Alternative site
Fire inside buildings				
Fire in surrounding area				
Flooding (including tsunami, sea swell)				
Wind and rain storms				
Landslide				
Transportation accident				
Accident on establishment site				
Loss or failure of utilities				
Hazardous materials release				
Civil unrest, armed attack				
Others – (specify)				

Note: * in any emergency, communication is crucial to effective response. Include in this section of the plan the internal and external alert and communication systems that will be used in each type of emergency, eg.the use of telephones, intercom, two-way radios, loudspeakers, sirens, bells, runner system, flags, local media, etc...

Attached to this section of the Plan should be the **on-site evacuation plan** and the **safe haven route plan**.

On-site evacuation plan: should indicate the location of on-site primary and alternative assembly points/ sites with associated evacuation routes marked. It should also give the location of fire exits, extinguishers, water hoses, hydrants, utilities shut-off valves (using symbols or icons). The evacuation plan must be displayed at the main entrance/ exit or in prominent places in each block of the buildings that are used by staff.

Safe haven route plan: this plan should give details of the off-site evacuation sites (both the primary and alternative ones), including the routes to be taken and distance from the establishment.

4.3 Communications Strategy

Describe the emergency communication policy, strategies and procedures of the establishment.

a) As part of the Hazards and Risk Assessment exercise (Re: Section 3, page 5) carry out a communications risk analysis, Check for:

- ✓ Appropriate telecommunication equipment on the premises that is operational at all times and that backup exists.
- ✓ Up-to-date guest and staff resident list - name, room number, family contact, special needs, special services to offer.
- ✓ An updated list of key persons' and agencies contact details.
- ✓ An up-to-date press kit including items such as fact sheet, photographs of key personnel, guest and operating policy statements, data such as occupancy levels, and other features of the establishment, etc.
- ✓ areas or features of the establishment that may attract bad press if placed under media scrutiny and press for corrective action.

b) Develop an emergency communication policy.

Dealing effectively with the local and international media, other local agencies, tour operators and all other stakeholders plays a crucial role in minimising the impact of a crisis on a destination, and in helping to retain the confidence of visitors and the travel industry. It is therefore essential that in the event of an emergency a crisis communications centre is set up and a spokesperson is designated as the one to interact with the media and other agencies. (A deputy may also be appointed in case the main person is absent at the time of an emergency). All staff should be properly briefed on who the spokesperson is and what is expected of them in an emergency.

Key staff such as telephone operators and front desk personnel should also be trained in responding to enquiries appropriately, referring specifically to the appointed spokesperson in an emergency. It is also important to inform overseas representatives as well as national agencies of the establishment's

communications policy and procedures. A list of key local and international media contacts should also be included in this section of the plan.

4.4 Emergency Documentation

Group Status Report Form

This form should be returned to the assembly area collecting point, immediately after evacuation.

GROUP STATUS REPORT FORM		
Responsible staff/person's name: _____		
Number in establishment:		All persons are accounted for: Yes [] No []
Missing or unaccounted for: Names		Where last seen:
Injured persons: Names	Type of injury?	Location of person

5. Practice, Monitoring and Updating

5.1 Emergency Drill Plan & Record

It is important to plan and keep records of all emergency drills carried out.

DRILL PLAN		Year:
Type of Drill		
Objectives (including reference to feedback from previous drills)		
Time of Day		

Expected number of persons evacuating	
Expected number of participating volunteers	
Expected outside participating agencies	

DRILL RECORD		Year:
Type of Drill		
Date:		
Time of Day		
Duration		
Number of persons evacuating		
Number of participating volunteers		
Number of staff supervising drill		
Outside participating agencies		
Feedback from all participants and supervisors (Most important!)		

5.2 Training Plan

The training plan should be developed on the basis of the results of the establishment's assessment of its capacities and resources (see 2.3 in the Manual) as well as on the evaluation of drills practice and other needs. Training can be for the development of specific skills for specific groups or for awareness raising generally.

5.3 Maintaining the Emergency and Disaster Management Plan (EDMP) - Annual Checklist

This checklist should help establishment's managers/ owners maintain and update the Plan regularly, at least once a year. It should be posted on office notice-boards so it remains visible.

	To be Done - Checklist	Check
EDMP Review		
1.	Roles and responsibilities of Emergency Management Team and Emergency Control Team are reviewed, and adjustments made where necessary, at start of each year.	✓
2.	New people are appointed in vacant positions on these two committees, and roles and responsibilities are clearly defined.	
3.	Hazards and risks assessment survey is carried out, report is produced and related actions are carried out.	
4.	Necessary emergency resources are identified, list is made and resources are procured.	
5.	Required supplies and equipment are procured.	
6.	Emergency response procedures are reviewed in line with hazards and risk assessment and feedback from drills practice.	
7.	Emergency contact numbers (for all parties involved) are checked on and updated where necessary.	
8.	Primary and alternative evacuation sites/ assembly areas (both on-site and off-site) have been reviewed.	
9.	On-site evacuation plan and off-site safe haven plan are revised accordingly if necessary.	
10.	EDM Plan is revised and changes are communicated to all concerned.	
Equipment		
11.	All necessary equipment, e.g. Battery-powered radios, mobile phones, TV, etc. have been checked, and repaired or replaced where necessary.	
12.	All other equipment have been procured and checked.	
Communication		
13.	Evacuation routes and procedures are posted in each room appropriately and staff and guests' attention is drawn to them.	
14.	The revised EDM plan has been appropriately communicated to all staff.	
15.	A communications policy and strategy has been developed and communicated to all concerned.	
Training and Drills		
16.	Necessary training for all parties involved has been decided on and scheduled.	
17.	Two fire drills have been scheduled for the year.	
18.	One full simulation drill has also been scheduled.	

6. Restoration and Recovery

After the emergency, the Management Team along with all other willing members of the establishment will need to carry out Damage Assessment, Clean Up, Salvage and Business Restoration exercises so that business may be resumed as quickly as possible.

6.1 Damage Assessment

Identify designated staff teams to be deployed to carry out a preliminary assessment. This should be followed by a more detailed assessment, to include itemised details of all damage noted using photographs and descriptions, with specialised assistance where necessary (eg. Engineers and other technical experts) and including estimated costs of repair. Consult with government agencies regarding damage restoration of infrastructural facilities that may affect business recovery. Develop a Damage Assessment Report format.

On the basis of the reports decisions should be made on priority repair needs and projected restoration period.

6.2 Clean up and Salvage

Identify designated staff teams to be deployed to carry out clean-up and salvage operations. Develop and implement waste management /disposal plan.

6.3 Business Restoration

Develop business restoration plan taking into account damage assessment and post-event evaluation (at establishment as well as at national levels). Seek the assistance of relevant agencies – such as DRDM, the tourism sector focal point for disaster management, and technical assistance where necessary. As much as possible ensure that risk reduction measures are incorporated in all recovery measures.

It is also helpful to establish mutual aid agreements with other tourism accommodation establishments with same or more room capacity than yours for assistance to shelter/accommodate your clients should you need to evacuate your premise during any disaster situation.

It also important to keep good contact with your district administrator as there is a district disaster management plan that takes into consideration all community members both residential and business community.