Guidelines for small tourism establishments to follow to fill or review the Multi- Hazard Preparedness plan template for Emergency and evacuation for disaster risk reduction

Note. This guideline should be followed in line with the Manual for Small and Medium Size Tourism Establishments

Step.1 Establishment Profile

     1.2   Management Team

     1.3   Staff List

     1.4   Attach maps of site and buildings.

Step 2. Emergency Management

     2.1   Your Emergency Management Team

2.2   Details of First Responders

Step.3 Hazard and Risk Assessment

3.1 Assessing and Reporting

3.1.1 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).

3.1.2 Non-structural hazards

- Involve other members of management and staff in this exercise. Develop a checklist covering all possible hazards specific to your 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.

Step 4. 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.

Step 5. Emergency Response

- Maintain a list of all important contact details, such as: Manager, Supervisor, maintenance, electrician, Key suppliers, List your suppliers of goods and services, List of other service providers e.g DMCs, Boat charters, airlines etc

Step 6 Emergency Response Procedures

- Describe the establishment's 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 your establishment.
- 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, e.g. the use of telephones, intercom, two-way radios, loudspeakers, sirens, bells, runner system, flags, local media, etc.

Step 7. Evacuation

7.1 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.

7.2 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.

Step 8 Communication Strategy

8.1 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.

8.2 Communicating with local and international media, tour operators, travel agencies etc

- 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.

Step 9. Maintaining the Emergency and Multi-hazard Management Plan (EMHMP)

- Having a checklist should help establishment's managers/ owners maintain and update the plan regularly, at least once a year. The plan should be keep in a place where it is accessible to all key staff members

Step 10.Restoration and Recovery

10.1   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.

10.2   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.

10.3   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.

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