



MINISTRY OF FOREIGN AFFAIRS AND TOURISM

TOURISM DEPARTMENT
TOURISM RISK MANAGEMENT SECTION
DISASTER RISK REDUCTION, PREPAREDNESS
AND EMERGENCY RESPONSE

GUIDELINES TO ENSURING AN EFFECTIVE
EMERGENCY RESPONSE PLAN

EMERGENCY RESPONSE PLAN

What is an Emergency Response Plan?

An Emergency Response Plan is a plan of action for the efficient deployment and coordination of services, agencies and personnel to provide the earliest possible response to an emergency.

1.0 RISK ASSESMENT

- 1.1 The first step when developing an emergency response plan is to carry out a hazard assessment to identify all potentials hazards (internal and external to your business) that if not eliminated, may accelerate any disaster incident that may affect the good operation of your business, cause damage to your property and risk the lives of your clients and employees.
- 1.2 The second step is to carry out a risk assessment to identify and prioritise potential emergency scenarios (internal and external to your business) of disaster incidents that are most likely to affect your business. This will enable you to determine resource requirements and to develop operating procedures including your communication plan that should be in line with your daily organisational and operational activities.

2.0 POLICY, ORGANIZATIONAL STATEMENTS, EMERGENCY RESPOND TEAM AND STANDARD OPERATING PROCEDURES

- 2.1 Identify goals and objectives for your emergency response plan and ensure that they are clearly laid down and are in line with the results of your risk assessments and your operational activities.
- 2.2 Based on your goals and objectives carefully select your emergency response team. Appoint a team leader and give each member the responsibility of a specific task. They should be from various departments of your business operation, preferably the heads of these departments.
- 2.3 Together with your team work on standard operating procedures including your communication procedures for your emergency response plan. All procedures must be in line with your goals and objectives and they should be based on the results of your risk assessments and be prioritised according to the potential emergency scenarios of disaster

GUIDELINES TO ENSURING AN EFFECTIVE EMERGENCY RESPONSE PLAN

incidents (internal and external to your business) that will or are likely to affect your property, business, clients as well as employees.

3.0 RESOURCES

- 3.1 Identify resources that you may need in line with your standard operating procedures for the different potential emergency scenarios of disaster incidents. These should be both logistical, equipment as well as human resource.
- 3.2 Please note that by human resource we mean the operation team required to carry out specific assignments on the ground. Your emergency response team should be mostly involved in coordinating the various duties assigned to the operation team responsible for each department of your business.
- 3.3 Based on the resources ensure that there is a budget and contingency fund for emergencies as you will require financial back up for your emergency response plan

4.0 RISK REDUCTION IN YOUR OPERATIONS

- 4.1 Ensure that risk reduction measures are mainstreamed in your daily activities
- 4.2 Weekly hazards assessments should be carried out by all heads of the various departments of your business on a regular basis and steps should be taken to if possible prevent them, otherwise find ways to mitigate or adapt to these hazards so that during any disaster incidents they represent less risk to your business, properties, in house guests and employees.
- 4.3 Staff should be informed of results of all hazards or risk assessments and what they should be doing to assist and address all hazards or risks.
- 4.4 A hazard recording sheet should be filled with the type of hazard identified and its location and the risk that this hazard may cause. The record sheet should have an action column to note the methods adopted to prevent, mitigate or adapt to these hazards.
- 4.5 During any infrastructural improvement and renovation ensure that your, architect, engineer and maintenance manager is aware of all potential disaster risks that will or likely to affect your property, buildings and other infrastructure so that they integrate climate compatible measures (*measures to reduce the impact of disaster incidents*) in the design/plans of the infrastructures and facilities for risk reduction.

5.0 COMMUNICATION PROCEDURES

GUIDELINES TO ENSURING AN EFFECTIVE EMERGENCY RESPONSE PLAN

- 5.1 You need to have a clearly defined communication procedures in line with your policy, objectives and goals set in your response plan. A key person in the management team (preferably the General Manager or the Head of Customer Services) should be responsible for all internal and external communication be it to the media or to key national emergency responders including the tourism focal point.
- 5.2 The person responsible for communication should ensure that he receives all information in an organised and timely manner. He should be aware at all times, of all situations regarding the emergency and the various activities being done by the emergency response team in relation to the emergency.

6.0 EVACUATION PLAN AND PROCEDURES

- 6.1 The first step is to prepare your evacuation plan and procedures based on the results of the risk assessments depending on the various emergency scenarios in relation with the category of disaster incidents (internal and external to your business) which are likely to affect your property, business, your clients as well as your employees.
- 6.2 Information on physical evacuation routes and procedures in the event of an emergency must be clearly displayed in all guestrooms and as part of the basic induction upon arrival, clients should be informed of the evacuation procedures and location of assembly points. The procedures should be in English and French. Other languages may be considered depending on the nationality of the clients that your business handles.
- 6.3 All employees should also be well informed of the evacuation procedures.

7.0 TRAINING AND SIMULATION EXERCISE

- 7.1 All members on your emergency response team should be trained in first aid, fire safety as well as evacuation procedures. Furthermore at least $\frac{3}{4}$ of staff in each department should also be trained.
- 7.2 Regular simulation exercise to test your emergency response plan and the efficiency of your team needs to be organised by the emergency response team leader, together with other members to test the response of your staff and their efficiency to attending to their specific tasks during an emergency. This is important so that they are prepared and able to handle real emergency situation during disaster incidents. Invite external observers to observe and provide you with feedback that will assist you to identify any gaps that need to be corrected for future exercises.

GUIDELINES TO ENSURING AN EFFECTIVE EMERGENCY RESPONSE PLAN

- 7.3 After each simulation exercise, a post mortem meeting should be held to review the response and to assess any weaknesses and to improve on them for the next exercise until such time that the team and staff are comfortable and able to respond to any emergency that may arise.

8.0. KNOW WHO THE KEY NATIONAL RESPONDERS ARE AND THEIR CONTACTS.

- 8.1 It is extremely important that you always have an updated list of all key national responding agencies, their contacts including emergency contact numbers.
- 8.2 However please note that during an emergency there should be only one person who should be responsible to liaise and communicate with the key national responding agencies

9.0 RECORD ALL DISASTER INCIDENTS.

- 9.1 It is important that you record all hazards and disaster incidents that have had an impact on your property, business, clients and employees for future reference, especially when implementing disaster risk reduction measures which is quite essential during post recovery period.