

SCHEDULE 2 | GC EMERGENCY PROTOCOL

- 1. INTRODUCTION**
 - 1.1 To effectively address all potential emergencies and/or critical situations, Green Camp takes the following steps:
- 2. TRAINING**
 - 2.1 Green Camp carries out regular guide and staff training to ensure that all members of the Green Camp team are familiar with these emergency protocols. All of our trips include at least one staff member with first aid training, and all have gone through an 'Emergency Response' training workshop.
- 3. INSURANCE**
 - 3.1 As a fully licensed school, we legally maintain General Liability Insurance for all Camp Participants.
 - 3.2 We also recommend travellers arrange additional medical, travel or evacuation insurance as required (dependent upon if the program's destination and/or if it is of an outdoor/remote nature). For visitors from abroad, travellers are required to have personal medical and or travel insurance that includes international repatriation and full medical coverage. For programs that take place in very remote locations, Green Camp insists that Camp Participants purchase additional International SOS Evacuation Coverage. If the Camp Participant wishes to use their own evacuation coverage, they are required to show proof of policy.
- 4. EMERGENCY SUPPORT**
 - 4.1 Prior to each trip and as part of a very thorough risk assessment process, Green Camp staff prepare an 'emergency response plan' by locating the closest hospitals and medical facilities in the vicinity of each segment of the Green Camp Program.
 - 4.2 For all Green Camp Programs, we provide an emergency vehicle to enable swift transfers to the closest hospital.
 - 4.3 For Green Camp Programs that they place in remote locations, Green Camp staff have the contact details of the appropriate 'airlift' medical evacuation services where available.
 - 4.4 It is mandatory for at least one member of the Green Camp staff to carry with him/her a functioning phone to contact the emergency services. It should be noted that the majority of Green Camp Programs take place within a nearly 3-hour drive international or provincial level hospital.
- 5. EMERGENCY RESPONSE PLAN**
 - 5.1 The safety and security of all participants who take part in our programs is of the utmost concern to Green Camp. However, it must be noted that no Green Camp Programs can guarantee the absolute safety of participants at every moment.
 - 5.2 Green Camp has put in place a set of 'emergency best practices' and guidelines that should be followed by all Green Camp staff to minimize the risk of incidents taking place.
 - 5.3 These guidelines exist to assist staff leading programs; both in planning, and if needing to respond to crises or emergencies that may occur.
 - 5.4 The following list of possible crisis or emergency situations, while not exhaustive, includes examples of situations that would require a response:
 - 5.4.1 Accident/Injury/Illness
 - 5.4.2 Assault (physical or mental) – being a victim of a crime
 - 5.4.3 Natural disasters/Contagious disease or another public health issue/Outbreak of war or civil unrest
- 6. PRE-DEPARTURE:**
 - 6.1 The following precautions are to be implemented by all Green Camp staff:
 - 6.1.1 ensure that the Customer has provided Green Camp with all Camp Participants' allergy and medical ailments list as well as proof of travel insurance in the case where the insurance hasn't been purchased by Green Camp;
 - 6.1.2 ensure that the Customer has provided Green Camp with all the Camp Participants' emergency contact info;
 - 6.1.3 provide the Customer with the complete 'Risk Assessment' (including nearest hospital info) as well as the Green Camp Program's tour leader's contact information and Green Camp emergency number;
 - 6.1.4 ensure that all Green Camp staff have up to date contact details for all the teachers taking part on the trip as well as the Customer's leadership contact details (or appropriate Camp Participant in charge of welfare);
 - 6.1.5 ensure Green Camp has access to emergency paper cash to deal with any medical services if required; and

6.1.6 ensure that all Green Camp staff know how to contact the local emergency services and where the nearest location of medical service.

7. DURING THE TRIP:

7.1 The following precautions are to be implemented by all Green Camp staff:

7.1.1 establish an evacuation plan and meeting point of the accommodation and communicate it with all the participants;

7.1.2 if the Camp Participants are staying in a hotel, draw up a room list floor plan and share it with accompanying teachers; and

7.1.3 prior to each activity, Green Camp staff must inform the Camp Participants of the safety precautions and measures relevant to the upcoming activity.

8. On-site response to an emergency

8.1 If an incident arises, Green Camp staff must first and foremost come to the aid of the person in danger and assess the situation.

8.2 The assessment of an event will utilize the following guidelines for incident classification:

8.2.1 **Minor Incident** means a smaller incident or injury which causes concern but presents no external threat – for example, a minor bruise, scrape etc.

8.2.2 **Moderate Incident** means a concerning event which has the potential to escalate to a more serious crisis and/or effect the continuation of program

8.2.3 **Major Incident** means a serious event. It may also be that another event that has occurred which poses a further threat - for example a fatality, serious injury, fire, explosion etc.

8.2.4 **Emergency** means a severe crisis such as a number of fatalities and serious injuries – examples include a natural disaster, a large fire, explosion, bomb sabotage, material release, civil unrest, shootings, or severe ethical or reputation damage

8.3 In the case of a Moderate/Major Incident or Emergency, Green Camp must immediately:

8.3.1 contact the local emergency services,

8.3.2 contact the emergency contact of the affected person(s) as provided by the Camp Participant; and

8.3.3 work with the accompanying teachers to contact the Customer / the Customer's leadership (as applicable).

8.4 In the case of a Minor Incident, Green Camp staff must first tend to the incident and then contact the emergency contact of the affected person(s) as provided by the Camp Participant– i.e. a small cut or bruise does not warrant calling the emergency contact but should be recorded in the incident logbook.

8.5 Furthermore, Green Camp staff must ensure that all other participants are removed from harm. Green Camp staff can ask for the accompanying teachers/chaperons take the other Camp Participants in a safe location away from the incident.

9. SPECIFIC RESPONSES TO INCIDENTS:

Ill or injured Camp Participant:

9.1 Green Camp on-site personnel shall obtain the following details to better assist with emergency services:

9.1.1 Identity of individual(s) involved

9.1.2 Brief description of accident, illness or emergency

9.1.3 Location of accident or emergency

9.1.4 Contact numbers (mobile, landline, and fax) where caller can be reached

9.1.5 Verify that calls have been placed to emergency response services, the emergency contact person(s) of the affected participant as provided by the Camp Participant, local hospitals, local law enforcement, and/or embassy or consulate hotlines

9.2 Green Camp staff should also take the following steps:

9.2.1 First-aid trained Green Camp staff should tend to the participant and assess the severity of the injury/illness. If the Customer has sent a nurse to accompany the Camp Participants, work in collaboration with him/her and treat the Camp Participants;

9.2.2 If the injury or illness is serious, arrange emergency medical care and ensure that one member of Green Camp staff and one teacher/chaperone accompany the participant to the closest hospital;

9.2.3 Where appropriate Green Camp will contact the Camp Participant's emergency contact as provided by the Customer prior to the start of the program and inform them of the situation;

9.2.4 Arrangements will be then made, where necessary, for ongoing medical care in-country or evacuation; and

9.2.5 Log all the details pertaining to the incident.

Assault/Victim of a crime:

9.3 Green Camp staff should immediately:

9.3.1 contact the local authorities and Green Camp;

9.3.2 Offer the participant mental support and reassure the victim;

9.3.3 Ask the participant what happened and ensure that the information is written down;

9.3.4 Where a Camp Participant has been injured, Green Camp staff should ensure emergency medical care is provided and the emergency contact of the injured person is informed of the incident when appropriate;

9.3.5 Where the Camp Participant is distressed as a result of being a crime victim, Green Camp staff member should liaise with the Customer's counselling and psychological services to offer support if required or desired by the participant;

9.3.6 If legal representation is required, Green Camp staff member should contact the Customer and ask for assistance to contact the relevant Embassy/Consulate; and

9.3.7 Record the incident.

Natural Disasters/ Contagious disease or another public health issue/Outbreak of war or civil unrest:

9.4 If the emergency resulted from a natural disaster, an act of terrorism, or an act of war, the Green Camp emergency contact should confirm the following details:

9.4.1 If the event was political, what was the target of unrest?

9.4.2 What is the intensity of the unrest?

9.4.3 Are there military or emergency personnel at the site of the emergency?

9.4.4 What is the advice of the US, EU member states' embassies and/or consulates?

9.4.5 What impact, if any, does the situation have on the availability of food, water, and medical supplies?

9.4.6 How able are Camp Participants to travel?

9.4.7 Is continuation of the Green Camp Program feasible?

10. FOLLOW UP ACTIONS

10.1 Once all immediate threats have been secured, the Green Camp on-site personnel will:

10.1.1 Reassess planned activities for the program and adjust as deemed necessary to avoid subjecting program participants to additional stress. Plan for creative ways to proceed

10.1.2 Stay in close communication with the Green Camp emergency contact for instructions or input, and to let Green Camp staff know of activities and whereabouts of group at all time

10.1.3 Assess physical and emotional needs of participants. Remind participants of appropriate behaviours

10.1.4 Notify the Green Camp emergency contact if additional staff are needed on-site to carry out necessary arrangements

10.1.5 Make additional travel arrangements as necessary

10.1.6 Make certain all affected local and authorities are consulted and kept informed

10.1.7 In the event of a fatality, wait for legal authority (usually local) before moving the body. Make sure photographs are taken before the body is moved

10.1.8 Communicate any action or evacuation plans to program participants

10.1.9 Record & document all activities