

## CRISIS MANAGEMENT PLAN

In order to define the severity of an accident or incident, OneStage apply the following categories:

### **RED INCIDENT**

Examples of 'Red Incidents' :

- **The death of passenger/passengers**
- **A severe, life threatening illness or accident involving a passenger/passengers**
- **A natural disaster which endangers passengers**
- **A civil incident/war which endangers passengers**

Definition: A situation where immediate assistance from OneStage is required because a serious incident has already occurred or is quickly developing.

Action by Client and /or Tour Manager with the group:

1. Call emergency services and police
2. Allocate person/persons who are unhurt/unaffected to remain with passenger/s affected. This may temporarily be the Tour Manager, staff member if with a youth group, or friend if with an adult group. The remainder of the group to be moved to a place of safety/continue with the tour, as appropriate to the situation
3. Contact the Duty Manager at OneStage as soon as possible (available 24 hrs)

Immediate action taken by OneStage:

1. Both Directors of OneStage to be contacted immediately by the Duty Manager (if they are not already involved)
2. A 24 hour liaison officer appointed for the group leader, school, next-of-kin and media if relevant. If the incident involves many casualties, a larger team would be assembled to cope with greater demand.
3. Local assistance, such as translators or Embassy/Consulate officials to be requested as soon as possible
4. In the case of a severe accident, such as a road traffic accident involving the group's transport, if necessary/desirable, one appointed representative of OneStage to travel to the scene as soon as reasonably possible.
5. Arrangements to be made, if necessary/desirable, for next of kin to be transported to the scene as soon as reasonably possible.
6. A detailed log and report of the incident and actions taken to be kept

## **YELLOW INCIDENT**

### **Examples of a Yellow incident:**

- **Flight cancellation**
- **Coach breakdown**
- **A situation where your group are stranded, where immediate assistance is required to continue the tour without severe loss of enjoyment or passenger discomfort.**

### Action by Client and /or Tour Manager with the group:

1. Ensure that all passengers are in a safe location
2. Contact the Duty Manager at OneStage as soon as possible (available 24 hrs)

### Immediate action taken by OneStage:

1. At least one director of OneStage to be contacted by the Duty Manager immediately.
2. The Duty Manager will continue to liaise with the group and assemble a suitable team to work on replacement arrangements as soon as possible
3. A detailed log and report of the incident and actions taken to be kept
4. Clients may be asked to wait a reasonable length of time for alternative arrangements to take place. This may mean that some interim arrangements need to be made, such as getting passengers to the nearest service station, additional overnight accommodation, or other. These actions are decided on a case-by-case basis. However, the comfort and good care of our passengers is always our priority.

## **GREEN INCIDENT**

### **Examples of a Green Incident:**

- **Non-severe illness of a passenger**
- **Complaints about unsuitability of services**
- **Late arrival/delay, where you may miss a meal or be late for a concert**
- **A situation where OneStage may be able to assist you, or improve a situation, which is not an emergency.**

### Action by Client and /or Tour Manager with the group:

1. If the OneStage office is open (0930-1730 hrs, Monday to Friday), call as soon as possible
2. If the office is not open, contact the Duty Manager between the hours of 0800 hrs and 2000 hrs if possible.

If you are delayed, or concerned about getting somewhere on time, we are always available to make any reasonable changes to your itinerary as soon as possible. We

recommend giving us as much notice as possible if you are delayed, as it is much easier to handle problems of this nature with plenty of warning.

If you are unhappy with any of the services provided, then it is always easier to address these immediately rather than in retrospect, so we do welcome your prompt contact with us. Photographic and written reports of anything that you are concerned about is always useful and in some cases essential.

#### CRIME, THEFT AND INSURANCE CLAIMS

OneStage will not be able to liaise between your passengers and any insurance company even if your insurance cover was originally booked through OneStage. However, we can provide receipts of payment, passenger lists, payment schedules and any other documentation required to complete a claim relating to an incident on tour.

If any of your passengers intend to make a claim on your return, then you must be in possession of relevant medical, policy and Embassy reports. With serious incidents, our OneStage liaison representative will assist you in the collection of these. With regard to minor incidents, such as loss of luggage, theft of valuables, receipts for medical treatment, it will be the Group Leader's responsibility to obtain these documents.