

Loremi Tours Emergency Situation Guidelines

1. Purpose

These guidelines outline the steps Loremi Tours staff, guides, and partners must take to ensure the safety and well-being of guests, staff, and community members during any emergency situation.

2. Scope

This policy applies to all Loremi Tours activities, including guided tours, community visits, transportation, accommodation, and office operations.

3. Guiding Principles

- **Safety First:** The health and safety of guests, staff, and communities are our top priority.
- **Preparedness:** All team members must be familiar with emergency procedures.
- **Communication:** Information must be shared promptly, clearly, and calmly.
- **Coordination:** Collaborate with local authorities, hospitals, and community leaders when necessary.
- **Care:** Provide emotional and physical support to affected persons.

4. Types of Emergencies

Loremi Tours recognizes the following potential emergency situations:

- Medical emergencies (illness, injury, allergic reaction)
- Road accidents or vehicle breakdowns
- Natural disasters (floods, heavy rains, earthquakes)
- Fire or explosion
- Security threats (theft, violence, civil unrest)
- Missing persons
- Environmental hazards (wildlife encounters, snake bites, etc.)

5. Immediate Actions in an Emergency

Step 1: Stay Calm and Assess the Situation

- Quickly identify the nature and severity of the emergency.
- Ensure personal safety before assisting others.
- Alert nearby staff and guests.

Step 2: Ensure Safety

- Move guests and staff to a safe location.
- Switch off engines or electricity if applicable.
- Use emergency exits and follow designated escape routes.

Step 3: Provide First Aid

- The tour guide or designated first aider provides immediate care using the first aid kit.
- Contact emergency medical services if required.

Step 4: Notify Key Contacts

- Inform the Operations personnel immediately.
- Contact local emergency services (police, hospital, or fire department) as appropriate.
- If in a community setting, alert local leaders for assistance.

Step 5: Communicate with Guests

- Reassure guests and provide clear instructions.
- Avoid speculation or sharing unverified information.
- Designate one spokesperson for communication with external parties.

6. Reporting and Documentation

After the situation is stabilized:

1. The guide or team leader must complete an Incident Report Form within 24 hours.
2. The Operations Manager reviews the report and initiates a follow-up investigation if necessary.
3. A summary of the incident and corrective measures is shared during the next staff briefing.

7. Preparedness Measures

- All guides and staff must receive annual emergency response training, including first aid and crisis management.
- Each vehicle and homestay must be equipped with:
 - First aid kit
 - Fire extinguisher
 - Emergency contact list
 - Basic safety instructions for guests
- Local partners (e.g., transport and accommodation providers) must meet Loremi Tours' safety standards.

8. Emergency Contact Information

Internal Contacts:

- Operations Manager: +256 778572182
- CEO, Loremi Tours: +256 783269681
- Email: info@loremitours.com

External Contacts (Gulu Region):

- Police: 999 / +256 772 123 456
- Hospital (Gulu Regional Referral): +256 392 000 999
- Fire Department: +256 392 111 111

9. Post-Emergency Actions

- Provide debriefing and psychological support to affected guests and staff.
- Evaluate the response and identify lessons learned.
- Update procedures or training materials if gaps are identified.
- Maintain confidentiality and respect the privacy of all individuals involved.

10. Review

These guidelines are reviewed Bi-annually as part of Loremi Tours' sustainability and safety management practices or following any major incident.