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## ***Risk Assessment & Safety Plan***

EF's Risk Management, Safety Plan and Crisis Response Plan work together to meet our mandate of making safety the number one priority on all educational tours.

EF's network of offices, which are in 50 countries with a staff of over 9000, enables us to respond to any concern, quickly and in person. In addition, EF Emergency Service is available to all travellers, their parent/guardians, EF Tour Directors 24 hours a day, 7 days a week, 365 days of the year. Every EF Emergency staff receives intensive training in communication (internally and externally), crisis management and customer and supplier relations. They also have extensive EF work experience and continued training throughout the year.

The emergency service is the initial point of contact for all emergencies and on tour issues. In the event of an emergency, all staff are required to gather the following information:

- What is the name of the teacher/adult in charge?
- What are the names, age and gender of the travellers that are injured or involved?
- High level account of what has happened.
- Where are the injured travellers?
- Where are the safe travellers?
- Are the travellers' parents aware of the situation?
- Has anyone in the groups sent an update on the situation to anyone?
- Who is the primary contact at the scene and how can that person be contacted?

All information gathered is to be properly documented and parlayed to the appropriate departments and EF's internal communication systems.

It is the responsibility of the emergency service to activate the escalation plan based on assessment of the situation. EF has an escalation plan that outlines our response to specific scenarios. All situations are escalated depending on their severity and are categorized as follows with the designated EF Contact:

- Major Emergency with travellers involved- President and/or Vice President of Travel
- Major Emergency with no travellers involved- Vice President of Travel
- Non- Emergency with overnight hospitalization- Senior Manager, Customer Relations
- Non-Emergency with no overnight hospitalization- Senior Manager, Customer Relations
- World Issues, Snow Storms or other airline disruption- President and/or Vice President of Travel

EF's 'Where in the World' report is pulled if required. This report informs EF Canada staff of all travellers and their location in the world so that we can act accordingly.

#### a) Action plan for missing students

Prior to the group departing for each day's scheduled activities, the Tour Director will provide them with his/her contact information, an itinerary with designated meeting places, and the contact information for each hotel the group stays at for the day. In major cities, participants may not leave the immediate vicinity of an EF Tour Director, the Group Leader, or a chaperone except to use the washroom. In the case of group separation, the EF Tour Director, the Group Leader, and/or the chaperone(s) will secure the main group in one central location. An EF representative along with the Group Leader or a chaperone will retrace the group's steps in search of the missing participant, as well as inform the EF head office. Local law enforcement and consulate staff will be contacted and utilized as required.

#### b) Safety guidelines for using public transit

Prior to boarding public transit, the Tour Director will highlight a procedure for using public transit as a group. They will clarify where the group is on a transit map, where they are going and which stop to get off at.

If a participant misses their stop they should get off at the next possible stop and wait there. The Tour Director will ensure that the group is safe at their intended destination with their designated Group Leader and then return to the transit stop for the lost participant.

If the lost participant and Tour Director are unable to meet, both parties will return to a pre-arranged meeting spot (which is generally the hotel).

#### c) Alternate arrangement plan for flight delay / cancellation

The below information outlines what to do in case of flight delays, cancellations, arrival issues, or lost luggage.

EF Canada's emergency contact information is as follows:

*From within Canada and the US: 1-800-387-1460*

*From overseas: 001-416-927-1911 (you may call collect)*

Group Leaders can call this number 24 hours a day and someone from our Toronto/Montreal office will be available to assist you. When calling the emergency line, the Group Leader should have their 'Primary Confirmation Number' ready (this can be found on your Final Itinerary) as this will aid us in assisting the caller.

#### FLIGHT DELAYS AND CANCELLATIONS

Delays:

- Find out updated flight information, and only if it affects the group's arrival at the destination should a Group Leader call the EF 24-hour emergency phone line with the updated information
- The EF Representative on emergency will then call the Tour Director to update them on the revised arrival time.

#### Delays resulting in Missed Connections:

- Once landed, the Group Leader should go to the airline counter and get re-protected on the next available flight. **“Re-protected” means to be put on the next available flight with a specific carrier.**
- The Group Leader should be willing to split the group if necessary.
- Call the EF 24-hour emergency phone line phone with the new flight information in order for us to notify the Tour Director.
- You will need to be assertive and fight for space – the airline counter is your best resource and since you are at the airport you have the best chance of getting re-protected.

#### Flight Cancellations:

- The Group Leader should go to the airline counter and get the group re-protected.
- You should be willing to split your group.
- Call EF 24-hour emergency phone line phone and update EF with the new flight information.

#### ARRIVAL EMERGENCIES

##### If the Tour Director is not there to meet the group:

- You are to meet the Tour Director just outside of baggage claim.
- You should wait at least 30 minutes, as the tour director might be meeting another group.
- If no Tour Director has arrived after 30 minutes, call the emergency EF 24-hour emergency phone line phone.

##### Lost/Delayed Luggage

- Inform the Tour Director, and they will help you make a claim with the airlines.
- Reminder: All participants should pack an extra set of clothing and have access to some toiletries in their carry-on luggage.

#### d) Alternate arrangement plan for road transportation issues (breakdown, delay or cancellation)

##### **Transportation:**

- Prior to a group embarking on a bus transfer, your EF Tour Director will advise participants on transportation safety.
- If a transportation incident results in a physical injury Tour Directors and Group Leaders are will follow the above mentioned procedures for Minor Accident and Major Accident accordingly.
- If there are operational concerns such as mechanical malfunction, our Regional Office in conjunction with our Operations Department will assist the Group Leader in arranging an alternative mode of transportation. This may alter the itinerary for the group.
- EF Canada staff will activate the emergency phone chart provided by the Group Leader prior to departure and notify all affected parties if necessary

##### *Transport Safety Briefing*

##### Tour Directors **must:**

1. Ensure that everyone is advised to wear seat belts (if supplied) at all times while the vehicle is moving.
2. Point out the location of emergency exits, break-glass hammers, first aid kit, and any other safety equipment.
3. Advise everyone to remain seated at all times while the vehicle is moving.
4. Advise everyone to ensure that luggage must not block any aisles or stairwells and is stowed in the overhead racks or under seats.

5. Warn everyone against placing heavy luggage in the overhead racks, and to ensure items stored in the overhead racks are stored in such a way that they cannot fall out, especially while the vehicle is moving.
6. If any open vehicles are used, advise travellers to keep hands/arms/heads inside the vehicle at all times.
7. Advise everyone how to raise/lower arm rests on any seats which have them.
8. Advise everyone to completely avoid using any 'risk seats' which do not have seat belts.

### *Road Safety Briefing*

Tour Directors **must**:

1. Advise travellers that traffic may not behave in the same way that they are used to so they should pay special attention and take care when crossing roads.
2. Advise travellers to use pedestrian crossings every time they need to cross a road, but where unavailable they should stop, look and listen when crossing roads and not walk out in front of any oncoming traffic.
3. Advise travellers not to run when crossing roads.
4. Advise travellers to be aware of traffic when alighting from vehicles and not to stand in the road at any time, especially when waiting for luggage to be unloaded from the bus.
5. Advise travellers they should pay special attention to traffic when crossing roads as a group. They should not simply follow the person in front of them, but prioritize their attention to traffic as they cross any roads, rather than prioritizing their need to keep up with the person/people in front of them.

### *Ferries*

If your group is taking a ferry from one destination to another, the Tour Director will provide a safety briefing before boarding the vessel. Once on board, the location of lifejackets and lifeboats will be made clear.

### e) Hotel & Accommodation safety for students

Hotel:

- Upon arrival at a hotel, your EF Tour Director will advise participants on fire safety (highlight closest exits, establish meeting place outside of hotel). They will also address security and personal safety.
- If a Group Leader feels that an element of the hotel poses a safety concern they are to inform the Tour Director as soon as possible.
- If a Tour Director has concerns about the safety of a hotel they are required to contact their Regional Office immediately.
- If necessary, our Regional Office in conjunction with our Operations Department may alter the itinerary for the group to avoid areas affected by the issue.
- EF Canada staff will activate the emergency phone chart provided by the Group Leader prior to departure and notify all affected parties of the situation.

### *Accommodation Safety Briefing*

Tour Directors **must**:

1. Advise all travellers how to find nearest fire exit and tell them to ensure they do this as soon as they get to their room.

2. Advise travellers that if the building has to be evacuated, normally this would be alerted by a loud alarm which sounds in the corridors but can be heard from inside the rooms. If the Tour Director knows the details of how the alarm sounds, or any alternative means of alerting guests to an alarm in the hotel, they must inform the group.
3. Advise all travellers to ensure they read all fire instructions in their rooms and follow them carefully if a fire alarm is raised.
4. Advise all travellers to familiarize themselves with the location of fire handling equipment.
5. Advise all travellers to know where to meet in the event of a building evacuation and how to find out where the meeting point is (based on fire instructions displayed in the rooms).
6. Advise all travellers to ensure they know what to do in the event of an emergency and how to contact the Group Leader or Tour Director (e.g. via reception) should they need to report an emergency.
7. Advise of any security/personal safety issues.
8. Advise on issues surrounding drinking water/use of electrical devices (e.g. converters, hair dryers).
9. Advise travellers to take special care when using balconies and under no circumstances should they climb up on the wall/fence surrounding the balcony.

The following are Safety Briefings which Tour Directors provide to their groups only in circumstances when they are required (e.g. Night Train Safety Briefings are only provided on tours which include a night train).

#### *Optional/Free-time Activity Safety Briefings*

This is dependent on the particular activity and Tour Directors must consider the activity in detail and give all appropriate safety advice. In general terms, they will advise travellers to use their common sense at all times and avoid any situations or locations which may jeopardize their personal safety in any way.

#### f) Detainment by police or immigration

In the event that a participant is detained by police or immigration, the Group Leader must ensure that an adult from the group (either his/her self or a chaperone) stays with the participant while the issue is being solved. EF will facilitate communication and travel for the parents should they need to meet the participant; however, the cost of such communication and travel is always the responsibility of the parents. EF will also help facilitate discussions with local embassies if necessary. When local authorities are involved in any situation, the participant will be subject the laws of the country he/she is visiting.

#### e) Plan for individual and group behaviour issues

The Group Leader is responsible for setting expectations for good behaviour. Before departure and on tour, the Group Leader will set clear expectations for behaviour on tour, including curfew, rules about alcohol consumption, etc. The Group Leader will be the one to take disciplinary action should there be any infractions of the rules. Should the Group Leader decide to send home one or more participants due to behaviour, the travel arrangements made will be at the parents'/guardians' expense. Your EF Tour Director will act as a support in such situations.

## **Emergency / Crisis Management Plan**

### **a) Handling & reporting procedure of Minor accidents**

#### **Minor Accidents:**

The below information outlines EF's procedure when dealing with Minor Accidents:

- The first step with any accident will be to remove students from any danger and have a competent/trained person provide First Aid if necessary.
- The Group Leader in conjunction with the Tour Director will determine whether further medical attention is required. If a participant must be taken to a hospital or health clinic, it will be the Group Leader's responsibility to designate a chaperone to accompany the participant.
- Depending on the severity of the situation, the Tour Director will call the EF Canada office and notify them of the situation.
- EF Canada staff will activate the emergency phone chart provided by the Group Leader prior to departure and notify all affected parties of the situation.

### **b) Handling & reporting procedure of Major accidents**

#### **Major Accidents:**

The below information outlines EF's procedure when dealing with Major Accidents:

- The first step with any accident will be to remove students from any source of danger and have a competent/trained person provide First Aid if necessary.
- The Group Leader in conjunction with the Tour Director will determine whether further medical attention is required. Depending on the severity of the incident, the appropriate emergency authorities will be contacted.
- If a participant must be taken to a hospital or health clinic, it will be the Group Leader's responsibility to designate a chaperone to accompany the participant.
- The Tour Director will contact the EF Regional Office as well as our EF Canada office and notify them of the situation.
- EF Canada staff will activate the emergency phone chart provided by the Group Leader prior to departure and notify all affected parties of the situation.
- If the participant has purchased EF's All Inclusive Insurance, the Tour Director will contact the Insurance Company.
- Post incident, the Tour Director is required by EF to complete a Major Incident Report and submit it to their regional office.

### **c) Handling & reporting procedure in case of weather / natural disaster**

#### **While on Tour:**

If a Tour Director hears of a world issue (such as natural disaster, terrorism, bus/train accident, strike etc.) in an area where they are on tour with a group, even if no participants are involved they are required to contact their Regional Office.

EF's global support system (Tour Director, Regional Office, Operations Department and Montreal/Toronto offices) will work together to deal with each world issue on a case by case basis taking into consideration the degree of the issue, the group's location in reference to the event and its effect on global travel.

If necessary, our Regional Office in conjunction with our Operations Department may alter the itinerary for the group to avoid areas affected by the issue.

EF Canada staff will activate the emergency phone chart provided by the Group Leader prior to departure and notify all affected parties of the situation.

d) List of emergency contact numbers

EF's network of offices, which are in 50 countries with a staff of over 9000, enables us to respond to any concern, quickly and in person. In addition, EF Emergency Service is available to all travellers, their parent/guardians, EF Tour Directors 24 hours a day, 7 days a week, 365 days of the year. Every EF Emergency staff receives intensive training in communication (internally and externally), crisis management and customer and supplier relations. They also have extensive EF work experience and continued training throughout the year.

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The Tour Director's cell phone number will be provided to the Group Leader at approximately 10 days prior to departure, and can then be given to chaperones/teacher, principal, students, and parents.

e) Access to medical care and first aid

All EF Tour Directors are familiar with the locations of the nearest hospitals in each city visited. The Tour Directors are also trained in first aid, and there are first aid kits on all coach buses and in all hotels. A list of sample hospitals for your specific destinations is available upon request to your Tour Manager.