

# Crisis

# Management

# Plan

Updated: June 2024

## Crisis Management Plan

The following document sets out the steps we would endeavour to undertake in the event of a serious incident or crisis.

Any such incident would require Energy Travel to work closely with its client and any such plan would need to be integrated within the systems and processes of the client.

### Definition

A crisis can be defined as follows:

***“A time of intense difficulty or danger” or “A time when a difficult or important decision must be made”.***

This second definition is pertinent to this document as we intend to detail what procedures we would have in place to aid quick and decisive decision making.

Crises within the travel sector include but are not limited to the following examples:

- Client(s) going missing
- Death or serious injury at an activity
- Building collapse
- Fire
- Transport incident
- Civil Unrest, Riots, Terrorist Act, Political or Industrial Action, Outbreak of War
- Natural disasters such as floods, earthquakes, hurricanes, volcanic eruptions, or violent storms
- Any other incident that leads to imminent danger or unnatural death
- Any major media incident
- Any matter that involves the emergency services
- Any matter that requires police or legal services
- Widespread medical epidemic or health hazard

When on tour with Energy Travel, if any member of the group feels like a crisis point may be reached then we request that the following plan be consulted. To ensure a quick response we request that members of the group are assigned roles within the structure and that one member of the group is allocated the role of speaking to Energy Travel.

Roles to consider are as follows:

- Liaison with Energy Travel
- Liaison with school / Head Teacher
- Staff charged with monitoring the needs of the group

### Crisis Call

The Energy Travel team are available 24/7 whilst you are away on tour. If you are accompanied by a member of the Energy Travel team, such as tour manager or rep then we would expect them to assist you as required.

Please note that any member of the team taking a crisis call should refer to an incident report form – an example of this is at the back of this handbook.

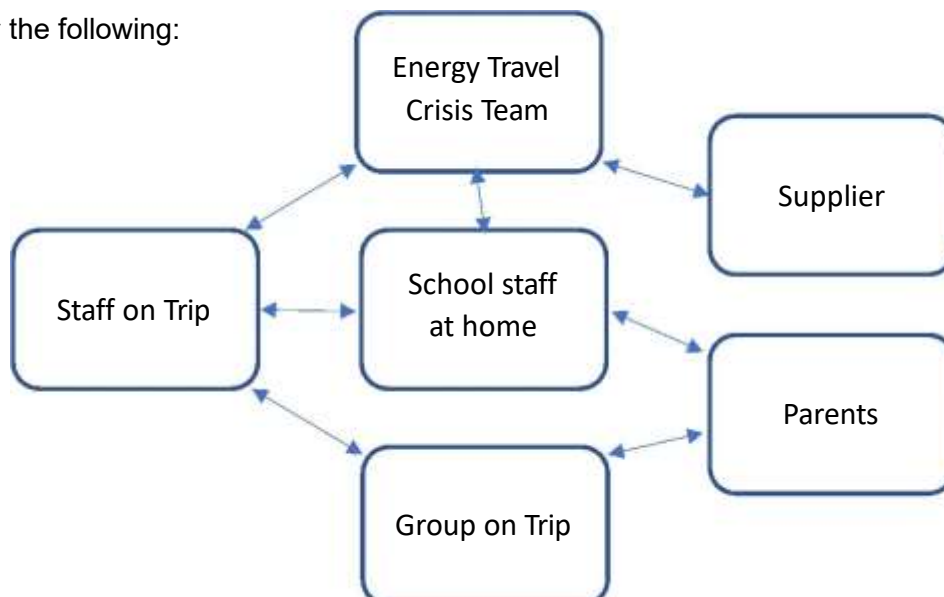
The call will follow the following course:

- Call is made and incident report form completed.
- Contact details reconfirmed.
- Senior Management informed of incident.
- Crisis plan will be activated – the exact requirement of this including what actions will be taken by Energy Travel will then be transmitted to the group leader.
- Member of senior management will travel out to the incident.
- Regular contact will then be maintained with the caller.

To avoid misinformation, we request that the group, the school team and the Energy Travel management team works together and that any contact with the media is limited whilst the situation is ongoing.

It is likely that members of the group will contact parents/carers soon after an incident develops. However, it is important that members of your group let staff in the UK triage information, allowing staff on site to concentrate on the group itself. You may also want to consider limiting access to phones.

Consider the following:



## The Energy Travel Crisis Team

Upon receiving a call, an established crisis team will be activated as follows:

- Group contact – first call receiver
- Office Team
- Location Team – as required and dependant on whether the group has a tour manager or rep
- A Media Team

### Group Contact

Where possible the first receiver will remain as the group contact so as to maintain consistency throughout the incident. Senior management will also be involved and will talk to the group contact – any permanent change in contact will be made clearly and as required.

### Office Team

Working behind the group contact will be a team tasked with dealing with the crisis as follows:

- Assisting the group contact with any requests from the group.
- Manning the telephones round the clock.
- Arranging travel and accommodation for the location team as well as the group, as required.
- Assisting with arrangements to send relatives or any other personnel to the site of the incident, if appropriate.
- Liaising with the staff in the UK, assisting their own crisis plan and working alongside them to manage the situation in a way that works best for the group.
- Assisting with repatriation arrangements.
- Providing documentation to assist with insurers.
- Ensuring social media and company website are kept updated.

### The Location Team

If appropriate and possible, senior management from Energy Travel will attend the scene of the incident to provide assistance.

This team will then become the point of contact for the group leader. They will also be tasked with:

- Documenting the incident in more detail. Taking photographs and expanding on the incident report form. Looking further into how and why it occurred.
- Liaise with local authorities as appropriate.
- Liaise with the Energy Travel Media Team.
- Liaise with Office Team – passing on requests to assist with the needs of the group on site including repatriation. Coordinating arrangements for any staff or family members coming out to the site.
- Assisting repatriation of any members of the group involved in the incident.
- Assist with understanding insurance coverage of the group.
- Gather receipts for all costs that may be required for an insurance claim.

### The Media Team

Based in the UK unless they are required to be on site, this will be led by an Energy Travel director. We would prefer the media team to work alongside the school/club and make decision in conjunction with the school/club's UK based contacts.

On this basis statements will be released by the team director only:

- They will update ABTA's press office and destination office about the nature of the incident.
- They will maintain a press enquiry log, including the request and the response provided.
- Respond to media enquiries.

No passenger details will be disclosed to the press without the permission of the group.

### Post incident actions

- All incident reports, location team reports and photos as well as a record of contact with the group leader and UK team will be collated and organised.
- A debrief will then be held by key personnel involved in any of the teams listed above.
- It will be identified whether this was an isolated incident or something that has cause for concern for the future.
- If there are any concerns about the conduct of suppliers or a service provider then this will be addressed further, and a fuller investigation launched.
- All company staff will be told in full about the incident and training, as required, will be provided.
- Energy Travel staff will remain available to assist the group with any follow up action they are pursuing.

Incident Report Form

Date of call:

Time of call:

Call taken by:

Position: \_\_\_\_\_

**Incident Information**

Group Name:

Group Contact:

Contact No:

Secondary No:

Tour Destination:

Dates of Tour:

Location of incident: \_\_\_\_\_

Details of Incident:

Names of any individuals requiring medical treatment:

Has incident been reported to:

Coach company  Hotel  Police

Action Taken