



TOURISM FOR A BETTER WORLD

Emergency Response Plan (ERP) for CBTOs

For [Name of CBTO]

Date of Implementation:

Date of Last Review:

Purpose: This ERP provides clear, step-by-step procedures for staff and guides to follow in the event of an emergency involving guests, community members, or CBTO assets. The primary goal is to minimize harm, stabilize the situation, and facilitate safe evacuation or resolution.

SECTION 1: EMERGENCY CONTACT DIRECTORY

MANDATORY 24/7 CONTACTS (Must be carried by all lead guides and the Health & Safety Coordinator)

Role / Service	Name / Designation	Primary Phone (24/7)	Secondary Phone
CBTO Emergency Contact	Health & Safety Coordinator: [Name]	[Number]	[Number]
Nearest Clinic/Hospital	[Hospital Name]	[Number]	[Distance/Travel Time]
Local Police/Authority	[Station Name]	[Number]	[Number]
Emergency Evacuation Provider	[Insurance Provider or Service Name]	[National Number]	[Local Agent Number]
CBTO Chairman/Manager	[Name]	[Number]	[Number]

Guest Emergency Information:

- All guides **MUST** carry a list of emergency contacts and insurance details for every guest in their group.

SECTION 2: GENERAL EMERGENCY PROCEDURE (The "4 A's")

In any emergency, all staff must immediately follow these four steps:

Step	Action	Details
Assess	Determine the situation.	Identify the nature of the emergency (medical, security, natural disaster). Determine the number of people affected and the immediate danger level.
Act	Take immediate action to secure the scene.	Ensure your own safety first. Provide immediate first aid if trained. Remove the affected person/group from immediate danger if safe to do so.
Alert	Contact the CBTO Emergency Coordinator.	Use the nearest available communication (radio, mobile phone) to notify the Coordinator. Provide a clear, concise report (Who, What, Where, When).
Assist	Support external services and manage the group.	Follow instructions from the Coordinator/Medical personnel. Keep unaffected guests calm, informed, and safe until the emergency is resolved. Prepare for evacuation.

SECTION 3: SPECIFIC EMERGENCY PROTOCOLS

3.1 Medical Emergency (Injury or Sudden Illness)

Severity	Guide Action	Coordinator Action
Minor (e.g., small cut, insect bite)	Administer basic first aid from the kit. Log the incident. Advise the guest to monitor symptoms.	Follow up with the guide/guest later that day to confirm recovery.
Moderate (e.g., fracture, severe diarrhea, moderate fever)	Stabilize the injury/guest. Provide immediate first aid. Contact the Coordinator and describe symptoms/injury in detail.	Contact the nearest medical facility for advice. Arrange for immediate transport to the nearest clinic using the CBTO vehicle/designated local transport.
Critical (e.g., unconsciousness, severe hemorrhage, life-threatening allergic reaction)	Administer CPR or specialized First Aid (if trained). Clear airway. Control bleeding. Immediately notify the Coordinator and request an ambulance/evacuation service.	Initiate Medical Evacuation Protocol: Contact the guest's travel insurance provider (if known) and the nearest international-standard medical facility (usually in Kampala). Dispatch the fastest available local transport to meet the evacuation team.

3.2 Security Incident (Theft, Threat, or Civil Unrest)

Incident	Guide Action	Coordinator Action
Petty Theft/Mugging	Do not resist. Prioritize guest safety over belongings. Calmly move the group to a safe, visible location. Immediately contact the Coordinator.	Notify local police and assist the guest in reporting the incident. Provide support and counseling if necessary.
Threat/Hostile Encounter	Disengage immediately. Move the group away from the threat using pre-identified safe routes. Seek shelter in a secure community building or designated safe zone.	Coordinate with local security and police. Advise other incoming groups to reroute or pause travel. Initiate emergency shelter procedures.
Political/Civil Unrest (Rare in CBTO areas)	Seek immediate indoor shelter. Stay away from large gatherings or demonstrations. Follow advice from local authorities. Do not wear clothing associated with political parties (e.g., Red or Yellow).	Contact relevant regional authorities and the Association CBTOs for intelligence. Immediately halt all tours in the affected area until safety is confirmed.

3.3 Environmental/Natural Hazard (Flooding, Severe Storm, Fire)

Hazard	Guide Action	Coordinator Action
Bush/Building Fire	If small, use available fire extinguishers (staff only). If large, immediately evacuate all guests and staff to the designated assembly point. Account for all persons.	Contact local fire services (if available). Mobilize community members trained in fire response. Document the cause and damage.
Flash Flooding/Landslide	Immediately move the group to higher, stable ground. Do not attempt to cross flooded rivers or streams. If communication is lost, remain in a safe location until the designated check-in time passes.	If a guide fails to check in, assume distress and initiate a search and rescue (SAR) protocol with local community leaders and police. Check local meteorological reports.
Wildlife Encounter (Non-Critical)	Follow established UWA/Park Ranger protocol (if applicable). Never approach or feed wildlife. Move the group slowly and calmly away from the animal, maintaining safe distance.	Reinforce guide training on specific wildlife in the area. Review safety briefing content.

SECTION 4: COMMUNICATION AND DOCUMENTATION

4.1 Communication Protocol

- **Initial Report (Coordinator to Management):** Immediately after taking action, the Coordinator must notify the Manager, Director or Chairperson, providing the initial assessment and actions taken.
- **External Communication:** Only the **CBTO Manager** or the **Designated Spokesperson** is authorized to communicate with the media, external authorities, or the general public regarding the incident.
- **Guest Communication:** Guides must keep guests calm and provide factual, reassuring updates without causing panic.

4.2 Documentation

A full and factual **Incident Report** must be completed within 24 hours of the incident resolution. This report includes:

1. Name(s) of affected party and witnesses.
2. Date, time, and location of the incident.
3. Detailed description of the event and its cause.
4. Names of staff/guides involved in the response.
5. All actions taken (First Aid, Transport, Police contact).
6. The final outcome (e.g., "Guest transported to Kampala for treatment").
7. Recommendations for preventing recurrence.

4.3 Policy Review After Incident

Following any critical or moderate incident, the CBTO Management, in consultation with the Coordinator, will review the effectiveness of this ERP and update relevant policies and training materials within 7 days.