<u>EMERGENCY PLAN TEMPLATE –</u> <u>MANUAL</u>

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SECTION 1 – IMPORTANT CONTACT NUMBERS

Emergency Contacts	Emergency Numbers
Police Department	911 Country Wide
Fire Department	990 Country Wide
КНМН	223-1548/223-686
National Meteorological Service	225-2054/225-2012
Medical Emergencies – Belize City	223-1548/1564
Medical Emergencies – Belmopan	802-2263/822-2264
Medical Emergencies – Caye Caulker	226-0166
Medical Emergencies – Corozal	422-2076
Medical Emergencies – Dangriga	522-2078
Medical Emergencies – Independence	523-2022
Medical Emergencies – Orange Walk	322-2072/322-1469
Medical Emergencies – Punta Gorda	702-2026
Medical Emergencies – San Ignacio/Santa Elena	824-2066/824-2761
Medical Emergencies – San Pedro, Ambergris	226-2536
Department of National Emergency	822-2054
BERT Ambulance	223-3292/0078
Coast Guard	222-5260 & Channel 16 (Marine Radio)
NEMO	936
Fisheries Department	224-4552/223-2187
Forest Department	822-2079/8221574
Department of the Environment	802-2819/802-2548
Belize Defense Force	205-2171/225-2174

This listing is not an exhaustive listing, and it is recommended that each Tour Operators ensure that all appropriate entities and relevant contact information is populated in your respective emergency plan, recognizing your geographic location and available direct access to such support services.

SECTION 2 – EMERGENCY PLAN RATIONALE

Objectives

The intent of this template is to provide the management of each respective Tour Operator with a guiding prototype and a set of supporting procedures that may be followed in the event of an emergency. It has been developed in a format that can be completed by each Tour Operator, so that when combined with your existing policies, it will form the basis of your comprehensive Emergency Response Document.

It is important to highlight that each operator is, by default, unique and your emergency response plan is specific to you. Each Tour Operator will therefore need to assess respectively, your geographic location as well as each individual tour offered through your operations.

This manual therefore serves as a guide for developing a comprehensive emergency response plan. It will help you to:

- conduct a risk assessment;
- evaluate potential losses;
- identify potential emergencies;
- develop a comprehensive emergency preparedness policy and response program;
- develop a business continuity and business recovery plan;
- design, conduct and evaluate drills and exercises;
- ➢ follow-up on and learn from incidents; and
- continuously improve the response capability.

Target Audience

This manual should be used by anyone who wants to implement an emergency response plan and manage comprehensive prevention programs within the organization. It will also assist:

- senior managers in Tour Operations (such as Operations Managers, Logistics Managers, Tour Managers, and General Managers) in making decisions about the need for, or improvement to, emergency response plans;
- individuals in Tour Operations (such as those cited above) assigned the responsibility of developing and implementing emergency response plans; and
- health and safety committees making informed recommendations regarding an organization's existing response plans.

Scope

This manual provides basic information to assist in the development of workplace emergency preparedness and response programs. All Tour Operators must have an emergency response program in place as required by the Belize Tourism Board. Customers and stakeholders expect it as an indication of reliable business operation.

This manual is presented by program components that apply to a wide range of tour activity sectors.

Guidelines for establishing a comprehensive emergency preparedness program depend on:

- > the potential risk of serious incidents and emergencies at your organization;
- \blacktriangleright the size of your organization; and
- ▶ the legal requirements in your jurisdiction and tours..

Summary

This manual outlines ways of developing and implementing an emergency response plan. To be able to deal with emergencies when they occur, it is important that you develop and implement a plan in advance.

The objective of an emergency response plan is to be prepared to deal with unforeseen situations such as fires, chemical spills, explosions, floods, injury, illness and other crisis situations. Such a plan is essential to protect health, lives, property, and the environment.

The manual outlines actions that employers and employees must take in the event of an emergency situation to ensure employee safety and to minimize property damage.

An emergency plan should be specifically tailored to your tour operation worksite. It must include ways of dealing with <u>all</u> potential emergencies that can occur in your workplace and workspace. The plan must clearly outline the procedures to be followed in the event of an emergency. Such procedures include:

- ➤ ways to alert employees;
- reporting emergencies;
- ➢ evacuation;
- designated assembly locations;
- contact people and their telephone numbers;
- first aid and medical assistance;
- clean-up and business resumption;
- business continuity;
- employee training;
- ➤ ways of testing the plan (drills); and
- > communication with media, community and employees and their families.

<u>A disorganized and unprepared approach to dealing with emergencies may result in</u> <u>confusion, loss of lives, injury, financial or business losses, and property damage.</u>

THIS EMERGENCY RESPONSE PLAN WILL ALWAYS BE LOCATED IN THE TOUR OPERATOR FACILITY AT THIS(THESE) SPECIFIC LOCATION(S):

THE SUPERVISOR AND AUTHORITY IN CHARGE (i.e. Executive Director, General Manager, Department Director etc.) ARE ALSO REQUIRED TO KEEP A COPY OF THIS EMERGENCY RESPONSE PLAN AT THEIR PRIVATE RESIDENCE.

PURPOSE OF THE EMERGENCY PLAN TEMPLATE.

1. To provide a safety and response plan for the administration, management, and staff of______.

2. To provide a safety and response plan for the client community.

3. To communicate the Emergency Response template.

4. To provide a workable plan of action in the event of any disaster or emergency.

5. To have appropriate personnel available to assist individuals, families, and those in need.

6. To inform staff, families, and the community of procedures to follow in the event of an emergency or disaster.

The ______ has the responsibility of initiating the emergency response plan. After the plan has been put into effect, it will be the responsibility of the Authority in Charge to coordinate all parts of the plan and to approve all communication to the staff, families, public and media. In the event that ______

is not available, the responsibility will fall to the next person in the chain of command.

SECTION 3 – THE EMERGENCY RESPONSE TEAM

The Emergency Response Team will work in cooperation with the Authority in Charge and be responsible for coordinating all activities related to execution of the plan and any communication to families (of clients), staff and the public. All communications must be approved by the Authority in Charge. Additional spaces are included in the table below for you to include any other staff who may be in charge of emergency processes.

A detailed list containing alternate contact numbers, email addresses, cell phone number, etc. For the Emergency Response Team *<u>must be updated at least twice per year</u>*.

A complete list of current contact information for staff as well as emergency contact is required as part of this plan. There are a few additional spaces for you to include your own positions that may be unique to your tour operations.

EMERGENCY TEAM MEMBERS CONTACT INFORMATION

In the event of an emergency, the chain of command will be as follows: (See sample below)

Title	Name	Phone Number	After Hours Number	Email Address
Authority in				
Charge				
Designate				
Authority in				
Charge				
Health & Safety				
Manager				
Supervisor				
Assistant				
Supervisor				

* Note: the Authority in Charge in most cases is who the Supervisor of the Organization reports to. For example, Executive Director or President of the Board of Directors.

Identify who will be responsible for different emergency procedures. Some responsibilities may not apply to all Tour Operators. There are a few additional spaces for you to include your own responsibilities that may be unique to your tour operations.

Responsibility	1st in Charge–Name	Backup–Name
Who will make decisions on		
behalf of the Tour Operations/		
Facility		
Notify staff/clients to inform		
them of emergency		
procedures to be taken		
Notify staff/clients to inform		
them of emergency		
procedures to be taken; Post		
emergency signs on front		
door(s), change voicemail,		

update website with emergency information for staff/clients	
Provide first aid	
Create or purchase first aid kits	
Create or purchase evacuation kits	
Gather emergency food and supplies indicated in checklist	
Check to ensure food and water supplies are not expired	
Communicating with the Media	

SECTION 4 – TYPES OF EMERGENCIES

Emergency Situations

An emergency is defined as any situation or occurrence of a serious nature, developing suddenly and unexpectedly, and demanding immediate action.

Types of Emergencies (Note: these lists are not exhaustive)

Typical emergencies that may present themselves include:

- ➤ Fires
- > Spills
- Critical injuries
- Explosions
- Heart attacks and strokes
- > Transportation incidents
- Power or fuel loss
- ➢ Workplace violence
- Bomb threats

Typical Natural disasters that may present themselves include:

- Tropical storms and hurricanes
- Severe storms (high rain or winds)
- ➢ Floods
- ➢ Earthquake
- ➤ Tsunami

Typical Business emergencies that may present themselves include:

- Critical data loss
- Critical supply shutdown

Emergencies may have severe consequences such as:

- Employee health and safety
- Insurance costs
- Negative media attention
- Public pressure
- Liability
- Convictions and fines

Effective emergency response protects employees and minimizes business losses:

Studies have shown that companies with effective response plans "weather the storm" much more effectively than others. Prepared companies have plans in place to protect the health, safety and lives of people, the environment and property.

SECTION 5 – THE EMERGENCY RESPONSE PLAN

Definition

An integrated set of policies and procedures that allows you to prepare for, respond to and recover from emergency incidents.

Emergency response procedures

Response procedures are steps you can take to:

- \triangleright control the event; and
- minimize the consequences.

The procedures developed must:

- be specific to the incident type;
- be flexible to allow for a changing scenario;
- > provide the resources to deal with the situation;
- identify the source of critical resources; and
- > identify procedures to activate appropriate resources.

EXAMPLE

Smaller Tour Operators will depend on the local/municipal fire department to respond to/handle fires. While a larger Tour Operator could have fire response personnel and equipment capable of responding until the fire department arrives.

Summary

Be prepared in advance to:

- protect employees and others;
- protect property; and
- protect the environment.

Cornerstones of an Emergency Plan

Prevention

Prevention policies and procedures help to ensure that the risk of occurrence of emergencies is either eliminated or minimized.

Examples of proactive preventive actions include:

- risk assessment to identify hazards;
- implementation of controls to reduce or eliminate hazards;
- employee training;
- regular inspections of the workplace; and
- excellent housekeeping.

Mitigation

Mitigation policies and procedures focus on the effort to reduce loss of life and property by lessening the impact of disasters and emergencies. Mitigation involves structural and non-structural measures taken to limit the impact of disasters and emergencies.

Examples of mitigation actions are:

- planning and zoning,
- ➢ floodplain protection,
- property acquisition and relocation,
- or public outreach projects.

Preparedness

Preparedness policies and procedures ensure that we are prepared to effectively respond to an emergency.

Examples include:

- identifying resources and capabilities;
- documenting equipment lists;
- identifying special needs;
- providing personnel training;
- conducting drills and exercises; and
- > ensuring mutual aid arrangements with other organizations.

Response

Response procedures, checklists and other resources are used during an incident response.

Examples include:

- notification procedures;
- ➢ fire procedures
- evacuation procedures
- ensuring safety of occupants.

Recovery

Recovery policies and procedures allow the organization to recover quickly and be back in operation with as little disruption as possible.

Organizations might, for example, have policies and procedures for:

- dealing with employee injuries and health and safety concerns;
- > providing support to deal with employees' fears and stress;
- managing insurance claims;
- alternate offices and communications;
- alternate production capability;
- rebuilding/replacing damaged or lost property; and
- responding to customer needs.

SECTION 6 – DEVELOPING THE EMERGENCY PLAN

There are six key steps, listed below, to developing an emergency plan:

- 1. Establish the planning team.
- 2. Assess the overall risks (including tour risks) and tour operator capabilities.
- 3. Develop the plan.
- 4. Implement the plan.
- 5. Evaluate effectiveness of the plan by drills and other means.
- 6. Improve the plan continuously.

Step 1: Establish the Planning Team

Effective emergency response planning requires a team approach. The Tour Operator should combine various skill sets and choose representatives from all levels of the organization. If your organization is small staffing wise, then consideration should be given to having external input during this phase.

There must be an individual or a group in charge of developing the emergency response plan. The size of the planning team will depend on the facility's operations, requirements, and resources.

OBTAIN input from all functional areas of your organization. DETERMINE who should be active members and who can serve in an advisory capacity.

A policy is required to ensure that appropriate resources are made available and that all employees understand the importance of response planning activities. The highest level of management must

be included to indicate the tour operator's commitment. Management support is the key to the success of the development and implementation of an emergency response plan.

A policy is a statement of management's commitment. The policy statement should be brief, but it must include the following:

- 1. management's commitment to protect the safety and health of employees in case of emergency;
- 2. the tour operator's basic emergency response philosophy;
- 3. responsibilities of employees at all levels; and
- 4. consequences of non-compliance to the policy.

The policy should be:

- 1. stated in clear, unambiguous, and unequivocal terms;
- 2. signed by the incumbent Chief Executive Officer or Lead Authority;
- 3. kept up to date;
- 4. communicated to each employee;
- 5. understood by all employees; and
- 6. adhered to in all work activities.

Communicate the Policy:

Tell everyone in the Tour Operation about your emergency response policy. Some ways to do this are to:

- use it in training and orientation sessions;
- distribute copies to managers, supervisors, co-workers, contractors and visitors;
- > post it in the workplace; and
- ➤ use it in new employee orientation.

Step 2: Assess the Risks and Company Capabilities

DETERMINE the types of potential and actual hazards. ESTIMATE the probability of the hazard occurring. ESTIMATE the number of people likely to be exposed. ESTIMATE the extent of losses arising out of potential emergencies.

Emergency response plans require a clear identification of:

- ➢ factors that may contribute to emergencies;
- types of potential emergencies;
- > consequences of emergencies, unless an emergency response plan is in place; and
- \succ risk assessment.

Risk is a measure of the probability and severity of an adverse effect to health, property, or the environment. Risk assessment involves the following steps:

- 1. Define the purpose of the risk analysis.
- 2. Identify the hazards.
- 3. Review basic data and information.
- 4. Evaluate the risk.

- 5. Develop company standards for safe conditions.
- 6. Implement controls to eliminate or minimize the risk.

Defining standards means establishing criteria to determine acceptable and unacceptable conditions. This is a critical step in the process of risk analysis. Consider all areas of your business including each tour offered.

Also, company emergency response standards must include special requirements with respect to:

- occupational health and safety legislation and regulations;
- environmental legislation and regulations;
- customer needs and requirements.

Review Basic Data

A review of basic data may include:

- technical information appropriate to the process under consideration;
- off-site backups
- inventory of chemicals;
- Safety data sheets;
- equipment manuals;
- industry specific injury data;
- company specific injury data;

Identify the Hazards

Determine what hazards exist that could lead to emergency situations. For <u>each tour</u> formulate appropriate "What If" questions based on personal, company, or industry experience.

Some examples of emergency situations include:

- ➢ floods;
- ➢ earthquakes;
- ➤ tornadoes;
- severe windstorms or rain;
- ▶ fire;
- ➤ explosion;
- building collapse;
- major structural failure;
- spills of flammable liquid;
- release of toxic products;
- exposure to radiation;
- loss of electrical power;
- loss of water supply; and
- loss of communication.

Determine the Worst-Case Scenario

Determine the consequences that could possibly arise from the use of the materials coming into or leaving the process. For each identified hazard write down the worst consequences that could happen, such as:

- 1. Fire causes death.
- 2. Contact with live electrical wire causes death.
- 3. Fall causes critical injuries

The descriptions used should be as realistic and graphic as possible. Following are some examples:

 \succ A small fire could start in the electrical room/unit and cause the destruction of the facility or vessel.

- > Hazardous product spills or releases can cause severe illness and death.
- > Highway incidents can cause a large number of casualties.
- Bomb threats pose potential threat to life and the facility.
- Smoke can kill.
- > Terrorism can strike anywhere.

Assess the Risk

Perform a risk assessment for your tour operations. (See Pages 32 – 35 below for greater details on how to execute this process.)

For each identified scenario, determine the risk. Ask these two simple questions:

- 1. What is the severity of the consequence?
- 2. What is the probability of the event?

In the emergency plan online template details you will be required to confirm the risk level of each of your tours based on a scale of low, medium and high. (See Section 7 (12) below for sample references on how to determine risk level.)

Step 3: Develop the Plan

Set a clear objective in order to maintain focus:

Building an effective emergency response plan can be a significant undertaking. Prioritize your efforts. Use a step-by-step approach to develop the plan.

Review existing plans

Sources you might consult:

An older plan in existence may be helpful as a starting point.

A community emergency response plan may be available through your CEMO/DEMO office.

Plans may be found through industry associations and other companies.

Sample emergency response plans are available on the internet.

BALANCE is KEY

A small response group may be overwhelmed, and effective control of the situation quickly lost.

A very large group may be difficult to coordinate.

<u>Use your practice drills</u> to determine an appropriate number of employees needed in the response group.

Determine your Tour Operation's emergency preparedness needs:

- IDENTIFY the key functions of the emergency response team members needed to handle each potential emergency situation.
- ASSIGN responsibility.
- DEVELOP an organizational chart setting out the emergency functions and who is responsible for them.
- > DESIGNATE a backup person for every function.
- > ENSURE an adequate number of people in the response for the operation.

Step 4: Implement the Plan

Determine the plan format:

Plans can be written in a variety of styles such as the three examples listed below:

1. Checklists & Action Guides -

These are short and simple action lists designed for simple situations or for use by highly trained individuals.

2. <u>Response Plans -</u>

Detailed response plans for each likely event. For example, a fire response plan details exactly who does what, when and how.

3. <u>Emergency Management Plan -</u> A comprehensive plan detailing all management activities for prevention, preparedness, response and recovery.

Write the plan:

- 1. ORGANIZE gathered information.
- 2. WRITE a concise and logical single document.
- 3. DESIGNATE only one or two people to write the plan. This will ensure consistency.
- 4. REVIEW the plan to ensure clarity and understanding.
- 5. DIAL every telephone number and verify proper contact.
- 6. ENSURE approval of plan by senior management.

Develop response procedures:

Depending on your objectives and scope, you may develop response procedures for fire, spill, medical emergency, incidents, and other possibilities. Ensure that the procedures comply with applicable acts and regulations.

The procedures must:

- 1. Provide step-by-step action plans.
- 2. Set out the activities of each person.
- 3. State actions in chronological order.

Flowcharts are helpful in this step. Charts help visualize the overall process much more clearly than the written word.

Make sure that the layout of your chart is clear. A chart with too many boxes and lines will be confusing!

Key elements for success:

- **1.** COMMUNICATE the plan to all persons within the Tour Operations.
- 2. COMMUNICATE the plan to all neighboring organizations, and other external parties affected.
- 3. TRAIN all persons who play a role in the emergency response plan.
- 4. CONDUCT a drill.
- 5. IDENTIFY issues that may have been missed.
- 6. CORRECT deficiencies immediately and update the plan.
- 7. COMMUNICATE the final plan to all employees.

Step 5: Evaluate Effectiveness of the Plan

Conduct an annual review -

A review is best done in conjunction with an annual drill. The drill will likely identify weaknesses and recommend actions for improvement.

Management and employee health and safety representatives should participate in all steps including the annual review of the plan.

Review & analyze -

- > all incidents that occurred in the past year;
- all corrective actions taken following any incidents;
- > all corrective actions taken following any drill or exercise;
- details of specific changes that have occurred in the workplace;
- details of any changes to prevention-based policies or procedures;
- > and the risk assessment on which the plan is based.

Step 6: Improve the Plan Continuously

Make changes to implement corrective actions to improve the effectiveness of the existing response plan.

SECTION 7 – EMERGENCY PLAN SAMPLE REFERENCE DATA

Please note that the following information shared below does not constitute the entirety of an emergency plan or segments thereof of the same. It is the responsibility of the Tour Operator to be guided by the following reference material in creating their own individual and comprehensive Emergency Operations Plan.

1. Hurricane or Tropical Storm

Hurricanes are a type of tropical cyclone, the generic term for a low pressure system that generally forms in the tropics. A typical cyclone is accompanied by thunderstorms, and in the Northern Hemisphere, a counterclockwise circulation of winds near the earth's surface.

The Caribbean islands and coastal Caribbean areas of the Central American isthmus are subject to hurricanes or tropical storms. The entire country of Belize faces an annual threat from hurricanes. The Atlantic hurricane season lasts from June to November, with the peak season from mid-August to late October.

Hurricanes can cause catastrophic damage to coastlines and several hundred miles inland. Winds can exceed 155 miles per hour. Hurricanes and tropical storms can also spawn tornadoes and microbursts, create storm surges along the coast, and cause extensive damage from heavy rainfall.

Hurricanes are classified into five categories based on their wind speed, central pressure, and damage potential. Category Three and higher hurricanes are considered major hurricanes, though Categories One and Two are still extremely dangerous and warrant your full attention.

Tour Operators should consider putting your emergency plans into effect for any category of hurricane or even a tropical storm.

BEFORE A HURRICANE

Plan an evacuation route:

Contact the local emergency management office (CEMO/DEMO) and ask for the community hurricane preparedness plan. Your plan should include information on the safest evacuation routes and nearby shelters.

Learn safe routes inland:

Be ready to drive 20 to 50 miles inland to locate a safe place. Have disaster supplies on hand:

- Flashlight and extra batteries.
- Portable, battery-operated radio and extra batteries.
- First aid kit and emergency manual.
- Emergency food and water.
- Essential medicines.
- Cash and credit cards.

Teach staff members how and when to turn off gas, electricity, and water:

Make sure that all staff members know how to respond after a hurricane.

Protect your windows:

Permanent shutters are the best protection. A lower-cost approach is to put up plywood panels. Use 1/2-inch plywood cut to fit each window. Marine plywood is best. Remember to mark which board fits which window. Pre-drill holes every 18 inches for screws. Do this long before the storm. Trim back dead or weak branches from trees.

Develop an emergency communication plan:

In case staff members are separated from one another during a disaster (a real possibility if staff live in remote or other outlying communities from where the business is located), have a plan for getting back together.

Establish a contact list of numbers and addresses. Make sure everyone in the staff knows the name, address, and phone number of the contact person.

DURING A HURRICANE WATCH

A hurricane watch is issued when there is a threat of hurricane conditions within 24-36 hours.

- Listen to a battery-operated radio or television for hurricane progress reports.
- Check emergency supplies.
- Fuel cars/vehicles for the Operation.
- Bring in outdoor objects such as lawn/patio furniture, tools and supplies and anchor objects that cannot be brought inside.
- Secure buildings by closing and boarding up windows. Remove outside antennas.
- Turn refrigerator and freezer to coldest settings. Open only when absolutely necessary and close quickly.
- Store drinking water in clean bathtubs, jugs, bottles, and cooking utensils.
- Review evacuation plan.
- Moor boat(s) securely or move it/them to a designated safe place. Use rope or chain to secure boat(s) to trailer. Use tie downs to anchor trailer(s) to the ground.

DURING A HURRICANE WARNING

A hurricane warning is issued when hurricane conditions (winds of 74 miles per hour or greater or dangerously high water and rough seas) are expected in 24 hours or less.

- Listen constantly to a battery-operated radio or television for official instructions.
- Store valuables and business papers in a waterproof container on the highest level of your business or take to a secure location.
- Avoid elevators.

If at home:

- Stay inside, away from windows, skylights, and glass doors.
- Keep a supply of flashlights and extra batteries handy. Avoid open flames, such as candles and kerosene lamps, as a source of light.

• If power is lost, turn off major appliances to reduce power "surge" when electricity is restored.

If officials indicate evacuation is necessary.

- Leave as soon as possible. Avoid flooded roads and watch for washed-out bridges.
- Secure your business by unplugging appliances and turning off electricity and the main water valve.
- Tell staff outside of the storm area where you are going.
- If time permits, and you live in an identified surge zone, elevate furniture to protect it from flooding or better yet, move it to a higher floor.
- Bring pre-assembled emergency supplies and warm protective clothing.
- Take blankets and sleeping bags to shelter.
- Lock up business and leave
- (Most Operators need to consider time allotted to do these things given that you should provide your staff sufficient time to take care of their families and homes.)

AFTER THE HURRICANE

- Stay tuned to local radio for information.
- Return to the business only after authorities advise that it is safe to do so.
- Help injured or trapped persons.
- Give first aid where appropriate.
- Do not move seriously injured persons unless they are in immediate danger of further injury. Call for help.
- Avoid loose or dangling power lines and report them immediately to the power company, police, or fire department.
- Enter your business with caution.
- Beware of snakes, insects, and animals driven to higher ground by floodwater.
- Open windows and doors to ventilate and dry your business.
- Check refrigerated foods for spoilage.
- Take pictures of the damage, both to the building(s) and its/their contents and for insurance claims.
- Drive only if absolutely necessary and avoid flooded roads and washed-out bridges.
- Use telephone only for emergency calls.

2. Tsunami

A tsunami is a series of waves that may be dangerous and destructive. When you hear a tsunami warning, move at once to higher ground and stay there until local authorities say it is safe to return home.

Kindly note that while we have not been impacted directly by a tsunami in recent times, it remains a real and present threat, given our geographic proximity to the Caribbean fault line which runs offshore adjacent to the South of the country.

BEFORE A TSUNAMI

- Find out if your business is in a danger area.
- Know the height of your street above sea level and the distance of your street from the coast. Evacuation orders may be based on these numbers.
- Be familiar with the tsunami warning signs.
- Because tsunamis can be caused by an underwater disturbance or an earthquake, people living along the coast should consider an earthquake or a sizable ground noticeable rapid rise or fall in coastal waters is also a sign that a tsunami is approaching.
- Make sure all staff members know how to respond to a tsunami.
- Make evacuation plans.
- Pick an inland location that is elevated. After an earthquake or other natural disaster, roads in and out of the vicinity may be blocked, so pick more than one evacuation route.
- Teach staff members how and when to turn off gas, electricity, and water.
- Have disaster supplies on hand.
- Develop an emergency communication plan.
- In case staff members are separated from one another during a tsunami (a real possibility if staff live in remote or other outlying communities from where the business is located), have a plan for getting back together.
- Make sure everyone knows the name, address, and phone number of the contact person.
- Contact NEMO or your local emergency management office for more information on tsunamis.

DURING A TSUNAMI

- Listen to a radio or television to get the latest emergency information and be ready to evacuate if asked to do so.
- If you hear an official tsunami warning or detect signs of a tsunami, evacuate at once. Climb to higher ground. A tsunami warning is issued when authorities are certain that a tsunami threat exists.
- Stay away from the beach. Never go down to the beach to watch a tsunami come in. If you can see the wave, you are too close to escape it.
- Return to the business only after authorities advise it is safe to do so.
- A tsunami is a series of waves. Do not assume that one wave means that the danger over. The next wave may be larger than the first one. Stay out of the area.

AFTER A TSUNAMI

- Stay tuned to a battery-operated radio for the latest emergency information.
- Help injured or trapped persons.
- Give first aid where appropriate. Do not move seriously injured persons unless they are in immediate danger of further injury. Call for help.
- Remember to help your neighbors who may require special assistance--infants, elderly people, and people with disabilities.
- Stay out of damaged buildings. Return to the business only when authorities say it is safe.
- Enter your business with caution.
- Use a flashlight when entering damaged buildings. Check for electrical shorts and live wires. Do not use appliances or lights until an electrician has checked the electrical system.
- Open windows and doors to help dry the building.
- Shovel mud while it is still moist to give walls and floors an opportunity to dry.
- Check food supplies and test drinking water.
- Fresh food that has come in contact with flood waters may be contaminated and should be thrown out.
- Have tap water tested by the local health department.

3. Severe Weather/High Winds

A weather watch means that atmospheric conditions are right for severe weather.

A weather **warning** means that severe weather has been observed or is imminent in the area specified.

Tour Operators should be mindful that Belize experiences seasonal weather during specific months of the year and we are subject to mid afternoon severe thunderstorms and lightening storms that may impact a tour and visitors while they complete certain legs of their tour.

It is therefore incumbent on the Tour Operator to monitor closely weather outlooks and cautiously plan and execute inland and offshore tours while keeping guest safety in the fore at all times.

WINDSTORMS:

Damaging high wind storms can occur in areas across the country. In case of high winds, staff will take the following actions:

1.WHEN HIGH WINDS HAVE BEEN FORECAST

- Make sure company vehicles are filled with fuel
- Assure guests are in safe location
- Anchor outdoor objects that can blow away (such as garbage cans, hanging plants, and lawn furniture) or move them inside
- Tune in to local radio or TV for latest weather information. National Weather Service forecasts and warnings may also be found online at http://nms.gov.bz/

2. DURING HIGH WINDS

- Ensure that guests and staff stay indoors and away from windows
- Do not drive

If you are driving when high winds occur, pull safely off of the road and seek shelter in a building. Being in a parked car is safer than being outside; however, being in a building is safer than being in a car. During and after periods of high winds, be cautious of debris in the roadway and downed or low-hanging utility wires

- Stay away from downed power lines
- Stay tuned to local radio or TV station for additional weather and emergency information. National Weather Service forecasts and warnings may also be found online at http://nms.gov.bz/

THUNDERSTORMS:

Thunderstorms can bring heavy rains, flash flooding, tornadoes, strong winds, lightning, and hail.

When a thunderstorm is approaching...

AT THE BUSINESS

• Ensure that all guests and staff are indoors

- Secure outdoor objects such as lawn furniture that can blow away and cause damage or injury
- Bring lightweight objects inside
- Listen to a battery operated radio or television for the latest storm information
- Do not handle any electrical equipment or telephones because lightning could follow the wires
- Avoid bathtubs, water faucets, and sinks because metal pipes can transmit electricity
- Pets are particularly vulnerable to hail and should be brought inside.

IF OUTDOORS

- Attempt to get into a building or car
- If no structure is available, get to an open space and squat low to the ground as quickly as possible (If in the forest, find an area protected by a low clump of trees. Never stand underneath a single tree in the open)
- Be aware of the potential for flooding in low-lying areas
- Kneel or crouch with hands on knees
- Avoid tall objects such as towers, tall trees, fences, telephone lines, and power lines
- Stay away from natural lightning rods such as golf clubs, tractors, fishing rods, bicycles, and camping equipment.

IF A PERSON IS STRUCK BY LIGHTNING

- Call 911 and provide location and information about the incident including the number of people injured
- Look for burns where the lightning entered and exited the body
- If the strike caused the victim's heart and breathing to stop, give CPR until medical professionals arrive and take over

IF THE BUSINESS IS STRUCK BY LIGHTNING

- Check all around the interior and exterior to make sure that it did not start a fire
- If you smell or see smoke, evacuate the building and call 911
- All appliances and electrical devices that were plugged in when the lightning struck the building should be check for damage before being used. Indications of possible damage include scorched outlets, scorch marks on the device, melted cords, and broke light bulbs

4. Flooding

Floods are one of the most common hazards that impact the country. Flood effects can be local, impacting a neighborhood or community, or very large, affecting entire river basins and multiple districts.

However, all floods are not alike. Some floods develop slowly, sometimes over a period of days. But flash floods can develop quickly, sometimes in just a few minutes and without any visible signs of rain. Flash floods often have a dangerous wall of roaring water that carries rocks, mud, and other debris and can sweep away most things in its path. Overland flooding occurs outside a defined river or stream, such as when a levee is breached, but still can be destructive. Flooding can also occur when a dam breaks, producing effects similar to flash floods.

Be aware of flood hazards no matter where you live, but especially if you live in a low-lying area, near water or downstream from a dam. Even very small streams, gullies, creeks, culverts, dry streambeds, or low-lying ground that appear harmless in dry weather can flood. Every district is at risk from this hazard.

BEFORE A FLOOD

Have disaster supplies on hand:

- Flashlights and extra batteries.
- Portable, battery-operated radio and extra batteries tuned to a local station.
- First aid kit and manual.
- Emergency food and bottled water.
- Essential medicines.

Stockpile emergency building materials:

- Plywood, plastic sheeting, lumber, nails, hammer and saw, pry bar, shovels, and sandbags.
- Have check valves installed in building sewer traps to prevent flood waters from backing up in sewer drains.

Plan and practice an evacuation route:

- Learn flood-warning signs and your community's alert signals.
- Contact your local emergency management office for a copy of the community flood evacuation plan, which should include information on the safest routes to shelters.
- Be prepared to evacuate.

IF TIME PERMITS

- Turn off all utilities at the main power switch and close the main gas valve if evacuation appears necessary.
- Move valuables, such as business papers, machinery, other equipment, and supplies to upper floors or higher elevations.
- Bring outdoor possessions, such as lawn furniture, inside, or tie them down securely.

ONCE THE FLOOD ARRIVES

• Don't drive through a flooded area. If you come upon a flooded road, turn around and go another way. More people drown in their cars than anywhere else.

- If your car stalls, abandon it immediately and climb to higher ground. Many deaths have resulted from attempts to move stalled vehicles.
- Don't walk through flooded areas. As little as six inches of moving water can knock you off your feet.
- Stay away from downed power fines and electrical wires. Electrocution is another major source of deaths in floods. Electric current passes easily through water.
- Look out for animals especially snakes. Animals lose their homes in floods, too. They may seek shelter in yours.
- If the waters start to rise inside your business before you have evacuated, retreat to the second floor, the attic, and if necessary, the roof.
- Take dry clothing, a flashlight and a portable radio with you. Then, wait for help.
- Do not try to swim to safety; wait for rescuers to come to you.
- If outdoors, climb to high ground and stay there.

AFTER THE FLOOD

Flood dangers do not end when the water begins to recede. Listen to a radio or television and do not return to the business until authorities indicate it is safe to do so.

- If your home, apartment or business has suffered damage, call the insurance company or agent who handles your flood insurance policy right away to file a claim.
- Before entering a building, inspect foundations for cracks or other damage. Do not go in if there is any chance of the building collapsing.
- Upon entering the building, Don't use matches, cigarette lighters or any other open flames, since gas may be trapped inside. Instead, use a flashlight to light your way.
- Keep power off until an electrician has inspected your system for safety.
- Floodwaters pick up sewage and chemicals from roads, farms and factories. If your business has been flooded, protect your staff's health by cleaning up your establishment right away. Throw out foods and medicines that may have met floodwater.
- Until local authorities proclaim your water supply to be safe, boil water for drinking and food preparation vigorously for five minutes before using.
- Be careful walking around. After a flood, steps and floors are often slippery with mud and covered with debris, including nails and broken glass.
- Take steps to reduce your risk of future floods. Make sure to follow local building codes and ordinances when rebuilding and use flood-resistant materials and techniques to protect yourself and your property from future flood damage.

5. Pandemic

A pandemic is an epidemic of an infectious disease (such as flu or covid-19) that is spreading through human populations across a large region.

During a pandemic, conditions may be similar to sheltering in place during a disaster. In an effort to control the spread of disease, officials may recommend, "social distancing" and close public places. Schools may be closed for extended periods of time. Residents may need to stay home from their day programs/jobs and eliminate community activities.

In addition to social distancing during a pandemic, it is important for staff and residents to **take** everyday preventive actions to stop the spread of germs, including:

- Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it
- Wash your hands often with soap and water. If soap and water are not available, use an alcohol based hand rub
- Avoid touching your eyes, nose or mouth. Germs spread this way
- Try to avoid close contact with sick people
- If you are sick with flu like illness, stay home for at least 24-hours after your fever is gone except to get medical care or for other necessities (Your fever should be gone without the use of fever reducing medicine)
- While sick, limit contact with others as much as possible to keep from infecting them

6. Fire

All Buildings should have an Official Fire Safety Plan completed by a Fire Safety Consultant in conjunction with the National Fire Service which is to be readily available on site at all times for use by fire officials in the event of an emergency.

In the absence of an Official Fire Safety Plan, these procedures can be followed.

Smoke color may indicate the potential danger of the situation as follows:

1. **Yellow smoke** may indicate the presence of toxic gases. Evacuation should proceed immediately, and no effort should be made to extinguish the flame.

2. **Gray smoke** with brown wisps is indicative of any electrical fire. Again the area should be evacuated immediately, and all should stay clear of the area.

3. **Gray-black** smoke is indicative of a primary fire. The first priority remains evacuation of the immediate area. Staff members may attempt to extinguish the fire only if there is no severe danger of smoke inhalation.

Response to Fires:

If you discover a small fire (waste paper basket size) extinguish the fire by using water, blanket, fire extinguisher, etc. Personal safety and the safety of the staff or guests come first.

If you discover a larger fire:

Leave the fire area closing all doors behind you, in order to confine the fire.

If you have a fire alarm system, activate the building fire alarm system using the closest fire alarm pull station.

Try to ensure one staff member takes the daily attendance and contact information binder when evacuating.

Direct a staff member to call 911.

Evacuate all staff/guests using the nearest exit.

Take the staff/guests to the on-site evacuation location which should be far enough away from the building and out of the way of firefighters, police, etc.

Take attendance of the staff/guests to ensure all are present.

If you hear a fire alarm:

Escort the staff/guests to the nearest safe exit and proceed to the on-site evacuation location.

If you are confronted by smoke or fire, use an alternate exit.

Assign one staff member to check washrooms, closets, etc. to ensure all staff have been evacuated from the building.

Take attendance of the staff/guests to ensure all are present.

Check to see if someone has called 911.

SCHEDULE MONTHLY REGULAR FIRE DRILLS TO ENSURE STAFF ARE FAMILIARIZED WITH THE EVACUATION PROCEDURE.

7. Earthquakes

When an earthquake occurs and you are inside the building:

- Seek cover under tables or desks or against an inside wall, (away from bookcases or tall furniture that could fall) and hold onto the table/desk legs.
- Stay as far away from windows as possible.

When an earthquake occurs and you are outside:

- Gather the staff and guests and take them to an open area away from buildings, trees, structures, hydro poles, telephone and electrical lines, overpasses or elevated roadways or anything else that may fall on you.
- Have the children sit on the ground and cover their head and face with their hands.
- Stay there until the shaking stops.
- Proceed with caution back to the center, unless it is not safe to do so.

After the shaking stops and you are inside a building:

- Look for possible hazards to determine if it is safe to move before getting up and helping others.
- Keep the staff together in one area away from the most severe damage and possible area of structural weakness.
- Extinguish any small fires or call 911 if there is a larger fire.
- Help any injured or trapped people.
- Check for gas leaks, (smell of natural gas, the sound of a blowing or hissing noise), electrical system damage, (sparks, broken or frayed wires, smell of insulation burning), and sewer or water line damage. In the case of a gas leak, open the window and remove the staff as quickly as possible, watching out for structural damage, and falling items.
- Avoid using the phone. This may tie up lines that emergency personnel need.
- Listen to the radio for instructions.
- Aftershocks are common. Follow above procedures in the event of aftershocks.

8. Medical Emergencies

Survey the scene; evaluate personal safety issues.

Request assistance (SHOUT FOR HELP; Radio or Call for Help)

Call 911

Provide the following information:

- Number and location of victim(s)
- Nature of injury or illness
- Hazards involved
- Nearest entrance (emergency access point)

Alert trained employees to respond to the victim's location and bring a first aid kit or Automated External Defibrillator (AED).

Location of First Aid Kits and (INSERT LOCATION) Automated External Defibrillator(s)

First Aid Kit Automated External Defibrillator

(INSERT LOCATION)

9. Accidents/Incidents

Vehicular:

1. Assess the situation. Assure your personal safety and the safety of others.

- 2. Administer first aid, if practical.
- 3. Call for an ambulance (or air charter) if necessary.

4. Place reflective warning triangle signs, flares or both behind and ahead of the accident scene away from vehicles (beware of fuel spills).

5. Move the vehicles off the road to the shoulder if there are no injuries and the vehicles can be driven. Turn off the ignition and do not smoke.

6. If there are injuries or the damage is in a public area, call the police, request a police report and call your company contact. Be familiar with the traffic laws and limits that apply for driving within the country.

7. Report the accident or incident to a supervisor (or the main office) as soon as possible.

8. Take notes/photos to document the accident. Include: what happened, names of witnesses, sketches and photos if possible.

9. Complete and submit an accident report form to the appropriate company personnel. This information should then be used in liaison with your insurance provider.

Boating:

- 1. At the site of a boat incident:
 - a. Assure your own personal safety and the safety of others.
 - b. Stay with the boat. Be familiar with and follow water survival procedures.
 - c. Once on shore, administer first aid, as required.

d. Build a fire and shelter in a visible location near shore and make everyone comfortable. Remain near the accident scene or shoreline.

e. Make signals that are visible from the air to aid in the search (e.g., fires, signal mirror, large symbols).

2. At the project site or base:

a. Attempt to reach the boat by normal means when it is one hour overdue. Use local resources when possible.

b. Use (1) a/the base radio, (2) a cell phone to reach the satellite phone on the boat if equipped, and (3) a radio in an aircraft if available. If near civilization, phone places along the known boating route for information.

c. In addition, after 60 minutes overdue, report the overdue boat to a supervisor (foreman, senior manager, etc.) and the company manager:

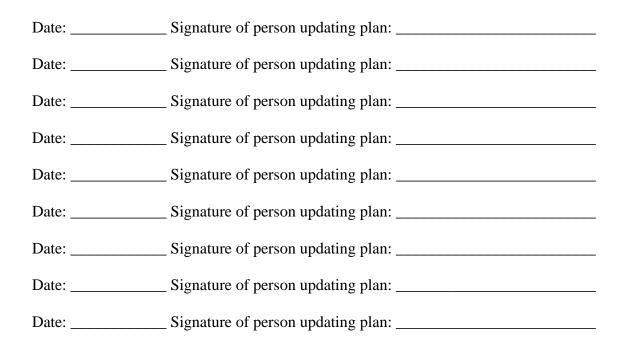
 Brief the manager on the action taken and the following information: Captain's name Type of boat, registration, size and color, Number of crew/passengers, planned route Departure time, estimated time of arrival, Last known position, Hours of fuel on board Emergency equipment on board.

10. Wildlife Encounter/Incident

- 1. Develop emergency response procedures appropriate for the specific dangerous species at the project location. Identify the local dangerous animals and train employees to take appropriate precautions.
- 2. Make sure that everyone understands their responsibility to prevent animals from becoming human habituated and food conditioned. Do not leave food where it will attract large animals, rodents, reptiles etc.
- 3. Situate projects, trails and camps etc. to avoid locations where animals may live or feed, and arrange structures so that large animals have escape routes.
- 4. Emergency procedures should conform to Forest Department wildlife regulations. Post contact information for the nearest FD Area Station or wildlife officer in order to request assistance, as may be required.
- 5. Attempt to scare animals away with noise or other appropriate means.
 - a. Large Cats The ERP should include emergency procedures when cats approach and/or enter main camps or are sighted on trail systems etc. Employees should be trained to recognize large cat behavior and correctly respond to cat encounters. Consult with the FD or and expert for more details. An ERP should include plans for a designated person to disable the large cat only if the situation demands this action. All employee permitted to handle firearms must follow the required laws and regulations.
 - Reptiles Obtain local expert advice to develop appropriate emergency response procedures to remove large or venomous snakes or crocodiles. Avoid killing reptiles whenever possible.

11. Plan Reviewed/Updated (Sample Format - Annual)

Updates are required when a significant change in the business occurs, including change in staffing composition (example: increase in capacity, significant change in staff care needs, etc.)



12. Staff Training (Sample Format)

Documentation of emergency plan training for all staff is required within 30 days of employment, including staff name, date training completed and caregiver signature.

Training must include the staff's assigned duties during an emergency.

Documentation of training is maintained for each staff in their personnel record.

The following staff have been trained on this plan:

Staff Name	Training Date

13. Annual Practice (Sample Format)

The emergency preparedness plan must be practiced at least annually from the date of initial completion. Documentation of the annual review must be present including date of review, participants, method of review and outcome of exercise.

Examples are: staff demonstrating actions that are part of the plan, such as turning off natural gas, starting a generator, locating emergency supplies (flashlights/light sources, food, water) and demonstrating ability to follow protocols per emergency plan for evacuation through discussion or role playing.

Date	Method of Review	Outcome of Exercise	Staff Present

14. Risk Level Assessment (Sample Forms)

- 1. Use the Risk Assessment Form on the following page to determine the risk value.
- 2. Use the Priority Setting chart to list all events considered and the risk of such events.

High and medium risks (score of 3 or greater) need preventive measures. Events and Tours that have a score of 3 of greater are required to be included in your complete emergency plan manual.

Identify Preventive Measures

REVIEW which preventive measures currently in place reduce the risk.

For example, risk of lift truck incidents will be reduced if:

- all drivers are certified;
- all trucks are checked prior to each shift; and
- all trucks are maintained monthly.

IMPLEMENT additional measures that can reduce the risk even more, such as:

- driver meetings; and
- close call reporting and investigations.

Although the risk may be reduced significantly in this manner, it is important to note that the event could still occur and there is a need to implement an emergency response plan.

Step 1: Worst Case Scenario Process Under Review:

New Scenario \Box Yes \Box No Previously Reviewed \Box Yes \Box No Scenario:

Step 2: Risk Assessment

On the following chart, circle the most likely harm to a person, machine or thing if the risk happens. Next, circle how often it could happen. The risk priority is the number where the two intersect.

Ris	k Assessment Ch	art	
Probability		Severity	
How likely could it happen?	He	ow severe is the dama	age?
	High	Medium	Low
High	5	4	3
Very likely			
Medium	4	3	2
Could happen occasionally			
Low	3	2	1
Seldom happens			

What is the risk (score 1-5 from chart)?_____

If you score a 4 or 5, implement preventive measures now.

If you score a 3, implement preventive measures soon. (set date)

If you score a 1 or 2, plan corrective action (note date)_____

Date Prevention Measures Completed:

Print Name:	
-------------	--

Signature:_____

	RISK ASSESSMENT FORM (SAMPLE)
Step 3: Risk Contro	1
The objective of cont	trol is to eliminate or reduce the risk.
Hierarchy of Control	ol
Option 1	Eliminate the risk
(Best Option)	
Option 2	Minimize the risk by one or a combination of:
(Good Option)	□ Substitution
	□ Redesign of the work
	□ Isolation
	Engineering
Option 3	Minimize the risk by:
(Interim Option)	□ Administrative controls
	Use of personal protective equipment (PPE)
Follow-up – Contro	l Measures Recommended

Immediate:

Later:

Risk Assessment Sample Chart (Visual Graph):

Risk Assessment Sample Chart (Ratings Graph):

EMERGENCY MANAGEMENT CHECKLIST – (sample)			
Element	Documented	Functional Ability Proven	
Emergency shutdown procedures exist.	🗆 Yes 🖵 No	I Yes I No	
Responsibility for shutdown is assigned.	🗆 Yes 🗆 No	🗆 Yes 🗖 No	
Procedures and checklists have been developed.	🗆 Yes 🗆 No	🗆 Yes 🗖 No	
Diagrams and maps indicating critical components are available.	🗆 Yes 🗆 No	🗆 Yes 🗆 No	
All critical components are clearly identified.	🗆 Yes 🖵 No	🗆 Yes 🗖 No	
Persons with special technological knowledge are available to emergency personnel.	🗆 Yes 🗆 No	🗆 Yes 🗆 No	
An alternate location for continuing operations management is identified.	🗆 Yes 🗖 No	🗆 Yes 🗆 No	
Resource list been developed for sources of equipment, supplies, services or contractors.	🗆 Yes 🗆 No	🗆 Yes 🗆 No	
Agreements have been made with other facilities to continue delivery of services.	🗆 Yes 🗖 No	🗆 Yes 🗆 No	
Procedures are adequate to document all compensable losses.	🗆 Yes 🗖 No	🗅 Yes 🗅 No	
Procedures provide for preserving the incident scene for investigations.	🗅 Yes 🗅 No	🗆 Yes 🗆 No	
A safety plan is required prior to re-entry into affected areas/buildings.	🗆 Yes 🗆 No	🗆 Yes 🗆 No	

EMERGENCY MANAGEMENT CHECKLIST – (Sample)			
Element	Documented	Functional Ability Proven	
Statement of policy on emergency response.	🗆 Yes 🗆 No	🗆 Yes 🗖 No	
Plan given appropriate authority by highest management level.	🗆 Yes 🗖 No	🗆 Yes 🗖 No	
Plan is distributed to all that need to know.	🗆 Yes 🗆 No	🗅 Yes 🖵 No	
Plan establishes the emergency organization.	🗆 Yes 🗖 No	🗆 Yes 🖵 No	
The following functions have been clearly de	efined and assigned to i	ndividuals:	
Plan administration	🗅 Yes 🗅 No	🗅 Yes 🖵 No	
	🗆 Yes 🗆 No	🗆 Yes 🗆 No	
Operational control	🗆 Yes 🗆 No	🗆 Yes 🖵 No	
Coordination of support			
Plan maintenance	🗆 Yes 🗆 No	🖵 Yes 🗖 No	
	🗆 Yes 🗖 No	🗆 Yes 🗆 No	
Regular risk assessment	🗆 Yes 🗆 No	🗆 Yes 🖵 No	
Training			
Drills and exercises	🗆 Yes 🗆 No	🗆 Yes 🗆 No	
	🗆 Yes 🗆 No	🗆 Yes 🖵 No	
Maintenance of equipment	🗆 Yes 🗖 No	🗆 Yes 🗆 No	
Specific response functions			
Coordination of off-site plans	Tyes No	🖵 Yes 🖵 No	
2	🗅 Yes 🗅 No	🗅 Yes 🗅 No	
Alternates for all key positions exist.	🗆 Yes 🗖 No	🗆 Yes 🗆 No	
Plan is based on risk assessment.			