

Discovery Circle Emergency Response

Staff Guidelines for Emergency Response Situations

Incident Response Plan

This plan provides a clear framework for managing serious accidents, incidents, injuries, or other emergencies involving **Discovery Circle** clients and or guests, tour managers, guides, office support staff and management. Incidents may involve individuals, vehicles, accommodation, sites in addition to third part accidents.

Objectives:

- Clearly define roles and responsibilities during an emergency.
- Identify and mitigate major potential hazards in advance to reduce number of possible incidents.
- Outline step-by-step procedures to ensure no critical actions are overlooked under pressure.
- Provide essential emergency information to assist in managing the situation and necessary follow-up.
- Ensure the availability of emergency communication tools, medical/first aid skills, and essential emergency supplies.

This plan serves as a structured guide to enhance preparedness and response in emergency situations.

What is an Emergency?

An **emergency** is any situation that disrupts normal trip operations or poses a significant risk to participants, staff, or property. Emergencies include, but are not limited to:

- Events that interfere with the normal course of a trip.
- Travel restrictions or unforeseen circumstances preventing trip members from completing the itinerary or returning home as planned.
- Injury or serious illness affecting a guide, staff member, or client or guest.
- Any type of accident.
- Loss of life.
- The group encountering dangerous conditions or being detained.
- A trip member lacking proper documentation (e.g. passport, visa).
- A **near-miss**—an incident that could have resulted in any of the above.

Emergencies may arise from various causes, including human error, activity-related accidents, equipment or mechanical failures, extreme weather (especially heavy rain in Petra and Wadis) political unrest, or acts of terrorism.

In the Event of an Emergency - Injured / Sick Client or Guest

Tour Staff (Tour Manager, Guide, Driver) Emergency Procedures

In the event of an emergency, **the safety, health, and well-being** of all individuals is our number one priority. If immediate action is required before notifying, or being able to notify the office, tour staff should use their best judgment and inform the office at the earliest opportunity.

1) At the time of the Emergency

a. Assess the Situation

- Ensure the safety of all individuals, including any injured or sick guests, first aid responders, and uninjured clients or guests and staff.
- Report the incident to the office and keep the office updated at each stage or follow the advice given too you by the office following consultation with Jack Farraj.

b. Calm the Situation

- Take necessary steps to prevent further injury to the injured / sick client or guest and to ensure no further clients or guests or onlookers sustain new injuries.

c. First Aid to be Administered by registered First Aider

- Provide emergency care within the limits of your training.
- Comfort and reassure the injured or sick person(s).
- **Detail incident** (provide as much written or verbal by recording a voice message on your device) information as possible. **Only record clear facts.**
- If an adult (18+) **refuses** necessary medical care, obtain a release document acknowledging refusal of necessary treatment (signed document, email confirmation, or video/audio recording with permission). Include **witness names and contact details**. This document can be a hand written note if necessary as long as it is witnessed and signed.

d. Assess Emergency Needs & Develop a Response Plan

- If possible speak with the Discovery Circle office and devise this plan in conjunction with advice from Jack Farraj

e. Request Outside Assistance if Needed

- Contact the appropriate authority (e.g. **police or medical**).
- Establish a plan for follow-up contact.
- If unable to call, send **at least two** designated members of the group with:
 1. A written or verbal via voice message emergency report (incident details, patient's condition, weather, GPS location, etc.).
 2. Patient's **medical information**, including emergency contacts.
 3. Necessary supplies (maps, food, water, first aid, etc.).
 4. Record **the time of departure** from the scene.

f. Ensure a Safe and Calm Environment for the remaining members of the tour / group

- Support uninjured group members and maintain order as much as possible.

g. Maintain contact with the Discovery Circle Office team

h. Document the Incident Scene

- Assign a team member to **photograph and write a factual report** (time, location, weather, injuries, witness accounts). This should be as detailed as possible.
- Witnesses should provide **written statements and or verbal voice note statements**

2) Evacuations

The method and urgency of evacuation should align with the **severity of the injury or illness.**

Mandatory Evacuations

Evacuation is required in the following cases:

- **Head injury** with loss of consciousness or altered mental status.
- **Seizures, suspected Heart Attack or signs of Stroke.**
- **Suspected spinal injury.**
- **Anaphylactic Shock where an EpiPen has been used.**
- **Severe heat exhaustion or heat stroke.**
- **Severe dehydration.**
- **Near-drowning.**

Evacuation Considerations

Before proceeding with an evacuation, assess the following while if possible maintaining contact with the office.

1. **Patient stability.**
2. **Safety and well-being of the group.**
3. **Accessibility of the group and availability of outside help and terrain conditions.**

Evacuation Methods

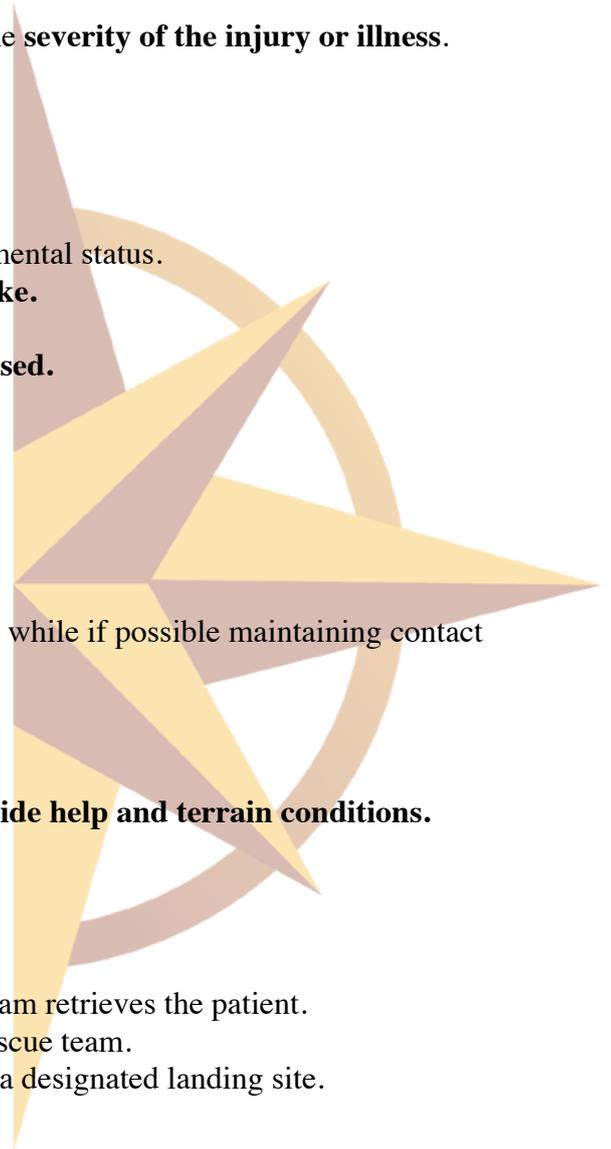
- **Self-evacuation:** Patient walks out with an escort.
- **Company staff-assisted evacuation:** Leadership team retrieves the patient.
- **Litter evacuation:** Patient is carried by staff or a rescue team.
- **Helicopter evacuation:** Patient is transported from a designated landing site.

Adult Self-Evacuation

- If a participant (18+) chooses to **leave a trip**, staff must attempt to address their concerns.
- If they insist on leaving, they **must stay with the group until reaching the safest exit point.**
- If they **refuse treatment or evacuation**, they must sign a written release, witnessed by staff.

3) Handling a Fatality on Tour

DISCOVERY
CIRCLE



If a fatality occurs, the **primary responsibility** of field staff is the mental, emotional, and physical well-being of the remaining participants.

- **Do not disturb the scene or move the body** unless the location is unsafe.
- Assign a staff member to **remain near the body** if safe.
- Notify emergency responders and **stick to factual information only**.
- **Contact the Discovery Circle office immediately**.

Incident Response – In-Office Procedures

In the event of an emergency, the first person to contact is Jack Farraj (Emergency Controller) who will designate roles and responsibilities for members of the office team.

Important Communication Guidelines:

- **Limit external communication** about the emergency to only those directly involved in the response.
- **Refer all external inquiries, including media requests, to the Jack Farraj.**

Emergency Controller

The **Emergency Controller** ensures the office response team is continuously informed about the situation and assists in coordinating the response. This role is typically filled by members of the senior team and operations staff. In the absence of Jack Farraj - the most senior member of the team, who is in the office will assume the role of Emergency Controller and will, if possible, continuously liaise with Jack Farraj and the Tour Staff.

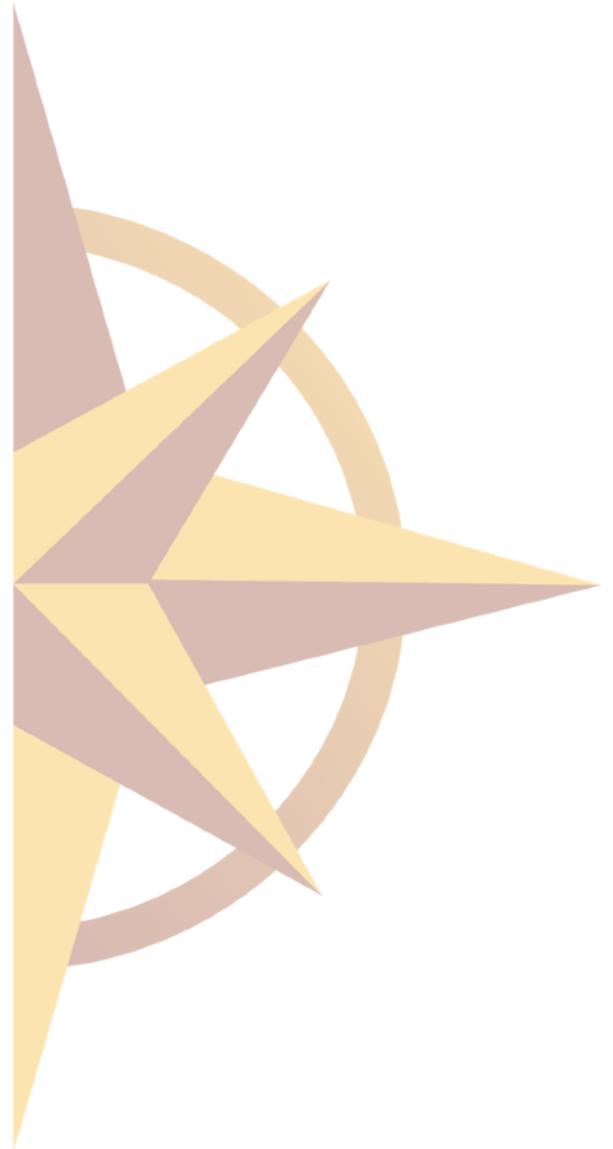
Key Responsibilities:

Act as the primary communication relay - Receive the initial call and document all key details.

- **Maintain a Communication Log.**
 - Record all communications, including date, time, contacts, subject, actions, and phone numbers.
 - Log only factual information—avoid speculation or opinions.
- **Follow the Crisis Communications Plan:**
 - Contact appropriate authorities to mobilise appropriate field support, if needed.
 - If required or directed, contact the Tour Operator partner.
- **Gather and organise all incident documentation, including:**
 - Incident Report - this may need to be transcribed if sent as a voice note
 - Any additional forms or reports
- **Appoint a dedicated staff member to:**
 - Monitor incoming calls.
 - Maintain a detailed log of all events.

- **Continue communication with Tour Staff** and provide necessary direction.
- **Assess the physical and emotional well-being** of both staff and participants.
- **Emergency Contact Notification:**
 - If a client or guests emergency contact must be notified this should be done by the International Tour Operator partner or the booking agent.
 - If a member of our Tour Staff is the injured party and cannot make contact with their emergency contact they you must obtain their explicit permission before making contact.
 -

DISCOVERY
CIRCLE



Communication Plan

Item	Action	Who	When
Communication Strategy	Provide all Discovery Circle employees with an emergency procedures briefing once per calendar year.	Jack Farraj	Once per year
Mobile Phones	All Discovery Circle staff must have all telephone numbers for guides, tour managers and transportation companies as well as - All Discovery Circle staff numbers. This is necessary for all Groups and FITs in country that individual staff are managing	Discovery Circle Staff	Prior to clients arrival in Jordan
Emergency Numbers	Discovery Circle Staff will have, to hand, all relevant emergency telephone number of transportation companies, partner DMCs, Guides and Senior Discovery Circle Management.	Jack Farraj to provide this information	Updated every quarter
International Tour Operator Partner	Jack Farraj - will be the first point of contact for all international tour operator partners in times of crisis.	Jack Farraj	In the event of a crisis

DISCOVERY
CIRCLE

