

SAFETY POLICIES AND BASIC FIRST AID FOR GUIDES AND DRIVERS IN EMERGENCY SITUATIONS

Objective: To establish the actions that guides and/or drivers must take to ensure the safety of passengers during contingency situations, natural disasters, strikes or other emergencies.

1. Initial Actions in Case of Emergency.

- **Stay calm:** Guides and drivers must maintain a calm attitude to avoid panic among passengers.
- **Assess the situation:** Quickly identify the type of emergency (earthquake, accident, strike, etc.) and assess the immediate risks.
- **Communication:** Immediately inform passengers about the situation and the measures that will be taken. Use communication media (radio, telephone) to coordinate with local authorities.

2. Natural Disasters (Earthquakes, Storms, etc.).

- **In case of earthquake:**
 - Stop the vehicle safely.
 - Instruct passengers to stay inside the vehicle, with their seat belts fastened, until the shaking passes.
 - If it is safe, guide them to an open area away from dangerous structures.
- **In case of storm:**
 - If possible, seek shelter in a safe place.
 - Avoid crossing bridges or flooded areas.
 - Secure passengers and provide blankets or additional clothing if necessary.

3. Strikes or Protests.

- **Avoid conflict zones:** If it is detected that the route is affected by a strike or protest, avoid entering those areas.
- **Detours:** If necessary, make detours to safer routes, informing passengers about the change in itinerary.
- **Keep your vehicle locked:** If you are in a lockdown situation, keep your doors locked and windows up. Do not interact with protesters.

4. Basic First Aid.

- **Minor injuries:**
 - If there are minor wounds, clean the wound with soap and water, and apply a dressing.
 - If a passenger has mild pain or bruising, perform a quick assessment and provide ice or bandages if necessary.

- **Burns:**
 - In case of minor burns, cool the affected area with cold water for at least 10 minutes.
 - If the burn is severe, do not apply ice and seek medical attention immediately.
- **Bleeding:**
 - If a passenger is bleeding, press on the wound with a clean bandage or cloth to stop the bleeding.
 - If bleeding is heavy or does not stop, seek urgent medical attention.
- **Fainting:**
 - If a passenger faints, lie down immediately, elevate their legs, and make sure they can breathe. Do not give them fluids if they are unconscious.

5. Evacuation Procedure.

- **Evacuation plan:** If necessary, make sure all passengers leave the vehicle in an orderly and safe manner. Direct passengers to a safe location, such as an open area or shelter.
- **Meeting points:** Establish clear meeting points where passengers can meet if they become separated from the group.

6. Subsequent Actions.

- **Constant monitoring:** Continue to monitor the well-being of passengers and ensure that everyone is in contact with their families or local authorities if possible.
- **Continuous information:** Keep passengers informed about the progress of the situation and any changes to the itinerary or safety conditions.