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EMERGENCY PLAN

In case of an emergency during a tour, the first few minutes and hours can decide about life or death. It does not always have to come so severe. But as one get hectic and nervous in case of an incident, it is better to have a reaction plan on hand to stay calm and focus on the immediate reaction and organization of the rescue.

If you feel unsure how to react, kindly please speak to us. It is in the guides responsibility to know how to react in an emergency situation.

BEFORE EMERGENCY

All guides/drivers must have these emergency numbers at hand:

- Fire 110
- Ambulance 112
- Police 113

(Before arrival guests provide Druk Eye Tours & Travels with a contact phone number in their home country. In emergency we will contact this person and arrange further steps if necessary.)

DURING EMERGENCY

- Inform Nadine or Norbu immediately / if very urgent call Ambulance/Police/Fire
- Please collect the information of the 5-w:
    - **Who** was involved?
    - **What** happened?
    - **When** did it happen?
    - **Where** did it happen?
    - **Why** did it happen?

AFTER EMERGENCY

- Inform all staff about incident, actions taken and lessons learned
- Stay in contact with the injured or ill person until they are feeling better

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