

STANDARD OPERATING PROCEDURES

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SOURCES

1. IN THE EVENT OF PHYSICAL AGGRESSION

For the Person Affected by the Incident

- Quickly understand the motives behind the assault. Stay calm and do not confront your assailant.
- If the aim of the assault is robbery, calmly hand over the items demanded.
- If the aim of the assault is a brawl, breathe and speak calmly.
- Speak to your assailant with empathy using such expressions as “I understand” which could help defuse the situation. Be careful not to overdo it.
- If your assailant is inebriated or drugged, avoid speaking to him.
- If possible, run towards other people. Your assailant will be less likely to chase you or continue the attack in front of others.
- Keep your hands visible at all times. Move slowly.
- If your life is in danger, use physical force to defend yourself against your assailant by targeting the assailant’s weak spots (groin, eyes, nose, throat, etc.).
- Once the assault is over and you are safe, contact your organization and keep them informed of any developments.
- Follow your organization’s guidelines.
- If you are injured, get medical attention as soon as possible. If necessary, call emergency services.
- Contact your insurance company to find out about procedures and expenses covered. If required, keep them informed of any developments.
- With your organization, evaluate the relevance of filing a complaint with local authorities. In case you file a complaint, if possible, get a copy of the report (to file a claim with the insurance company and to attach to the event declaration form).
- Obtain psychological support as needed.

For the Organization

- Refer to your International Crisis Management Protocol.
- If the assault was sexual in nature, refer to the SOP *In the Event of Sexual Assault*.
- If the affected person is unable to do so, contact the insurance company. Keep them informed of any developments.
- Remain informed of the affected person’s physical condition. Accompany him during medical procedures if required. Verify the affected person’s medical file to have all the necessary information. If possible, validate this information with the affected person.
- Stay informed of the affected person’s psychological state and provide support. If professional support is requested, make the service available.
- Provide the affected person with logistical support.
- Analyze the potential risks and relevance of a formal complaint. If relevant, accompany the affected person during the proceedings with local authorities. If possible, obtain a copy of the report (to file a claim with the insurance company and to attach to the event declaration form).

- Ensure all travellers comply with communication guidelines (information control, privacy, social media, etc.).
- Get in touch with the affected person's emergency contact. When relevant and possible, make sure the affected person gets in touch with his loved ones.
- Develop a plan to provide additional support to the person responsible in the field. Assess the need to send a member of the organization to your destination.
- Having the emergency contact or a family member travel to the location can be considered. In this case, make sure you have the necessary resources to supervise them so that their presence does not hamper the situation's resolution.
- Assess whether the affected person can pursue its stay or needs to be repatriated.

6. IN THE EVENT OF CIVIL DISTURBANCE (COUP, ARMED CONFLICT, ETC.)

For the Person Affected by the Incident

- If you hear nearby gunfire, move away from windows and lie down on the floor.
- If you witness a crowd demonstration, move away quickly or take refuge in a building. Calm demonstrations can sometimes quickly degenerate.
- Do not take for granted that being Canadian gives you a free pass.
- Once you are in a safe location, contact the organization to report on the situation.
- Follow your organization's guidelines.
- If you are injured, get medical attention as soon as possible. If necessary, call emergency services.
- If relevant, contact your insurance company to find out about procedures and expenses covered. If required, keep them informed of any developments.
- Obtain psychological support as needed.

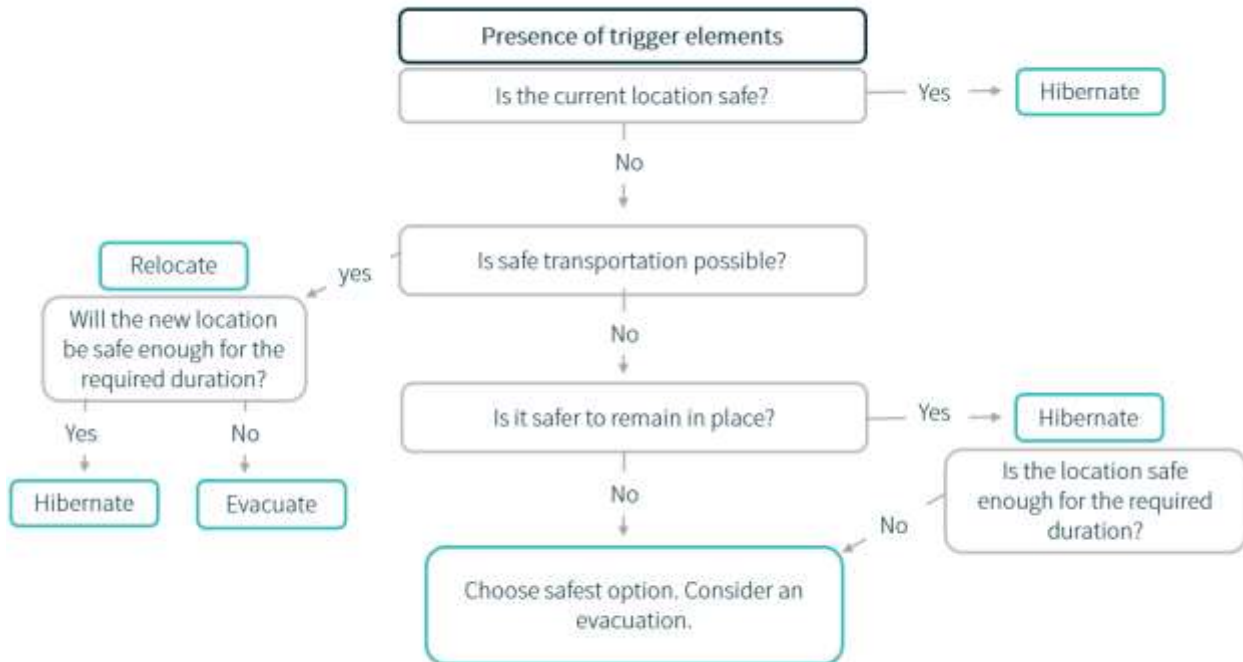
For the Organization

- Refer to your International Crisis Management Protocol.
- Confirm the facts with reliable sources (ex: group guide, embassy/consulate, partner, etc.).
- Gather as much information as possible about the situation unfolding, on your traveller's location, as well as about their level of vulnerability in the face of these events.
- Contact the nearest embassy/consulate. If you cannot reach them, contact the Emergency Watch and Response Centre.
- If the affected person is unable to do so, contact the insurance company. Keep them informed of any developments.
- Ensure all travellers comply with communication guidelines (information control, privacy, social media, etc.).
- Get in touch with the affected person's emergency contact.
- Evaluate with consular and local authorities the safest option for managing the situation by referring to the *SOP In the event of Hibernation, Relocation and Evacuation*.

Once the Situation Resolved

- Remain informed of the affected person's physical condition. Accompany him during medical procedures if required. Check the affected person's medical file to have all the necessary information. If possible, validate this information with the affected person.
- Stay informed of the affected person's psychological state and provide support. If professional support is requested, make the service available.
- Provide the affected person with logistical support.
- Assess whether the affected person can pursue its stay or needs to be repatriated and if it is possible for activities to resume. If not, proceed with repatriation.

DECISION TREE



CHARTS – EXAMPLES OF RELOCATION AND EVACUATION

Relocation Chart

| Current Location | Possible Relocation Sites | Contact Person | Itinerary | Travel Time | Risks and Elements to Consider |
|------------------|----------------------------------|-----------------|------------------|-----------------------------------|---|
| Agency's office | The Country Director's residence | Mr. Prudent | Route RN1 | 25 min (dirt road from KM 0 to 4) | <ul style="list-style-type: none"> • Roadblocks • Road closure • Poor road condition (flat tire or mechanical failure) • Road possibly flooded during the rainy season. |
| | Partner XYZ's office | Mrs. Clever | Community ferry | 30 min | <ul style="list-style-type: none"> • Civil uprisings |
| | | | Private boat | 12 min | <ul style="list-style-type: none"> • Significant price increase (must have cash) |
| | | | Route RN12 | 55 min | <ul style="list-style-type: none"> • Roadblocks • Road closure |
| | Hôtel Yacoubian | Mr. Commendable | On foot | 12 min | <ul style="list-style-type: none"> • Vulnerability to physical aggression or civil uprisings • High costs • Room availability |
| | | | Service vehicles | 3 min | <ul style="list-style-type: none"> • Vehicle availability • Driver availability • High costs • Room availability |

Evacuation Chart

| Means of Transport | Starting Point | Itinerary | Travel Time | Risks and Elements to Consider | Options |
|--|---------------------------|-------------------------|------------------|---|---|
| <u>Plane</u> XYZ international airport Evacuation to France or Morocco | Agency's office | Route RN1 | 25 min | <ul style="list-style-type: none"> • Roadblocks • High probability of conflict • Route RN1 possibly flooded during the rainy season. • Plan to be at the airport at least 3 hours before the flight time. | France: Every day Air Chabada 9.45 a.m. Morocco: Wed/Sun Air Tralala 5.30 p.m. |
| | Cooperant ABC's residence | South route | 35 min | | |
| | | Route RN1 | 45min | | |
| <u>Vehicle</u> Evacuation to country XYZ | Agency's office | Route RN1 + Rain road | 8 a.m. to 9 a.m. | <ul style="list-style-type: none"> • Roadblocks • High probability of conflict • Impossible to cross the border without a visa from the host country. • Route RN1 possibly flooded during the rainy season. | |
| | Cooperant ABC's residence | South route + Rain road | | | |