

STANDARD OPERATING PROCEDURES

TABLE OF CONTENTS

1. IN THE EVENT OF PHYSICAL AGGRESSION
 - For the Person Affected by the Incident
 - For the Organization
2. IN THE EVENT OF SEXUAL ASSAULT
 - For the Person Affected by the Incident
 - For the Organization
 - Additional Information
3. IN THE EVENT OF THEFT
 - For the Person Affected by the Incident
 - For the Organization
4. IN THE EVENT OF A DISAPPEARANCE
 - For the Person Affected by the Incident
 - For the Organization
5. IN THE EVENT OF A KIDNAPPING
 - For the Person Affected by the Incident
 - For the Organization
6. IN THE EVENT OF CIVIL DISTURBANCE (COUP, ARMED CONFLICT, ETC.)
 - For the Person Affected by the Incident
 - For the Organization
7. IN THE EVENT OF HOSPITALIZATION
 - For the Person Affected by the Incident
 - For the Organization
8. IN THE EVENT OF A MEDICAL EVACUATION
 - For the Organization
9. IN THE EVENT OF BITES (DOG, MONKEY, SNAKE, ETC.) OR WORRISOME INSECT BITE
 - For the Person Affected by the Incident
 - For the Organization
10. IN THE EVENT OF MENTAL HEALTH PROBLEMS
 - For the Person Affected by the Incident
 - For the Organization
11. IN THE EVENT OF SUSPECTED COVID-19 INFECTION
 - For the Person Affected by the Incident
 - For the Organization
12. IN THE EVENT OF A FAMILY EMERGENCY SITUATION
 - For the Person Affected by the Incident
 - For the Organization

13. IN THE EVENT OF REPATRIATION (FOR MAJOR ADAPTATION PROBLEMS OR NON-COMPLIANCE WITH THE RULES)

For the Person Affected by the Incident

For the Organization

14. IN THE EVENT OF AN ARREST

For the Person Affected by the Incident

For the Organization

15. IN THE EVENT OF ROAD ACCIDENTS

For the Person Affected by the Incident

For the Organization

16. IN THE EVENT OF A FIRE

For the Person Affected by the Incident

For the Organization

17. IN THE EVENT OF AN EARTHQUAKE

For the Person Affected by the Incident

For the Organization

18. IN THE EVENT OF A CYCLONE OR HURRICANE

For the Person Affected by the Incident

For the Organization

19. IN THE EVENT OF DEATH

For the Organization

Additional Information

20. IN THE EVENT OF A TERRORIST ATTACK

For the Person Affected by the Incident

For the Organization

21. IN THE EVENT OF HIBERNATION, RELOCATION AND EVACUATION

For the Person Affected by the Incident

For the Organization

Additional Information: Best Practices

Decision Tree

RESOURCES

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 UNREST (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.

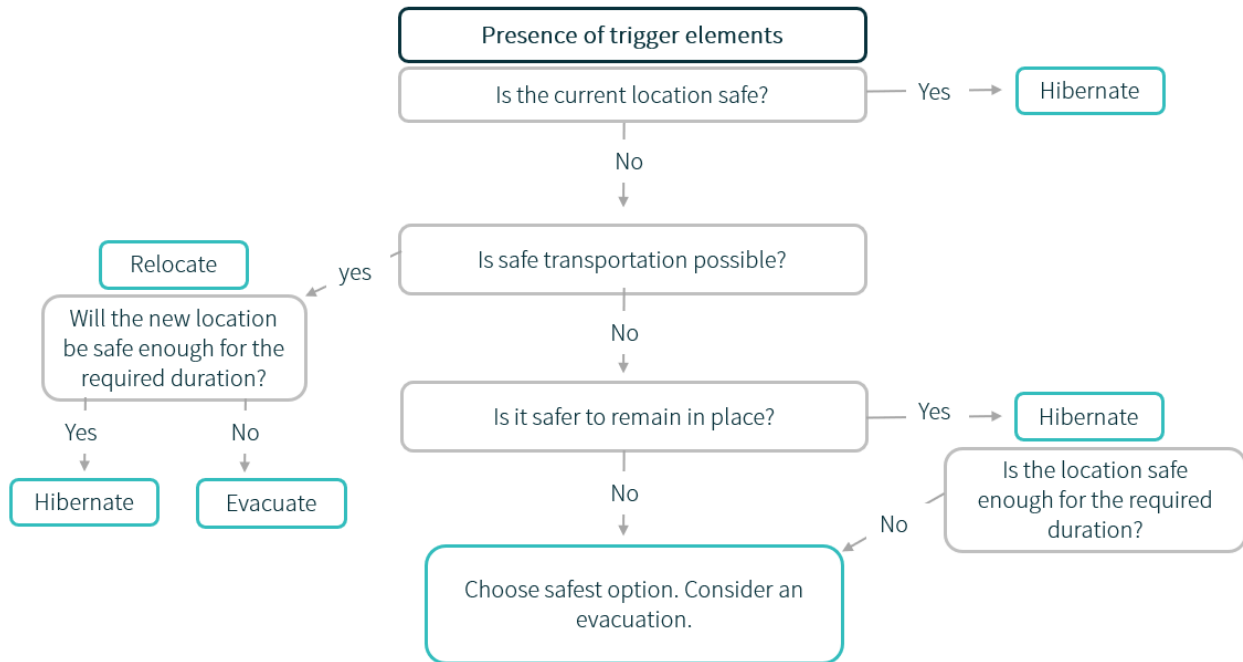
For the Organization

- Refer to your International Crisis Management Protocol.
- Confirm the facts with reliable sources (e.g., 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 the person 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 the 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	TheCountry 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
Plane 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		
Vehicle 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			