

STANDARD OPERATING PROCEDURES

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RESOURCES

SOURCES

1. IN THE EVENT OF PHYSICAL AGGRESSION

For the Affected Person

During the Assault

- Stay calm and avoid confrontation.
- If this is an assault for theft, calmly hand over what is being requested.
- If it is an assault for a fight, speak calmly.
- Speak empathetically to the assailant, using phrases such as “I understand”, but don’t overdo it.
- If the assailant is drunk or drugged, use short sentences.
- Always keep your hands visible for the assailant and make slow movements.
- If possible, flee to others.
- If your life is in danger, defend yourself with all your strength by targeting the assailant’s weak points: crotch, eyes, nose, throat.

After the Assault

- As soon as you are safe, contact the organization and follow their instructions.
- Follow your organization’s guidelines regarding communication with third parties and on social media.
- If you are injured, seek appropriate medical care.
- If necessary and possible, call for pre-hospital transport services.
- If relevant, contact your insurance company to find out what procedures and expenses are covered. If required, keep them informed of the situation.
- With your organization, assess the relevance of filing a complaint with local authorities. If you do, get a copy of the report.
- Assess the relevance of contacting your loved ones to inform and reassure them. If necessary, seek logistical support from the group guide.
- Get psychological support if needed.

For the Organization

- Ensure communication with local authorities and organizations. If you delegate this task, support them in their exchanges.
- Provide logistical support to the affected person.
- Monitor the affected person’s physical and psychological health condition.
- If relevant and the affected person is unable to do so, contact their insurance company. Follow up by keeping them informed of the situation’s evolution.
- Discuss the risks and relevance of making a complaint with your partner in the field.
- Depending on the situation, consult the affected person to assess the relevance of informing the latter’s emergency contact.
- When required, make professional support (medical, psychological, etc.) available.
- Plan to provide additional support in the field.
- Assess if it is possible for the affected person to pursue their stay and resume activities.
- If the affected person is unable to pursue their stay, proceed with repatriation. Ensure that all logistical aspects are considered.

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

For the Affected Person

- If you hear gunshots or loud bangs nearby, move quickly away from windows and lie down on the ground.
- If you witness a crowd demonstration, move away quickly, or take cover in a building. Quiet demonstrations can quickly escalate.
- As soon as you are safe, inform the group guide of the event and your location. Keep them informed of any developments.
- Follow the group guide's instructions.
- Comply with your organization's guidelines regarding communications with third parties and on social media so as not to endanger others or interfere with local authorities and emergency response.

Once the Situation Resolved

- If you are injured, seek appropriate medical care.
- If necessary and possible, call for pre-hospital transport services.
- If applicable, contact your insurance company to find out what procedures and expenses are covered. If necessary, keep them informed of the situation.
- Assess the relevance of contacting your loved ones to inform and reassure them. If necessary, ask for logistical support from the group guide.
- If you must evacuate, follow the group guide's instructions.
- Get psychological support if necessary.

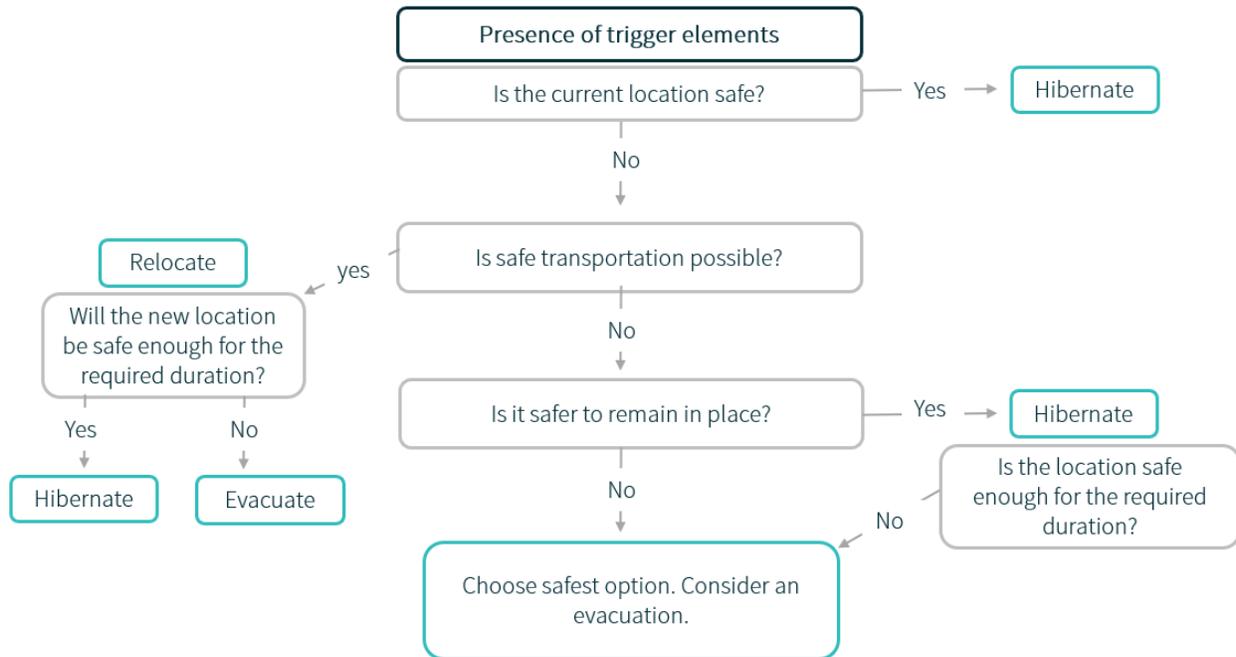
For the Organization

- Confirm the extent of the events with reliable sources (other organizations, embassy, partner, etc.).
- Assess the situation's status (interventions underway, injuries or deaths, group members' physical and psychological condition, need for support, etc.).
- Support the people in the field in getting as much information as possible about the situation's context, your travellers' location, and their vulnerability to the situation.
- Ensure communications with local authorities and organizations. If you delegate this task, support them.
- Contact the nearest embassy or consulate. If you are unable to reach them, contact your country's Emergency Watch and Response Centre.
- If relevant and the affected person is unable to do so, contact their insurance company. Keep them informed of developments and follow up if a case is opened.
- Provide logistical support to the person affected and the group guide.
- Have a plan to provide additional support in the field.
- Assess the need to send a member of the organization. If the affected person is not relocated or evacuated to their home country, assess the need to send a member of the organization to join them.
- Assess with consular and local authorities the safest option for managing the situation by referring to the *In the Event of Hibernation, Relocation or Evacuation* SOP.

Once the Situation Resolved

- Assess the status of the situation (ongoing interventions, injuries or deaths, physical and psychological condition of the organization's members, need for support, etc.).
- If professional support (medical, psychological, etc.) is required, make it available.
- Provide logistical support to the affected person.
- Depending on the situation, consult the affected person to assess the relevance of informing the latter's emergency contact.
- Assess if it is possible for the affected person to pursue their stay and resume activities.
- If the affected person is unable to pursue their stay, proceed with repatriation. Ensure that all logistical aspects are considered.

DECISION TREE



CHARTS – EXAMPLE OF EVACUATION

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			