

Company: Thistle Trekking LTD	Emergency Accident/Incident Procedure for Long Distance Trails	Compiled by: Scarlet Trevett
Date completed: November 2011	All procedures should be reviewed if changes are made to the trip, e.g. the group, transport, ratios etc.	Updated/Reviewed 24.1.2019

Should an emergency occur within the group the guides must follow this procedure:

- Make sure they, themselves, are not in any danger.
- Make sure the rest of the group are safe for the time being.
- Evaluate the severity of the incident/accident.
- If you feel there is a risk to life then:
 - Phone emergency services give location, detail of emergency, details of group, phone number etc. (or use SOS button on Spot Device if there is no signal)
 - Then phone trek manager (or get group to if appropriate).
 - Trek manager must immediately phone Scarlet.
 - Trek manager should then go to group to assist if reasonably possible.
- If there is no risk to life:
 - Phone trek manager (or use HELP button on Spot Device if there is no signal)
 - Trek manager or guide must then immediately phone Scarlet.
 - Then phone emergency services if needed, give location, detail of emergency, details of group, phone number etc. (or use SOS button on Spot Device if there is no signal)
 - Trek manager should then go to group to assist if reasonably possible.
- Check group safety once again, a group shelter may be necessary.
- Stay with emergency until support guide arrives or emergency services arrive and perform first aid as necessary.

If support arrives first

- Trek manager or guide (as appropriate) stay with emergency whilst the group are led off route with guide/support back to vehicle/B&B/pub until emergency is over. The rest of the day may be cancelled

If emergency services arrives first

- Guide must stay with group until group are off the route or with trek manager.

If Emergency Services cannot be contacted e.g. lack of signal and spot device not working

- Guide must leave group and emergency until in a spot where signal can be found. Group must be left with shelter and advised not to move.

If in dangerous area, e.g. hunting zone or lightening

- Guide must take group to a safe area, the guide and the group are the priority.
- Casualty must only be moved by guide if safe for guide to do so.