

Company: Thistle Trekking LTD	Missing Person Policy 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

The guide should follow the Missing Person Policy, if the customer is:

- Not at the meeting point which was recommended by the guide if the guide decided to remotely supervise a customer.
- Not at the next obvious sheltered meeting point if a member of the group walked off (even if the guide was given no warning by the customer and was not intending to remotely supervise them)
- Not checked in at their B&B at the end of the day, whether the guide was remotely supervising or the customer just walked off.

In any of the above the guide must inform the trek manager ASAP. The trek manager must contact Scarlet directly (07920864392) first and then perform the following Missing Persons Procedure. If Scarlet is unreachable then Missing Persons Procedure should still be followed.

Missing Persons Procedure

Action	Outcome	How to Proceed	Further action
(Stage 1) Phone the missing customer	Customer doesn't answer	Proceed to stage 2	
	Customer answers and gives sheltered location, e.g. pub or B&B	Meet customer to confirm location.	If customer found, no further action. If customer not found – restart stage 1.
	Customer answers and gives unsheltered location, on route.	Ask customer to go to next sheltered location.	If customer found at next sheltered location no further action If customer not found at next sheltered location – restart stage 1.
	Customer answers and gives unsheltered location, off route.	Proceed to stage 2	
(Stage 2) Carefully search the local area. Including other possible pubs, alternative route junctions and further along the route.	Customer is located	Take customer back to rejoin group and guide or take them to appropriate sheltered location.	
	Customer isn't located after careful search up to a maximum of three hours.	Proceed to stage 3	

(Stage 3) Phone the missing customer	Customer doesn't answer	Proceed to stage 4	
	Customer answers and gives sheltered location, e.g. pub or B&B	Meet customer to confirm location.	If customer found, no further action.
			If customer not found – restart stage 1.
	Customer answers and gives unsheltered location, on route.	Ask customer to go to next sheltered location.	If customer found at next sheltered location no further action
			If customer not found at next sheltered location – restart stage 3.
Customer answers and gives unsheltered location, off route.	Proceed to stage 2		
(Stage 4) Phone emergency contact	Emergency contact is unreachable	Proceed to stage 5	
	Emergency contact is reachable but has no knowledge or information of customers whereabouts	Proceed to stage 5	
	Emergency contact has knowledge of customers location	Proceed to stage 5 unless information given makes stage 2 more appropriate	
(Stage 5) Contact emergency Services.	Contact emergency services giving as much information as possible	Work with emergency services as appropriate	Inform emergency contact