

# OMNITOUR.

## Voyages de groupe. Parcours unique.

### Emergency Plan 2024-2025 for repatriation by OMNITOUR

**Objective :** In order to guarantee the safe and efficient repatriation of agency clients in emergency situations abroad.

#### 1. Identification of Emergency Situations :

- Natural disasters (hurricanes, earthquakes, floods, etc.)
- Political crises (riots, wars, coups, etc.)
- Public health threats (pandemics, epidemics, etc.)
- Other unforeseen situations that threaten the safety of travelers.


#### 2. Activation of the Plan :

- As soon as an emergency situation is identified, the repatriation plan is activated by [Name of responsible person].
- A crisis team is formed, including representatives from each relevant department (customer service, logistics, finance, etc.).

#### 3. Communication with Clients :

- Use of all available communication channels to inform clients about the situation and the actions taken.
- Establishment of a 24/7 emergency hotline to address clients' concerns and coordinate their repatriation.

#### 4. Situation Assessment :

- Collection of information about the situation in the affected destination.
  - Evaluation of potential risks to the safety of clients and agency staff.
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### **5. Coordination with Local Authorities :**

- Establishing contact with local authorities to obtain updated information about the situation and repatriation possibilities.
- Collaboration with embassies and consulates to facilitate the necessary administrative procedures for repatriating clients.

### **6. Repatriation Organization :**

- Identification of available transportation options (commercial flights, charters, land transportation, etc.).
- Reservation of tickets and arrangement of accommodation if necessary.


### **7. Assistance to Clients :**

- Provision of medical assistance if needed.
- Assistance in recovering luggage and personal belongings left behind.

### **8. Post-Repatriation Follow-up :**

- Follow-up with repatriated clients to ensure their well-being and address any additional needs.
- Analysis of lessons learnt to improve future contingency plans.

### **9. External Communication :**

- Transparent communication with the media and external stakeholders to inform about the progress of the repatriation and the measures taken to ensure client safety.
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### 10. Evaluation and Continuous Improvement :

- After each emergency event, conduct a thorough evaluation of the repatriation plan to identify strengths and areas for improvement.
- Regularly update the plan in line with new information and lessons learnt.

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*This emergency repatriation plan should help ensure a quick and effective response to unforeseen situations while ensuring the safety and well-being of the agency's clients.*