

PREVENTION AND RISK MANAGEMENT PLAN AND PROTOCOLS IN EMERGENCY CASES

OBJECTIVE CRITERIA

- **Objective criteria** (conditions of the place where the program and / or activity is carried out, the weather, time of year, etc.)
 - The activities are carried out in the southeastern sector of the Metropolitan Region 90 kilometers away from it, in the Cajón del Maipo sector.
 - In case of weather conditions, such as: rain, snow, high winds, obvious risk of forest fire or thunderstorms; The activity will be suspended.
 - Time of the year: operational throughout the year (with the exception of the weather conditions mentioned above).
 - The climate of the sectors of Cajón del Maipo, is temperate, with an average temperature of 14°C, where the fluctuations range from 1°C in winter and 28°C in summer, as it is a precordilleran area.

- The geographical characteristics of the route on which we operate and the possible associated risks are: rocky, sandy, snowy or icy terrain (winter) in addition to the particular atmospheric conditions such as low oxygen, temperature and atmospheric pressure, all which decrease with height (altitude). Also, we find throughout the route, both vehicular and associated with the walk to be made to reach the climbing area, steep slopes and / or slopes, in addition to sediments, rocks, river crossings (streams), bridges, etc. .; In winter, the temperatures are very cold and the rainfall is high, almost always in the form of snow, since the height ranges from 800 meters to 2500 meters and where the 0 ° isotherm acts from 2500 meters above sea level. The road through which our vehicles circulate is from the Sector of El Manzano to San José de Maipo, during the entire route, the road is paved. To get to the climbing area, you must enter through a neighborhood road, a small stretch of dirt road, clearly marked. There is no rockfall near the road, the path is a clear footprint, both in winter and summer, as for the alternative route there is only one path of accessibility to the sector which is used back and forth. In case of emergency (for example: a flood due to the increase in river flow and sediment movement), the group would be isolated and disconnected. In this case, the guide will have to activate the contingency plan via cell phone to communicate the situation and deliver coordinates to coordinate rescue if necessary. In any case, Allmountain always provides your team with more food, water and personal protective equipment (blankets, flashlights, gloves, among others) to ensure safekeeping of our equipment and customers.

- **SUBJECTIVE CRITERIA** (Regarding the capacity and age of the people, participants).
- Current physical disability in the upper or lower extremities, pregnant women, under 10, over 70, have cardiovascular problems (hypertension and / or diabetes)
 - Be careful in handling the equipment by the participants, which could eventually cause some security risk for the group. Example: bad manipulation of the climbing rope, carabiners and others.
 - The maximum number of clients to carry out the activity in stable weather conditions is 6 clients per guide. In adverse weather conditions, the maximum number of clients per guide is 3. However, Allmountain always works with a guide assistant, either 3 clients or 6 clients.
 - It will not be accepted by guides or clients: confusing states, drunkenness, psychotropic, etc. (Except for people who require them to suffer some type of treatment, for example: panic attacks, anxiety, etc. and who can perform the activities in a normal way, since the aforementioned states would hamper their abilities to perform the activities).
 - Number of Participants: Minimum 3, Maximum 6.

CONDITIONS THAT WOULD AFFECT THE DEVELOPMENT OF THE ACTIVITY

- The activity can be suspended if any member of the team does not follow the guide's instructions.
- The activity can be suspended due to weather conditions, such as: rain, snow, high winds or obvious risk of forest fire or thunderstorm.
- The activity can be suspended if the following geographical situations occur: landslides, river floods, floods, etc.
- An activity may be suspended within a protected area when the relevant authority (CONAF or Carabineros) establishes it for security reasons.
- The activity can be suspended when any of the group members suffer an incident or accident.

- The activity can be suspended if any member of the team does not comply with the previously established rules of behavior (consuming alcohol, drugs and / or other prior, during or after the activity)
- The activity can be suspended when it is detected that the equipment or part of it is in poor condition to carry out the activity.
- You can suspend the activity if the guide surprises a client by performing a reckless action which puts his integrity and that of the team at risk.
- The activity can be suspended in case the vehicle presents any damage (if some relevant authority carabineros or others establish it for safety reasons)
- Allmountain will suspend the activity if the vehicles are not in optimal conditions for the activity.
- Allmountain and the guide will suspend the activity if one of their participants is in an evident state of having consumed alcohol or psychotropic substances.

PROCEDURE IN CASE OF ACCIDENT

- a) The guide will activate the contingency plan: It will communicate, via cell phone, with the Andean Relief Corps, Firefighters and Police, and will provide detailed information on the injured, place and coordinates to facilitate rescue.
- b) The guide will provide first aid and stabilize the injured client until the agencies responsible for rescuing and delivering definitive assistance to the client arrive.
- c) The guide will contact the nearest healthcare center, via cell phone. In this case, with the hospital and / or hospital complex San José de Maipo, address; Commerce Street # 19856, commune San José de Maipo, and will provide all the information about the state of the injured customer to advance hospitalization or assistance with the ambulance.
- d) The guide will suspend the activity.

PROCEDURE IN CASE OF ACCIDENT / INCIDENT:

- The guide communicates the client's status, communicates it through our satellite equipment. The guide will document and file the facts, once they have already happened, in order to subsequently evaluate the effectiveness of the prevention and risk management plan. With this, we try to keep an updated file on accidents and / or incidents for later analysis and statistics.
- **Procedure in case of accident:**
 - A) Evaluation of the scene and hazards associated with the terrain
 - B) Accident assessment

- C) Provision of first aid
- D) Assessment and determination of severity
- E) Determination of permanence or evacuation field treatment to a definitive care center

Procedure in case of incident:

- A) Evaluate that the incident originated
 - B) Check person and / or team
 - C) Investigate what caused the incident
 - D) Correct and repair
- The guide should act according to their experience and training in first aid courses in remote areas (WFR).
 - In case of minor incidents, the guide may request the first aid kit.

PROCEDURE IN THE EVENT OF PROVIDING FIRST AID MEASURES

- The guide with first aid certification (WFR certification) stabilizes the injured, while rescue teams arrive, either Andean Relief, Firefighters etc.
- The guide evaluates breathing and vital signs and proceeds to perform CPR if necessary.
- The guide assistant will evacuate or take other participants to a safe place.
- The guide assistant will immediately report the incident or accident to the person responsible in case of emergency.
- The guide will request and make use of the first aid kit and immobilization table, if necessary. This kit must be adequate, meet all its elements in good condition: prophylaxis: gloves, masks, and clean lenses; non-expired medications (check expiration date), etc.
- The guide and guide assistant will identify the evacuation or rescue point closest to the public road.
- In case of being a minor injury and being controlled with the first aid provided by the guide, the client must return with the guide assistant to the vehicle, while the guide continues with the activity.
- In the case of a serious injury, the guide will suspend the activity and the aforementioned contingency plan will begin, independent of the injury (serious, less serious or minor), the guide will always carry out a check to the client and will lend the first Aid If necessary, the aforementioned rescue and assistance teams will be notified.

PROCEDURE IN THE EVENT OF PROVIDING FIRST AID MEASURES

The evacuation procedures in case of emergency are: The guide must activate a contingency plan and notify the authorities in charge (Andean Relief, Firefighters, Police).

The means used to transfer an injured or ill client are through vehicles (company vehicle in case of illness and / or minor injuries), Ambulance (in case of a serious injured client and requiring intensive care), Firefighters and Andean relief (in case of rescue). In any case, each of these entities will be notified for greater security and protection of our clients.

From the geographical position (sector of Los Manyos, El Manzano, Cajón del Maipo), travel times in case of evacuation are approximately 35 minutes to the nearest healthcare center located in the San José de Maipo sector: hospital and / or San José de Maipo hospital complex, address; Commerce street # 19856, San José de Maipo commune. The distance is approximately 13.9 km, from El Manzano to San José de Maipo. The road is fully paved.

The evacuation route by land is only one: the route G-25 must be taken to the Cajon del Maipo. Another means of transport to use in an emergency is a helicopter. The terrain allows the landing of this type of transport (usually Socorro Andino uses this means to rescue in remote areas). Andean Relief is contemplated within the contingency plan.

EMERGENCY EVACUATION

This includes means to transfer a sick or injured person to a health care center, considering the geographical position, distance, direction from the point of the accident, evacuation routes and means of transport to do so (vehicle, plane, helicopter, boat or others)

Emergency evacuation procedures are:

The guide must activate the contingency plan and notify the authorities in charge (Socorro Andino, Bomberos, Carabineros).

The means used to transfer an injured or ill client are through vehicles (company vehicle in case of illness and / or minor injuries), Ambulance (in case of a serious injured client and requiring intensive care), Firefighters and Andean relief (in case of rescue). In any case, each of these entities will be notified for greater security and protection of our clients.

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IDENTIFICACIÓN Y UBICACIÓN DE LOS ORGANISMOS Y PERSONAS A CONTACTAR EN CASO DE EMERGENCIA:

INSTITUTION	CONTACT
Cuerpo de Socorro Andino, dirección: Avda. Ricardo Cummings 329, Santiago, Región Metropolitana.	Phone Number 02-699 47 64
Carabineros San Gabriel, dirección: San Gabriel, comuna San José de Maipo, Región Metropolitana de Santiago.	Phone Number: (02) 29223295
Carabineros San José, dirección; calle El Volcán n°19333, km. 34, comuna de San José de Maipo, Región Metropolitana de Santiago.	Phone Number (02) 29223315
Servicios ambulancias Cruz del Sur, dirección: calle Santa Lucia, N° 10798, Región Metropolitana de Santiago.	Phone Number (02) 25180403 Other Phone 96055499
Bomberos, Segunda Compañía de Bomberos de San José, dirección: camino al Volcán 20426, Santiago, San José de Maipo, Región Metropolitana de Santiago.	Central phone: +562 2861 15 30
Hospital y/o complejo hospitalario San José de Maipo, dirección: calle Comercio #19856, comuna San José de Maipo, Región Metropolitana de Santiago.	Phone Number (02)5762700
Hospital clínico La Florida, Dra. Eloísa Díaz Insunza, dirección: av. Froilán Roa #6542 comuna La Florida, Región Metropolitana de	Phone Number +56 22612 1600

SEARCH AND RESCUE PROCEDURE

In case a participant goes astray:

-The guide must activate the contingency plan: keep calm, notify the assistant guide by radio of the situation or if it is close, communicate the procedure to follow. The team in the vehicle sector (driver) will also be notified of the situation.

-The guide stops the activity immediately, keeps the group together, explains the situation and procedure to follow both the clients and the assistant guide. The guide assistant can go to the starting point with the other clients, while the guide activates the contingency plan and detects the points where the lost client could be.

-The guide should contact Carabineros (133 Carabineros Central), or with Carabineros de San Gabriel (Carabineros closest to the place where the activity was carried out, phone (02) 29223315) and / or the Andean Relief Corps (phone (02) 26994764).

-The guide must clearly inform: location of activity, possible places where the client could have been lost, GPS coordinates of location, the conditions of the place (weather, geographical etc.) and thus coordinate the rescue in the most effective way. -The guide must deliver as much information as possible to the relevant authority or institution (Example: Andean Relief Corps, Police), informing both the client's dress, last time it was seen, physical characteristics etc.

- The client's closest family members should be informed of the situation (this should the search for this be extended by an important margin of hours).

- In case of finding the client in good physical condition and without any inconvenience and in a low time frame (minutes), the guide can resume the activity. Otherwise, if the client is in a rescue situation (for example, physical damage), the guide can stabilize it while the rescue agencies arrive, such as: Firefighters, Andean Relief Corps and / or police officers; and the activity will be suspended immediately (in both cases, independent if rescue is required or not, the contingency plan mentioned above will be activated).

BASIC CRISIS MANAGEMENT AND MANAGEMENT

- Suspension of the activity to the rest of the group participants and follow the guide's instructions.

- Meeting with users (and / or family) to calm them down.

- Information control towards the media (do not give statements until the end of the procedure).

- Activate internal search and rescue procedures.

- Activate externally coordinated search and rescue procedures.

FIRE PROCEDURE:

The guide will give the order for the team and customers to quickly evacuate the area.

2- The guide assistant or guide will call to alert and ask for help from Firefighters (First Fire Company of San José de Maipo, central: +562 2861 15 30).

3- The guide will use a fire extinguisher, in case you have one nearby if it is small.

4- the team will be alert to detect changes in the direction of the fire and communicate the changes to others.

5- The guide and his assistant will review escape routes and possible safe areas

(Public road, far from vegetation, etc. as appropriate).

6- The guide will determine, according to fire conditions (large, small, controllable), if the activity is suspended or continued (in case of a fire of greater proportions, the activity will be canceled, for the safety of the equipment and customers).

SECURITY MEASURES AND PROCEDURES IN CASE OF NATURAL DISASTERS

Geographical location in case of natural catastrophe; Cajón del Maipo, El Manzano.

Possible natural disasters to expect according to this area:

- Floods: Floods cause bridge collapse, which could leave the team isolated. For this, the team provides more food, water, and personal protective equipment (blankets, gloves, etc.), to keep the group safe while waiting for rescue, if necessary. Guides will have security zones identified. In case of such situations. The activity is suspended.

- Sudden overflows and floods of rivers: Due to heavy rains in these remote areas, rivers suddenly grow and cut roads. The equipment could be isolated. The guide keeps customers in a high and protected area. The activity is suspended.

- Strong winds and snowfalls: White wind is very dangerous due to poor visibility and freezing of limbs very quickly. Before the slightest rain, the guide will suspend the activity and return to the vehicle to avoid freezing and problems associated with low temperatures (due to the height the rain freezes causing snowfall and freezing). The activity is suspended

- Volcanic eruption: the area is cataloged with a risk of volcanic eruption since the San José volcano is active. Guides are aware of evacuation routes and safety zones. Some precautions to follow are:

Get away from the areas where the wind that comes from the volcano blows.

- Get away from the valley bottoms. You have to go to places in height by the established evacuation routes.

- Do not cross streams or rivers.

- If you are driving and are surprised by a rain of ashes, stay inside the vehicle with the windows and doors closed. If you can move forward, do it slowly.

In the event that any of these catastrophes occur, the guides are trained to provide quick solutions and identify the most safe places for customers. In any of those cases, the activity will be suspended immediately.

RISKS ASSOCIATED WITH TRANSPORT

- Dump.
- Puncture of more than one tire.
- Lack of fuel.

Vehicle to use: Toyota 4 Runner year 2015

RESPONSE PLAN AGAINST EMERGENCY SITUATIONS

The people in charge of executing what is indicated in the emergency protocol are:

1. RUTH PLOCH BOHMER (National Identity Card: 17,087,974-0, Chilean / German; contact number: +56981381835): guide in charge / driver in case of emergency and first aid.
2. CHARLIE ANDREA MUÑOZ CONTRERAS (National Identity Card: 18.469.990-0, Chilean; contact number +56975832804): Communication with relief and rescue services, eg: Socorro Andino, Carabineros de Chile, Hospital and / or clinic closest.

- Communication system to use: Cell Phone, VHS Radios and Satellite Phone.