

RISK PREVENTION AND MANAGEMENT PLAN

PROTOCOLS IN CASES OF EMERGENCY

• OBJECTIVE CRITERIA

- **Objective criteria (conditions of the place where the program and / or activity is carried out, the climate, time of year, etc.):**

The activities are carried out in Puerto Williams, Navarino Island, in the XII Region of Magallanes and the Chilean Antarctic, 2,413 kilometers from Santiago.

In the event of rain, snow, strong winds, evident risk of forest fire or electrical storms, the activity will be suspended.

- **Time of year:** Operative from December to February (except for the aforementioned meteorological conditions).

- **The climate:** The climate of Isla Navarino is moderate due to the influence of the sea, rainy, cold. Sometimes it presents snow water precipitations. Presence of snow can be observed in the fall / winter / spring seasons.

- **The geographical characteristics** of the route on which we operate and the possible associated risks are: rocky terrain, highly vegetated terrain, muddy, snowy or icy terrain (winter). It is a route that is characterized by being variable, in which we find a high presence of lagoons (the majority formed by the presence of beavers in the area).

- **Conditions of the route:** From the starting point of the circuit onwards, the path is dirt, there is no rockfall near the path, the trail is a clear trail. In the event of a flood due to the increased flow of the rivers and the movement of sediments, the group would be isolated and disconnected, in this case the guide will have to activate the contingency plan via satellite phone to communicate the situation and provide coordinates to coordinate rescue if necessary, while Allmountain always provides its team with more food, water and personal protective equipment (blankets, flashlights, gloves), among others, to ensure the safety of our team and clients.

- **SUBJECTIVE CRITERIA (Regarding the capacity and age of the people, participants):**

- Present physical disability in upper or lower extremities, pregnant, under 15 years, over 70 years, have cardiovascular problems (hypertension and / or diabetes).

- Be careful in the handling of the equipment by the participants, which could eventually cause some security risk to the group. Example: Poor handling of trekking poles, crampons, and others.

- The maximum number of clients to carry out the activity in stable weather conditions is 5 clients per guide, in adverse weather conditions the maximum number of clients

There are 3 per guide, however Allmountain always works with a guide assistant, whether they are 2 clients or 5 clients.

**** It will not be accepted either by the guides or clients:** confused states, drunkenness, psychotropic etc. (Except for people who require them for suffering some type of treatment, for example: panic attacks, anxiety etc. and who can carry out the activities in a normal way, since the aforementioned states would hinder their abilities to carry out the activities).

- **Number of Participants: Minimum 1, Maximum 5.**

- **CONDITIONS THAT WOULD AFFECT THE DEVELOPMENT OF THE ACTIVITY**

- The activity can be suspended if any member of the team does not follow the instructions of the guide.
- The activity may be suspended due to weather conditions, such as: rain, snow, strong winds or an obvious risk of forest fire or electrical storm.
- The activity can be suspended if the following geographical situations occur: landslides, river floods, floods, etc.
- An activity can be suspended inside a protected area when the relevant authority (CONAF or Carabineros) establishes it for security reasons.
- The activity can be suspended when any of the members of the group suffers 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 others 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.
- The activity can be suspended if the guide surprises a client by performing a reckless action which puts his integrity and that of the team at risk.
- Allmountain and the guide will suspend the activity if one of its 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: He will communicate, via satellite phone, with the Andean Relief Corps, Fire and Police, and will provide detailed information on the victim, location and coordinates to facilitate rescue.
- b. The guide will provide first aid and stabilize the injured client until the agencies in charge of rescuing and delivering definitive assistance to the client arrive.
- c. The guide will communicate with the nearest healthcare center via cell phone. In this case, with the **Naval Hospital of Puerto Williams**, address Almirante McIntyre, Puerto Williams, and will provide all the information about the state of the injured client to advance hospitalization or help with the ambulance.
- d. The guide will suspend the activity.

ACCIDENT / INCIDENT PROCEDURE:

- The guide communicates the status of the client, communicates it through our satellite equipment.
- The guide will document and archive the events, once they have already occurred, in order to subsequently evaluate the effectiveness of the risk prevention and management plan. With this, an attempt is made to keep an updated file on accidents and / or incidents for subsequent analysis and statistics.

Procedure in case of accident:

- a. Assessment of the scene and hazards associated with the terrain
- b. Evaluation of the injured person
- c. Provision of first aid
- d. Assessment and determination of severity
- e. Determination of field treatment permanence or evacuation to a definitive care center

Procedure in case of accident:

- a. Evaluate the origin of the incident
- b. Check person and / or team
- c. Investigate what caused the incident
- d. Correct and repair

The guide must act according to his 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 CASE OF FIRST AID BENEFITS

- The guide with first aid certification (WFR certification) stabilizes the victim, while rescue teams arrive, whether it be 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 communicate the incident or accident to the person who is 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, with all its elements in good condition: prophylaxis: gloves, masks, and clean lenses; unexpired drugs (check expiration date), etc.
- The guide and guide assistant will identify the closest evacuation or rescue point to the public road.
- In case of a minor injury and 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, regardless of the injury (serious, less serious or minor), the guide will always carry out a check-up on the client and provide the first aid. If necessary, the aforementioned rescue and assistance teams will be notified.

EVACUATION PROCEDURE IN CASE OF EMERGENCY

- This including means to transport a sick or injured person to a medical attention center, considering the geographical position, distance, direction from the point of the accident, evacuation routes and means of transportation to do so (vehicle, plane, helicopter, boat or others).
- The guide must activate a contingency plan and notify the authorities in charge (Socorro Andino, Bomberos, Carabineros).
- The means used to transport an injured or sick client are through: Ambulance (in the case of a seriously injured client requiring intensive care), Fire and Andean Relief (in the case of

rescue). In any case, notice will be given to each of these entities for greater security and protection of our clients.

- Travel times in case of evacuation will depend on the point at which the accident or emergency occurs and on what is determined by the assistance and rescue authority.

IDENTIFICATION AND LOCATION OF THE AGENCIES AND PEOPLE TO CONTACT IN CASE OF EMERGENCY:

INSTITUTION	PHONE CONTACT
Socorro Andino of Punta Arenas	Fono: (02) 26994764
Naval Hospital of Puerto Williams, address: Almirante Mcintyre, Puerto Williams.	fono: (61) 22624328
Puerto Williams Hospital, address: O'Higgins N°246, Puerto Williams.	fono: (61) 22624328
Puerto Williams Fireguard, address O' Higgins N°220, Puerto Williams	fono: (61) 2621172
Carabineros de Chile, Puerto Williams, address: O'Higgins N°187	Fono: (61) 2721869
Regional Hospital of Punta Arenas, address: Av. Los Flamencos N°01364.	Fono: 959287666

SEARCH AND RESCUE PROCEDURE

In the event that a participant goes astray:

- The guide must activate the contingency plan: stay calm, communicate to the guide assistant by radio of the situation or if he is close to 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 be followed by both the clients and the guide assistant. The guide assistant will be able to go to the starting point with the other clients, while the guide activates the contingency plan and detects the points where the missing client could be found.
- The guide must communicate with the police (133 Carabineros Central) or with the Puerto Williams Police (the police closest to the place of activity) and / or the Andean relief corps.
- The guide must clearly inform: place of activity, possible places where the client could have been lost, GPS location coordinates, the conditions of the place (meteorological, geographic, 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, Carabineros), informing both the client's clothing, last time he was seen, physical characteristics, etc.
- The client's closest relatives must be informed of the situation (this in case the search for this extended over 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 will be able to resume the activity. If the client is not in a rescue situation (for example, physical damage), the guide will be able to stabilize him while the rescue agencies arrive, such as: Firefighters, Andean Relief Corps and / or Carabineros; and the activity will be suspended immediately (in both cases, regardless of whether or not a rescue is required, the aforementioned contingency plan will be activated).

BASIC CRISIS MANAGEMENT AND MANAGEMENT

- Suspension of the activity to the rest of the group participants and follow the instructions of the guide.
- Meeting with users (and / or family) to calm them down.
- Control of information to 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.

PROCEDURE IN CASE OF FIRE:

- The guide will give the order for the team and clients to quickly evacuate the area.
- The assistant guide or guide will call to alert and ask for help from Puerto Williams Fire Department.
- The guide will use a fire extinguisher, in case of having one nearby in case it is small.
- The team will be alert to detect changes in fire direction and communicate the changes to others.
- The guide and his assistant will review escape routes and possible safe areas (public road, away from vegetation, etc. as appropriate).
- 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 team and customers).

SAFETY MEASURES AND PROCEDURES IN CASE OF NATURAL DISASTERS

- Geographical location in the event of a natural disaster; Dientes de Navarino Circuit, Navarino Island.
- Possible natural disasters to expect depending on this area:
- Floods: Floods cause bridge collapses, 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. The guides will have identified the security zones. In case of this type of situations, activity is suspended.
- Do not cross gorges or rivers.
- In the event of any of these catastrophes, the guides are trained to provide quick solutions and identify the safest places for clients. In any of these cases, the activity will be suspended immediately.

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 aid and rescue services, eg: Socorro Andino, Carabineros de Chile, Hospital and / or clinic nearest.

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