

RISK PREVENTION AND MANAGEMENT PLAN
AND
EMERGENCY RESPONSE PLAN
HIKING - TREKKING



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RISK PREVENTION AND MANAGEMENT PLAN

Criteria for assessing the level of risk in the development of the activity

Risks of the activity associated with the natural environment (risks that may affect personnel, guides and/or participants of the activity).

Strong winds and snowfall
Volcanic eruption
Alluvium.
Overflows and flash floods of rivers.

Based on the aforementioned risks, the causes that are identified are as follows

In winter these conditions are more common.
In case of activity in a place with volcanic activity, an eruption may occur.
Generally they occur when it rains in great quantity on a very dry terrain.
Due to heavy rains in these remote areas, rivers suddenly rise.

Based on the aforementioned risks, their consequences can be as follows

The white wind is very dangerous due to poor visibility and freezing of extremities very quickly.
Roads may be cut off, and the group could be isolated.
The group could be isolated and cut off in a flood.
Rivers cut roads, the team could be isolated.

Based on the aforementioned risks, the following control, reduction, mitigation and/or response measures will be taken

A weather check is always done before each activity to avoid these conditions, and in case they happen unexpectedly, the guide will evaluate the conditions and analyze if it is possible to continue with the activity or not. In case of high altitude rain or heavy snowfall, the guide will suspend the activity and return to the vehicle to avoid freezing and problems associated with low temperatures (due to the altitude, the rain freezes, causing snow and freezing).
Stay away from areas where the wind blows from the volcano. -stay away from valley bottoms: go to high altitude places through the established evacuation routes. - Do not cross streams or rivers. - if you are driving and you are surprised by a shower of ashes, stay inside the vehicle with the windows and doors closed. If you are able to move forward, do so slowly.
The guide will have to activate the contingency plan via cell phone or satellite, to communicate the situation and provide coordinates to manage the rescue if necessary. Meanwhile, Allmountain always provides its team with more food, water and personal protection equipment (blankets, flashlights, gloves), among others, to ensure the safety of our team and clients.
The guide keeps the clients in a high and protected area. The activity is suspended.

Risks associated with people

Risks of the activity caused by people (actions attributable to staff, guides and/or participants).

Physical disability in upper or lower extremities, pregnancy, cardiovascular problems (hypertension and/or diabetes).
Clients, or guides in confused states, drunkenness, psychotropic drugs, etc. (with the exception of people who require them for suffering some type of treatment such as: panic attacks, anxiety, etc.) and who can perform the activities in a normal way, since the aforementioned states would difficult their abilities to perform the activities.

Based on the aforementioned risks, the causes may include

Health problems prior to the activity.
Recklessness

Based on the risks associated with people and mentioned above, their consequences may be as follows

The health of the person may be affected, for example, if he/she suffers from cardiovascular problems or pregnancy, the activity may startle him/her.
People's physical and emotional capacities could be diminished, being risky for both the person and the group.

Based on the risks associated with people and mentioned above, the control, reduction, mitigation and/or response measures can be as follows

Prior to the activity, each person must fill out a medical form in which he/she indicates the diseases, injuries, surgeries, etc., he/she suffers from. In the event of any injury or illness not reported, the first aid protocol described below is activated.
In case of being in an altered state, the activity is suspended.

Identification and evaluation of risks in the practice of the activity.

Number of participants

A. Minimum

1

B. Maximum

6

Number of guides for the minimum number of participants selected above

1

Number of guides for the maximum number of participants selected above

2

Other relevant requirements or conditions for the performance of the activity

People should have comfortable clothing and footwear, suitable for hiking or trekking. For example: first and second layers, if possible waterproof clothing, etc.
Participants must be in good health at the time of the activity and must not present obvious signs of alcohol or drug intake.
Young people between 7 and 17 years old must have simple authorization from parents or guardians.

Conditions that would affect the development of the activity (weather, geographic and similar conditions).

-The activity may be suspended if any member of the team does not follow the instructions of the guide in charge. -The activity may be suspended if any member of the group suffers an incident or accident.
-The activity may be suspended due to weather conditions, such as: rain, snow, strong winds or evident risk of forest fire or electrical storm.
-The activity may be suspended if the following geographic situations occur: landslides, river floods, floods (the road is exposed to these events, so the route may be cut).
- An activity can be suspended inside a protected area when the pertinent authority (Conaf or Carabineros, for example) establishes it for safety reasons. - The activity may be suspended if any member of the team does not comply with the previously established rules of behavior (consuming alcohol, drugs, and/or other substances before, during, or after the activity).
-The activity may be suspended if it is detected that the equipment, or part of it, is in poor condition for the activity. -The activity may be suspended if the guide catches a client performing a reckless action, which puts his integrity and that of the equipment at risk. - The activity may be suspended if the vehicle presents any damage (if any relevant authority, such as the police or others, establishes it for safety reasons).

Languages in which the activity is carried out

Spanish
English

Does the development of the activity include transportation?

Yes

Risks associated with the means of transportation

Rollover.
Puncture of more than one tire.
Lack of fuel.

Number of vehicles to be used

2, depending on the number of people confirmed for each activity.

Brand of the vehicles

Toyota
Mitsubishi

Model of the vehicles

4Runner Sr5 4x4
L200 4X4

Year of the vehicles

2015
2022

Do the vehicles comply with current regulations?

Yes

Criteria for suspending the activity (considering conditions of the environment, guides or participants)

Allmountain will suspend the activity in case the guide is unable to attend the activity due to unforeseen circumstances or force majeure. For example: severe injury on the eve of the activity.
Allmountain will suspend the activity in case the number of clients is greater than 4 and the assistant guide is not available.
The guide will suspend the activity in the event that a client suffers a non-minor accident, which involves life-threatening, psychological and/or physical damage, or must be evacuated from the site as soon as possible.
The guide will suspend the activity if weather conditions change suddenly (rain, snowfall, thunderstorms, etc.).
Allmountain will suspend the activity if any authority (carabineros) suspends the activities within any perimeter for security reasons.
Allmountain will suspend the activity if the vehicles are not in optimal conditions for the activity. Example: flat tire, rollover, etc.
Allmountain and the guide will suspend the activity if one of the participants is in an evident state of having consumed alcohol or psychotropic substances.
The guide will suspend the activity if he finds any damage to the equipment necessary for the activity.

Determine how safety equipment will be provided to participants.

The guide will give safety instructions for the use of some implements, e.g. trekking poles, gloves, etc. (this will be done prior to the start of each activity).
The guide and the guide's assistant will always carry a complete first aid kit, as well as a communication system (VHS radios with a range of 42 km).
The vehicle is equipped with the necessary equipment for any emergency: spare wheels, fire extinguisher, mooring and towing ropes, tire changer, etc.

Determinar la forma en que se proveerán los equipos de primeros auxilios en caso de accidentes

Steps to be followed by the guide in charge of the activity, who has first aid course WFR (wilderness first response 80 intensive hours): -In case of accident the guide will provide first aid to clients; accidents such as: falls, bruises, bleeding, fainting, bites, loss of consciousness, allergies, altitude sickness, among others. -The guide proceeds with the initial evaluation of the victim: *The guide performs a physical examination of the affected client (checks his body to see if there are any sharp elements, lacerations, or hemorrhages that are causing any condition or pain, asks the client to move his limbs if he is conscious and does not feel pain. the guide checks vital signs (breathing, pulse, eyes, and proceeds with the month, look feel and hear) *The guide checks for symptoms (possible vomiting, alterations in breathing, fever, bleeding, cold, heat, etc). *The guide asks in case the client is conscious if he/she suffers from allergies and rule out possibility of anafilactic shock. the guide asks if the client takes any frequent medication (diabetes, hypertension or others).

*The guide asks about previous medical problems. *The guide asks about the last oral intake (last time the client consumed any food and what it was). *The guide checks what were the possible episodes that led to the injury or illness. With this procedure the guide will inform about the current situation of the individual, to the organizations in charge of the final medical assistance and rescue such as Andean relief, firefighters, ambulances or air rescue service. prior to the activity a medical form is given which must be filled out by obligation by each client, in case a client suffers an accident and loses consciousness this medical form will provide fundamental information.

The Carabineros, Socorro Andino or the nearest medical center (hospital and/or hospital complex) will be informed by telephone or satellite of the condition of the injured person. All data will be recorded in a notebook or card.

Communication systems

Cellular
VHF Radios
Satellite Phone

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Nombre / Cargo

Balthazar Rutchen Plöch/ Guide

Charlie Muñoz Contreras/ Assistant guide
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Role in the emergency procedure

Driver in case of emergency and first aid.
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Communication with aid and rescue services, e.g., Andean Rescue, Carabineros de Chile, nearest hospital and/or clinic.
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Communication systems to be used in case of emergency

Cellular, Satellite Phone.

Detail the form or procedure for providing first aid.

The guide with wfr first aid certification stabilizes the injured person while the rescue teams arrive, be it Andean rescue, firefighters, etc. The guide evaluates breathing and vital signs and proceeds to perform CPR, if necessary. The assistant guide will evacuate or take other participants to a safe place. The assistant guide will immediately communicate the incident or accident to the person in charge in case of emergency.
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The guide will request and make use of the first aid kit and immobilization table, if necessary. (This first aid kit must be adequate, have all its elements in good condition (profilaxis; gloves, masks, and clean glasses) medicines without expiration date (check expiration date) etc.). The guide and assistant guide will identify the evacuation or rescue point closest to the public road.

In the case of a minor injury and if it is controlled with the first aid provided by the guide, the client must return with the assistant guide 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 contingency plan mentioned above will be initiated (regardless of the injury, serious, less serious or minor, the guide will always check the client and provide first aid, and if necessary, the rescue and assistance teams mentioned above will be contacted).
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Emergency evacuation procedure, including means to transfer a sick or injured person to a medical care center, considering the geographic position, distance, direction from the point of the incident, evacuation routes and means of transportation to do so (vehicle, airplane, boat or other).

The evacuation procedures in case of emergency are as follows:

- The guide must activate contingency plan and notify the authorities in charge (Carabineros, Andean relief, firefighters).
- The means used to transport an injured or sick client are by vehicle (company vehicle in the case of illness and/or minor injuries), ambulance (in the case of a client with a serious accident requiring intensive care), firefighters, and Andean rescue (in the case of a rescue or accident). In any case, each of these entities will be notified for the safety and security of our clients.- Otro medio de transporte a utilizar en caso de emergencia es helicóptero. El terreno permite el aterrizaje de este tipo de transporte (generalmente socorro andino utiliza este medio para rescatar en áreas remotas). Socorro andino está contemplado dentro del plan de contingencia.

Identification and location of agencies and persons to contact in case of emergencies.

Name of institution or organization

Carabineros de Chile
Cuerpo de Socorro Andino.
Retén de Carabineros más cercano.
Hospital más cercano - Ambulancias.
Bomberos.

Telephone number of the institution or organization

133
02) 29223295
(02) 29223315
teléfono central (02) 25180403 teléfono móvil 96055499
(02)5762700
+56 22612 1600

Detailed search and rescue procedures

In case a participant gets lost:

- The guide must activate the contingency plan; remain calm, communicate the situation to the assistant guide by radio or if the assistant guide is nearby 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 united, explains the situation and the procedure to follow to both the clients and the assistant guide, the assistant guide 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 found.
- The guide must communicate with the police (133 central carabineros or with the carabineros of the place where the activities take place and/or the Andean rescue corps).
- The guide must clearly inform the place where the activity is being carried out, possible places where the client could have gone astray, GPS coordinates of the location, the conditions of the place; meteorological, geographic, etc. and thus coordinate the rescue in the most effective way. (The guide must provide as much information as possible to the Andean rescue corps and carabineros, must inform the client's clothing, last time he/she was seen, physical characteristics, etc.).
- The client's next of kin should be informed of the situation (in case the search for the client lasts for a significant number of hours).
- If the client is found in good physical condition and without any inconvenience and within a reasonable time frame, the guide may resume the activity. Otherwise, if the client is in a rescue situation

If the client is in a rescue situation (physical damage), the guide may stabilize him/her while the rescue agencies such as firefighters, Andean rescue corps and/or police arrive, and the activity will be suspended immediately (in both cases, regardless of whether or not rescue is required, the contingency plan mentioned above will be activated).

Protocol to be followed in the management and basic handling of a crisis.

- Suspension of the activity to the rest of the participants of the group and follow the instructions of the guide.
- Meeting with users (and/or family members) to calm them down.
- Control of information to the media (no statements until the end of the procedure).
- Activate internal search and rescue procedures.
- Activate externally coordinated search and rescue procedures.

Safety measures and procedures in case of fire according to the place where the activity is carried out

- 1- The guide will give the order for the team and clients to quickly evacuate the area.
- 2- The assistant guide or the guide will call to alert and ask for help from the fire department.
- 3- The guide will use a fire extinguisher in case there is one nearby, in case it is a small one.
- 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 check escape routes and possible safe zones (public road, away from vegetation, etc. as appropriate).
- 6- The guide will determine, according to the conditions of the fire (large, small, controllable), if the activity is suspended or continued (in case of a fire of major proportions, the activity will be cancelled for the safety of the team and the clients).

Detail the safety measures and procedures in case of natural disasters according to the place where the activity takes place.

-Possible natural disasters to expect:

*Floods; floods cause bridge collapses, which could leave the team isolated, for this the team provides more food, water, and personal protection equipment (blankets, gloves, etc.) to keep the group safe while waiting for rescue, if necessary, the guides will have identified safety zones in case of this type of situation. The activity is suspended in the following situations.

*River overflows and flash floods: due to heavy rains in these remote areas the rivers rise suddenly and cut the roads, the team could be isolated, the guide keeps the clients in a high and protected area. The activity is suspended.

*Strong winds and snowfalls: the white wind is very dangerous due to the low visibility and freezing of extremities very quickly, at 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 altitude the rain freezes causing snow and freezing). The activity is suspended.

*Volcanic eruption: some activities take place in areas at risk of volcanic eruption (active volcanoes), the guides are aware of the evacuation routes and safety zones, some precautions to follow are:

- stay away from areas where the wind blows from the volcano.
- stay away from valley bottoms: you should go to high altitudes along the established evacuation routes.
- do not cross streams or rivers.
- if you are driving and are surprised by a shower of ashes, stay inside the vehicle with the windows and doors closed. If you are able to move forward, do it slowly.

-In case of any of these catastrophes, the guides are trained to provide quick solutions and identify the safest places for the clients. The activity will be suspended immediately.

