

INCIDENT MANAGEMENT PROTOCOL

Incident



- Medical Emergency
- Roadside Assistance
- Security Incident
- Etc.



**SECURA Traveller Operations
Centre (STOC)**

Report Via:



- Hotline (083 318 2475)
- SAPS
- Associations, etc.



Report Via:

- Secura Traveller App

1. Connect with Traveller to confirm response teams are on the way
2. Conduct basic triage
3. Activate EMS, Security Response & SAPS as needed
4. Brief Traveller on NIC / RIC & advice that they will be in touch
5. STOC to remain in touch for response and stabilisation update

**Notify National/Regional Incident Control
(NIC / RIC)**

Notify National/Regional Incident Control (NIC / RIC)

National / Regional Incident Control

Regional Incident Coordinator (RIC) picks up alert and:

1. Contract Traveller & establish:
 - Type of incident, time, location & description
 - How many people are hurt or affected?
 - What injuries are immediately obvious?
 - Where are they now and are they safe?
 - Establish if a translator is required
 - Additional contact details (next of kin, etc.)
2. Activate support services as needed - EMS, Security
3. Create WhatsApp Group with all stakeholders (STOC, NIC, NCC, Provincial Support))
4. Dispatch Translator (if needed)
5. Dispatch nearest available Traveller Ambassador
6. Update WhatsApp Group
7. Insist on report back from all
8. Incident report completed & WhatsApp correspondence logged

National Communications Coordinator

1. NCC picks up alert from WhatsApp Group and:
3. Action any required communications
3. Developing Holding Statement
4. Manage Media
5. Keeps WhatsApp Group updated

Travel Ambassador (TA)

Manage:

1. MEDICAL

- 1.1 TA to arrange J88 from police to be completed by doctor
- 1.2 Travel Insurance alerted and made aware of the incident

2. SECURITY

- 2.1 TA to assist with Police Statement & Docket
- 2.2 Obtain Copy and Officers name to follow up with case number
- 2.3 Do they still have phone? Block or follow numbers

3. Update WhatsApp Group on Medical & Security

Meets with Traveller and:

4. Gather additional information (last place stopped and might have been followed from, description of victims and suspect vehicles, MO/weapons used), anything significant or relevant that might help
5. Cancel credit cards and bank cards
6. Check bank statements for card usage
7. Contact family, travel companions or tour operator
8. Offer shower, meal, clothing, accomm,. etc.
9. If Embassy support is required, activate
10. Do they still want to continue with the trip?
11. Re-work travel arrangements, if needed
12. Establish if they can access cash
13. Talk about trauma, seeing someone when they get home, not being fearful as these are isolated incidents
14. Offer Trauma Counselling
15. Let them talk about the incident. Tell them they reacted sensibly and did the right thing
16. Obtain ID or Passport details
17. Only let them move on when you think they are ready
18. Update WhatsApp Group and submit report and receipts of all costs involved for reimbursement
19. Keep in regular contact as they may be valuable in identifying suspects or stolen goods later