DEVELOPING A DISASTER MANAGEMENT PLAN FOR TOURISM MANAGEMENT STUDENTS OF DE LA SALLE UNIVERSITY-DASMARIÑAS

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Abstract: **Unprecedented risks and hazards on the tourism sector challenges the improvement and continuity of the industry. The researcher studied the appropriate design of a disaster response plan for the tourism industry for the students of De La Salle University – Dasmariñas.**

An interview was conducted with _ safety practitioners and tourism professionals to determine the current risks and hazards in the tourism industry, preferred methods of developing a disaster response plan, and necessary information, materials, and techniques for disaster response plan.

The study determined that the objectives of the disaster response plan for student journalists should be anchored on heightening the awareness of journalists on occupational hazards of the profession and competency on life-saving skills and professional development. Moreover, considerations for developing the program shall be multiple intelligence of the students, and collaboration of local and international institutions for the improvement of the program. A sample training module was developed for this purpose. Pilot-testing and improvement on the planned training program is recommended.

Keywords: **Disaster Response Plan, Disaster, Safety, Tourism.**

I. INTRODUCTION

Risk Management involves knowledge on hazards, risks, accidents, and disasters that has a potential threat to physical, environmental, psychological, and other aspects affecting the normal lives of the people. This study will focus on mitigation, management, and recovery on these risks.

A disaster can be a natural or man-made hazards that causes serious disruption of the functions of a community or a society involving an extensive human, material, economic or environmental losses and impacts, which exhaust the resources of the affected community or society (*UNISDR, 2009*). This event is very much alarming since disaster phenomena are hardly foreseeable and uncontrollable which makes it hard for the people to adopt in this kind of formidable situations. The vulnerability of humans and the environment to natural and man induced hazards makes it susceptible to risk. The Committee of Sponsoring Organizations of the Treadway Commission (COSO) described risk as a possibility that event will occur and adversely affect the achievement of one's objectives (*COSO, 2013*). This could be any event that can negatively affect the normal circumstances that may result in unwanted consequences, and as an industry that is highly based on customer satisfaction that is influenced by safety, security and positive perceptions, the tourism sector and destinations are at vulnerable risk to disasters and crisis situations (Pizam and Mansfield, 1996; Somnez *et al.*, 1999). In the hospitality and tourism industry, risks can be derived from several sources such as industrial

operation, technological, and natural disaster like floods and earthquake, or even from crimes (Perrow, 1984). These risks can be identified as hazards that can lead into a disaster. In the study about Risk identification and analysis in the hospitality industry, these risks that threatens the industry are summarized into four major groups of risks namely strategic risks, commercial risks, operating risks, and other external risks (*Bharwani and Matthews,2012*). The adversity of these risks creates distress, fear, anxiety, trauma and panic which destroys the tourist's perceptions on enjoyment, pleasure, relaxation, and stability that comprises the overall tourist experience (Santana, 2003) because tourists in particular has a higher potential vulnerability to natural disasters, because they are mobile, difficult to account for and not easy to reach with relevant information (*Bird, Gisladottir & Dominey-Howes, 2010*).

Since tourism is a major user of local infrastructure, any disruptions to the services given by the local infrastructure can have negative impacts for tourism that can be short-term, long-term or both resulting into an eroding destination image (*Huan, Beaman & Shelby, 2004*). A tourist destination being linked with negative imagery may precipitate a tourism crisis. The World Tourism Organization (2004) defines tourism crisis as "any unexpected events that affects a traveler's confidence in a destination and interferes with the ability to continue operating normally." Yet, despite of the risks that this crisis may occur in the tourism sector, there were only few studies that focuses on localizing a risk reduction manual for tourism sector.

Disaster Risk Reduction refers to the process of understanding, analyzing, and managing the causes and origins of disasters and the risks that accumulates leading to disasters (*Wisner, B., Gaillard, J., & Kelman, I.,2012*).

The reduction and management of risks reduces the human, material, economic, and environmental losses. According to the United Nations International Strategy for Disaster Reduction (UNISDR), the practices for reducing disaster risk requires knowledge to relate them to socio-economic challenges, sustainable development, environmental management, climate change adaptation and humanitarian assistance. Such knowledge evolves and adapts to meet emerging criteria and challenges (*UNISDR, 2009)* that can be obtain through Disaster Education which includes education on disaster risks, mitigation and preparedness strategies, that reduces the negative consequences of disasters (*Smith 1993; Mulyasari et.al. 2011*). Education is identified under the Hyogo Framework for action (*HFA, 2005-2015*), as a crucial element to mitigate the impact of natural disasters (*UNISDR, 2015)* and according to the research about the International Policy Experience on Disaster Risk Reduction, the importance of education and awareness-raising program have been agreed as the top priorities in the policy of disaster (*Salvano, B.,2015*). The adequate knowledge acquired from the effective education in Disaster Risk Reduction Education enhance the sustainability of the society.

According to the World Risk Report 2018, Philippines ranked third among all of the countries with the highest disaster risks worldwide with the index score of 25.14% (*World Economic Forum, 2018*). This is because of the risks present on the geographical location of the country. Since the islands of the Philippines are located within the "Ring of Fire" between the Eurasian and Pacific tectonic plates, earthquakes and volcanoe eruptions are posing serious risks to the safety of the country, while flooding, landslides, droughts and tsunamis further contribute to the exposure to natural hazards (*CFE-DM, 2018*).

Workers in service providing comprised the largest proportion of the employed population of the Philippines (*PSA, 2018*) and Tourism as a service-based industry, disasters that affects the sector can have a long-term implications on the country's economy since the world is paying a high price in lives lost. Economic losses are a major development challenge for many least developed countries battling climate change and poverty (*Wahlstrom, 2015*).

When it comes to climate, the sensitive ecological systems of the Philippines placed the country in the top countries at risk of massive impacts of climate change due to the changing ecological systems, dense population on coastal areas, and vulnerability to extreme weather conditions. The occurrence of stronger typhoons, sea-level rise, and elevated storm surges in coastal regions are considered to be caused by climate change. Intensified storm surges are predicted to affect more than 40% of the coastal population living in informal settlement and they are likely to face the first impacts of increased storm surges and flooding (*CFE-DM, 2018*), an agreement in the climate change summit in Paris on reducing greenhouse emissions will be a significant contribution to reducing damage and loss from disasters, which are partly driven by a warming globe and rising sea levels (*Wahlstrom, 2015*).

Through the Philippines' effort in strengthening the disaster risk governance to manage disaster risks, laws were made to ensure the implementation of risk management in the Philippines, the Presidential Decree No. 1566 (1978) implemented by the National Disaster Coordinating Council that emphasizes on disaster prevention, preparedness, mitigation and community preparedness against natural and man-made hazards, and the Philippine Disaster Risk Reduction and

Management Act of 2010 (2010) implemented by the Philippine government focuses on pro-active disaster and climate risk reduction and management via participation of all levels and sectors. A whole of society approach, which includes considerations to gender and indigenous people (*Disaster legislation and policies of the Philippines, 2018*). The RA 10121 or the DRRM Law of the Philippines state the importance of the participation of schools and local sectors in making a DRRM plan.

The Disaster Risk Reduction Management Plan (NDRRMP) 2011-2028 Aims to guarantee sustainable, climate adaptive and disaster resilient development across sectors by fulfilling the mandates set in Decree 1566 and the Disaster Act of 2010 (*Disaster legislation and policies of the Philippines, 2018*). The Sendai Framework for Disaster Risk Reduction, is a 15-year package endorsed by the United Nation's General Assembly sets out clear targets for a substantial reduction in disaster losses, including mortality, the number of people affected, economic losses and damage to critical infrastructure, including schools and hospitals (*Wahlstrom, 2015*) but despite of the management plan and disaster risk governance that the country is doing, there were only few studies in the Philippines that focuses on localizing a Disaster Risk Reduction Manual into the Tourism sector.

The role of education in the Disaster Risk Reduction and the risks following the tourism sector inspired this study to develop a Risk Reduction Manual for Tourism Management Students of De La Salle University- Dasmarinas that focuses on risks, mitigation and preparedness in the tourism sector, and because young people have an important role to play in changing perspectives, driving positive changes in areas such as policy and accountability, and shifting mind-sets from focusing on disaster response to investing in disaster preparedness (*UNISDR 2000*) this study will help the students to be more involved in risk reduction and management as the manual to be developed will serve as a model manual on risk reduction practices and as a workbook and integral reference for mitigation and management. It will enable the students to further understand and apply local and international practices, policies and guideline towards safety, security, health, environment, and disaster management as it ensured high caliber learning and competency on developing initiatives and management plans on emergencies and disasters.

Theoretical Framework
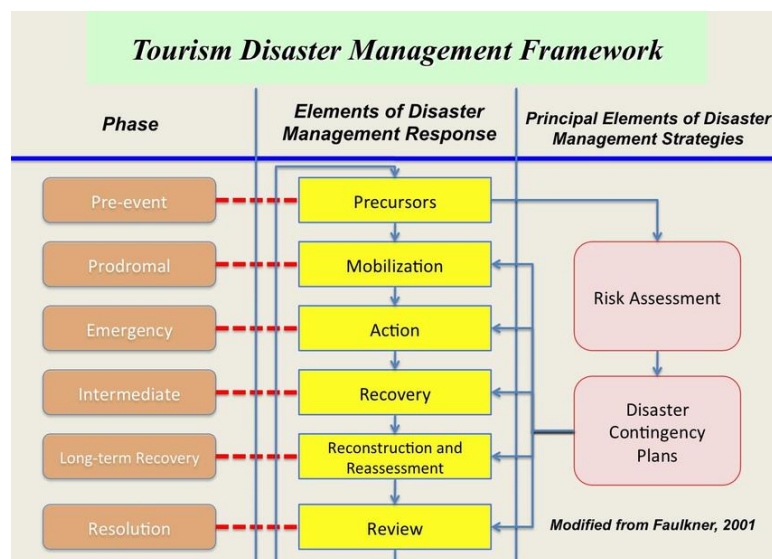
Figure 1: Tourism Disaster Management

Faulkner's (2001) "Tourism Disaster Management Framework identifies the stages of crises to assist in understanding crisis phenomenon and assist in proactive and strategic management of crises. It also assesses the risks in tourism industry.

General and Specific Research Questions

The study developed a Disaster Risk Reduction Manual for Tourism Students of De La Salle University – Dasmariñas.

The study sought to answer the following research questions:

1.) What are the possible hazards and risks present in the tourism industry?

2.) What are the prevention, mitigation and crisis management practices techniques that would address these risks?

3.) What are the concepts of Developing Localized DRRM Plan?

II. METHODOLOGY

Study Design

The study design is qualitative and used a descriptive method of research. The study follows the content analysis design which made use of the existing data from the codes which are frequently used in the data gathering procedure such as Expert Interviews, and Observation.

Respondents of the Study

The respondents of the study are the Tourism Management Department Chair of De La Salle University- Dasmarinas, the campus safety officer of DLSU-D, Safety Officer and DRRM expert, and the director of the General Services Office of DLSU-D. Expert interviews will be conducted focusing on prevention, mitigation, crisis management, and concepts in developing a localized Disaster Plan for Tourism Students.

Ethical Considerations

The researcher is not subjected to harm in any ways. The consent of the participants was obtained through letter given prior to the interview, and the information and data gathered is considered confidential and used for research purposes only.

Data Collection, Techniques, and Procedures

The researcher conducted expert interviews on the DRRM and Tourism experts using a questionnaire approved by the Thesis adviser and practitioners. Questions on the interview are aimed to determine the appropriate objectives of the disaster plan, necessary knowledge, skills, attitudes needed to be developed by the tourism students. Free-form responses, and multiple responses are used in the survey questionnaire to obtain further information from the respondents. Responses are validated by experts in the field of emergency services using a validation questionnaire approved by the thesis adviser.

Data Analysis

Interviews with Mr. Dennis Maldo, SO2, Mr. Fernando Immanuel S. Torres II, RN, EMT-B, SO2, Dr. Nathaniel S. Golla, and Ms. Grace Cella R. Mejia were conducted on the month of February. Mr. Maldo is a Department of Labor and Employee (DOLE) certified Security Officer, and has been appointed as the Campus Security Officer of DLSU-D, he is an expert in Occupational Safety and Health. While Mr. Torres is a registered nurse who is also an Emergency Medical Technician- Basic is an expert in the Disaster Risk Reduction and Management. Another interviewees were Dr. Golla, the director of the General Services office of DLSU-D, and Ms. Mejia, the Chair of the Tourism Management Department of DLSU-D. Experts validated the collected primary data of the objectives of the Disaster Plan, educational content and materials are appropriate and effective.

III. RESULTS AND DISCUSSION

Data obtained by the researcher shows the experts' views in the risks present in tourism industry, pro-active management in disasters, crisis management, rehabilitation, and resilience.

Research Question 1: What are the possible hazards and risks present in the tourism industry?

Table 1: Safety Hazards

Hazards	Risk Level
Exposure to threats (e.g act of terrorism, violence etc..)	High
Work Related Injuries	High
Man-induced hazards in the working environment	High
Natural hazards in the working environment	High

Table 2: Health Hazards

Hazards	Risk Level
Exposure to different diseases	High
Work Related Illnesses	High
Long term Diseases	High

Based on the risk assessment of the experts interviewed, tourism and hospitality related jobs are considered to be a high-risk occupation because of its exposure to different hazards such as human-induced disasters, and natural disasters. The potential of a disaster to affect the industry is eminent because tourism is an industry reliant on an atmosphere of safety, security and positive imagery (*Pizam and Mansfield, 1996; Somnez et al., 1999*). And when disaster occurs, tourism of a certain area or place is highly affected as it could lead to a certain crisis like economical and psychosocial (*Torres, 2020*). The high exposure to safety and health hazards of the personnel working in the tourism industry increases the risk of a disaster. An example given by Dr. Golla was the higher risk of tourism personnel to acquire transmittable diseases on their jobs because of the exposure to different people with different nationalities. The risk of being a carrier of a disease is high because of the imminent hazard present in the job or working environment (*Golla,2020*).

Having the Philippines belongs to the Pacific ring of fire, it is given that the risk of natural disasters to occur in the country is high (*Maldo,2020*).

Research Question 2: What are the prevention, mitigation and crisis management practices techniques that would address these risks?

Table 3: Disaster Management Practices

Phases of a Disaster	Management
Pre-event of a Disaster	Risk Assessment; Awareness Training Programs; Pro-active Management; and Education
Prodromal (Early Stage)	Mobilization; Activation of Incident Command System; and Containment of the incident
In the event of a Disaster	Reactive Approach to Management; Follow the procedures of the Immediate Plan of Action; and pattern the management in accordance to the NDRRMC disaster manual.
Intermediate	Recovery of the place; and Re-assessment of the hazards.
Long-Term	Reconstruction of the infrastructures; and Research on continuous improvements.
Resolution	Resiliency; and Resolution.

Crisis management remains to be juvenile yet rapidly emerging field of investigation as there is still no universally accepted definition or model of integrated crisis management (*Gurtner, 2007*). A disaster plan should be localized depending on the threats present in the location (*Golla, 2020*). In the first Phase of a Disaster which is the Pre-event stage, Risk assessment should be done, it is determining the risk level of a certain place or industry. On the first part of the research, the interviewees assessed the risk level of the tourism industry, it was found-out that the tourism industry has a high-risk level on disasters. Having that information known, the interviewees emphasized on the importance of the awareness training programs for personnel especially on Basic Occupational Safety and Health to raise awareness on the hazards and risk on their workplace. On the early stage of a disaster, it is emphasized that the activation of the Incident Command System should be prioritized. Early detection, early reporting, and rapid response are the most crucial part in handling an event of a disaster, disaster management should follow certain protocols implemented by the National Disaster Risk Reduction and Management Council. The intermediate recovery should be made after the reassessment of the hazards and risk of the incident, after the imminent dangers are eliminated or the risks have been decreased, it is the time to implement long-term rehabilitation, the reconstruction of the broken or affected infrastructures. After the recovery, a research on resiliency should be done as a future reference of a study on resolution.

Research Question 3: What are the concepts of Developing a Localized DRRM Plan?

Table 4: Disaster Plan Template

I.	Situation
II.	Mission
III.	Execution
IV.	Command and Control Annex
V.	Coordinating Instructions

The concepts to be considered in making a disaster plan should be patterned through the five pillars of emergency planning which are Prevention, Mitigation, Preparedness, Response, and Recovery. Prevention includes the actions to be taken to stoa p and emergency or disaster from occurring. Mitigation are actions taken to reduce the adverse impacts of an emergency or disaster. Preparedness are actions taken prior to an emergency or disaster to ensure an effective response. Response are the provision of emergency services and public assistance or intervention during or immediately after an incident in order to protect people, property, the environment, the economy and/or services. In doing a disaster plan, it is important to identify the situation, mission, execution, command and control, and coordinating instructions. In the situation, it is important to know the purpose of doing a disaster plan, the mission should ensure safety and security, the execution involves the actions to be taken in an event of a disaster, the command and control identifies who are in-charge of the actions, and the coordinating instructions involves the dissemination of commands.

IV.   CONCLUSION

The researcher notes the importance of a localized disaster plan in the tourism industry, it is because the tourism industry holds a high-risk occupation through its exposure to different threats and hazards. The study notes the different stages of disasters and what management could be done during each stages, the study emphasized on the importance of awareness training programs, mobilization, pro-active approach to management, reactive approach to management, recovery, rehabilitation, and resilience. The study notes that concepts in developing a localized disaster plan should be in accord with the five (5) pillars of emergency planning such as the Prevention, Mitigation, Preparedness, Response, and Recovery.

V.   RECOMMENDATION

1) Methodological

 Future researchers should include focused group discussion with the students of the said programs including other institutions and their related programs.in their data gathering for it can provide further details in the insights on the perception, experiences and opinions students of the said programs.

2) Theoretical

The researcher suggests the use of Social Learning Theory for it can provide understanding on the learning of students from the manual based on their observation, behavioral and attitude modelling.

2) Practical

The researcher recommends the manual to be replicated, expanded and customized for the need of other programs of DLSU-D and be shared and accessible for the benefit other educational institutions in the country and abroad.

VI.   DISASTER MANAGEMENT PLAN FOR THE TOURISM INDUSTRY

HUMAN-INDUCED CALAMITIES

1. ACTIVE SHOOTER INCIDENTS

1. **Personnel and Guests** must report to the **Safety and Security Office** or **911** the presence of any possible threat and the recognition of the following:

   i. Individual who is uncooperative on the prescribed security procedures

   ii. Individual/s presenting a threat through speech, conduct or both

iii. Individual/s armed with deadly weapon/s

iv. Individual/s carrying cases/bags for deadly weapons

v. Sound of weapon/s being fired

2. **Personnel and Guests** must follow the **Run, Hide, Fight** procedure upon recognition of an attack. Consideration to the proximity of the attack, location, presence of threat shall be carefully evaluated by an individual before initiating the procedure.

3. **Security Personnel** shall immediately respond and confirm the following upon recognition of the attack:

i. Nature of the attack

ii. Area of the Attack

iii. Number of attackers

4. Upon confirmation of the attack, **Security Personnel** must immediately notify the **Head of Security** and **Officer-in-Charge**

5. **Security Personnel** within the **area of the attack** shall immediately **contain, engage and neutralize** the threat if capable to do so. **Reasonable force** to neutralize the threat shall be applied.

6. **Officer-in-Charge** shall establish **Incident Command** and immediately coordinate with the **Philippine National Police (PNP)** towards the activation of its prescribed response force.

7. The **Incident Command Post** must be established in a **safe location** and capable of **direct communications** through landline phones, cellular phones, radio and internet, access on computer and access on security and surveillance systems.

8. **Officer-in-Charge** shall serve as the **Incident Commander** or the overall in-charge of the incident and designate personnel on the following positions:

i. **Operations Officer** - Directs the entire operations

ii. **Communications Officer** - Coordinates with all resources

iii. **Logistics Officer** - Ensures the provision and safe-keeping of all resources

iv. **Safety Officer** – Provide and ensures safety measures of operations

v. **Public Information Officer** - Conduit of information

vi. **Finance Officer** – Manages all financial aspect of the incident

9. **Internal and external resources** for emergency response shall **coordinate** with the **Incident Command Post** prior for their deployment.

10. The **Incident Commander** shall order the deployment of the institution's **Assault Team** on the **area of the attack** to neutralize the threat if capable to do so**. Reasonable force** to neutralize the threat shall be applied.

11. The **Incident Commander** shall order the **Security Personnel** to conduct the **cordoning**, **lockdown of area of the attack** and the **evacuation of facilities** within its immediate perimeter. Evacuation should be announced through a public address system.

12. **Security Personnel** must secure an **Evacuation Assembly Area** and **Evacuation Route** away from the line of fire and provide necessary protection against any threats. **Frisk search** on an individual can be performed if necessary

13. **Operations Officer** shall identify **Control Zones** towards containing the attack:

i. **Hot Zone** – Uncontrolled area where an active shooter poses direct threat and shall only be entered by the **Assault Team** or **PNP Contact Team**.

ii. **Warm Zone** – Areas of indirect threat cleared by law enforcement and isolated the threat to a level of minimal thus can be entered by the **Rescue Task Force**.

iii. **Cold Zone** – Area secured by law enforcement and accessible by Emergency Medical Services (EMS), Bureau of Fire Protection, and other necessary personnel.

14. **Operations Officer** shall note conditions of the **control zones** can change immediately depending on the presence of the threat.

15. **Assault/Contact Team** shall conduct clearing operations on the identified Hot Zone.

16. **Rescue Task Force** shall rapidly treat and evacuate victims in the Warm Zone and towards the Cold Zone.

17. **Triage and Treatment Area** shall be established in the Cold Zone.

18. **Communications Officer** shall coordinate with 3 nearest capable hospitals for the treatment of the injured and 2 funeral service providers for the dead.

19. **Uninjured individuals** shall be hold on the evacuation assembly areas for a limited time for debriefing, evidence gathering and other necessary information needed by the institution's Security Force and PNP.

20. All **information** shall only be provided by the **Public Information Officer** to the media to avoid misinformation.

2. BOMB THREAT EMERGENCY RESPONSE PROCEDURE

1. **Personnel and Guests** must report to the **Safety and Security Office** or **911** the presence of any possible threat and the recognition of the following:

    i.   Individual who is uncooperative on the prescribed security procedures

    ii. Suspicious items or packages unexpectedly delivered with strange odour, sounds, stains, no return address, and foreign postage

    iii. Received a call, handwritten note and email informing of a bomb threat

2. **Personnel and Guests** who received a **bomb threat** from a call should keep the caller talking and obtain all information such phone number, bomb location, time of detonation, bomb description, method of detonation, name of caller, caller voice, background sounds and threat language. **Security Personnel** should be immediately notified about the threat during the duration of the call.

3. **Personnel and Guests** who received a **bomb threat** from a suspicious email, mail or package shall not attempt to move or open the item. **Security Personnel** should be immediately notified upon recognition of the threat.

4. **Security Personnel** must immediately notify the **Head of Security** and **Officer-in-Charge**.

5. **Security Personnel** within the facility shall immediately **secure the area** and **restrict entry and exit** of all unauthorized individuals.

6. **Officer-in-Charge** shall establish **Incident Command** and immediately coordinate with the **Philippine National Police (PNP)** towards the activation of its prescribed response force.

7. The **Incident Command Post** must be established in a **safe location** and capable of **direct communications** through landline phones, cellular phones, radio and internet, access on computer and access on security and surveillance systems.

8. **Officer-in-Charge** shall serve as the **Incident Commander** or the overall in-charge of the incident and designate personnel on the following positions:

    i.   **Operations Officer** - Directs the entire operations

    ii. **Communications Officer** - Coordinates with all resources

    iii. **Logistics Officer** - Ensures the provision and safe-keeping of all resources

    iv. **Safety Officer** – Provide and ensures safety measures of operations

    v.   **Public Information Officer** - Conduit of information

    vi. **Finance Officer** – Manages all financial aspect of the incident

9. **Internal and external resources** for emergency response shall **coordinate** with the **Incident Command Post** prior for their deployment.

10. The **Incident Commander** shall order the **Security Personnel** to conduct the **cordoning**, **lockdown of area, control of communication lines, control of utilities** and the **evacuation of facilities** within its immediate perimeter. Evacuation should be announced through a public address system.

11. **Security Personnel** must secure an **Evacuation Assembly Area** and **Evacuation Route** away from any possible threat and provide necessary protection against any threats.

12. The **Incident Commander** shall coordinate with the prescribed **PNP** response force for the planning, support, and other necessary resources for the resolution of bomb threat.

13. **Operations Officer** shall determine and establish **Triage and Treatment Area** for victims and injured individuals.

14. **Communications Officer** shall coordinate with 3 nearest capable hospitals for the treatment of the injured and 2 funeral service providers for the dead.

15. **Uninjured individuals** shall be hold on the evacuation assembly areas for a limited time for debriefing, evidence gathering and other necessary information needed by the institution's Security Force and PNP.

16. All **information** shall only be provided by the **Public Information Officer** to the media to avoid misinformation.

3. BOMB EXPLOSION AND CHEMICAL, BIOLOGICAL, RADIOLOGICAL, NUCLEAR (CBRN) ATTACK

1. **Personnel and Guests** must report to the **Safety and Security Office** or **911** the attack.

2. **Security Personnel** must immediately notify the **Head of Security** and **Officer-in-Charge** about the incident and its exact location.

3. **Security Personnel** within the facility shall immediately **secure the area** and **restrict entry and exit** of all unauthorized individuals.

4. **Officer-in-Charge** shall establish **Incident Command** and immediately coordinate with the **Philippine National Police (PNP)** towards the activation of its prescribed response force.

5. The **Incident Command Post** must be established in a **safe location** and capable of **direct communications** through landline phones, cellular phones, radio and internet, access on computer and access on security and surveillance systems.

6. **Officer-in-Charge** shall serve as the **Incident Commander** or the overall in-charge of the incident and designate personnel on the following positions:

    i. **Operations Officer** - Directs the entire operations

    ii. **Communications Officer** - Coordinates with all resources

    iii. **Logistics Officer** - Ensures the provision and safe-keeping of all resources

    iv. **Safety Officer** – Provide and ensures safety measures of operations

    v. **Public Information Officer** - Conduit of information

    vi. **Finance Officer** – Manages all financial aspect of the incident

7. **Internal and external resources** for emergency response shall **coordinate** with the **Incident Command Post** prior for their deployment.

8. The **Incident Commander** shall order the **Security Personnel** to conduct the **cordoning**, **control of communication lines, control of utilities** and the **evacuation of the area of the attack and facilities** within its immediate perimeter. Evacuation should be announced through a public address system.

9. **Security Personnel** must secure an **Evacuation Assembly Area** and **Evacuation Route** away from any possible threat or secondary explosive devices and provide necessary protection against any threats.

10. The **Incident Commander** shall coordinate with the prescribed **PNP** response force for the planning, support, and other necessary resources for the resolution of bomb attack.

11. **Operations Officer** shall determine and establish **Triage and Treatment Area** for victims and injured individuals.

12. **Communications Officer** shall coordinate with 3 nearest capable hospitals for the treatment of the injured and 2 funeral service providers for the dead.

13. **Uninjured individuals** shall be hold on the evacuation assembly areas for a limited time for debriefing, evidence gathering and other necessary information needed by the institution's Security Force and PNP.

14. All **information** shall only be provided by the **Public Information Officer** to the media to avoid misinformation.

4. HOSTAGE SITUATION

1. **Personnel and Guests** must report to the **Safety and Security Office** or **911** upon the recognition of the hostage situation.

2. **Security Personnel** shall immediately respond and confirm the following upon recognition of the situation.

3. Upon confirmation of the hostage incident, **Security Personnel** must immediately notify the **Head of Security** and **Officer-in-Charge**.

4. **Security Personnel** within the facility shall immediately **secure the area** and **restrict entry and exit** of all unauthorized individuals.

5. **Officer-in-Charge** shall establish **Incident Command** and immediately coordinate with the **Philippine National Police (PNP)** towards the activation of its prescribed response force.

6. The **Incident Command Post** must be established in a **safe location** and capable of **direct communications** through landline phones, cellular phones, radio and internet, access on computer and access on security and surveillance systems.

7. **Officer-in-Charge** shall serve as the **Incident Commander** or the overall in-charge of the incident and designate personnel on the following positions:

   i. **Operations Officer** - Directs the entire operations

   ii. **Communications Officer** - Coordinates with all resources

   iii. **Logistics Officer** - Ensures the provision and safe-keeping of all resources

   iv. **Safety Officer** – Provide and ensures safety measures of operations

   v. **Public Information Officer** - Conduit of information

   vi. **Finance Officer** – Manages all financial aspect of the incident

8. **Internal and external resources** for emergency response shall **coordinate** with the **Incident Command Post** prior for their deployment.

9. The **Incident Commander** shall order the **Security Personnel** to conduct the **cordoning**, **lockdown of area, control of communication lines, control of utilities** and the **evacuation of facilities** within its immediate perimeter. Evacuation should be announced through a public address system.

10. **Security Personnel** must secure an **Evacuation Assembly Area** and **Evacuation Route** away from any possible threat and provide necessary protection against any threats.

11. The **Incident Commander** shall coordinate with the prescribed **PNP** response force for the planning, support, and other necessary resources for the negotiation and resolution of the hostage incident.

12. **Operations Officer** shall determine and establish **Triage and Treatment Area** for victims and injured individuals.

13. **Communications Officer** shall coordinate with 3 nearest capable hospitals for the treatment of the injured and 2 funeral service providers for the dead.

14. **Uninjured individuals** shall be hold on the evacuation assembly areas for a limited time for debriefing, evidence gathering and other necessary information needed by the institution's Security Force and PNP.

15. All **information** shall only be provided by the **Public Information Officer** to the media to avoid misinformation.

5. CYBERATTACKS

1. **Personnel and Guests** must report to the **Safety and Security Office** and **Officer-in-Charge** the presence of any possible threat and the recognition of the following attack:

   i. **Non -Targeted Attack** such as Ransom ware, Malware, Network Intrusion intended to freeze system activities

   ii. **Targeted Attack** such as account theft on social networks, email hacking, phishing intended to steal confidential data

2. The **Information Technology Department** of the institution must coordinate with the **Safety and Security Office** and **Officer-in-Charge** about the cyber-attack incident.

3. **Officer-in-Charge** shall coordinate with the **Philippine National Police (PNP)** towards the activation of its prescribed response force.

4. **Personnel and Guests** must not attempt to track the hacker and settle ransom for the Ransom ware.

5. **Do not restart** or shutdown the system unit or server and remove from internet connection.

6. **Disconnect** all **infected hardware** from the network along with their terminals and external hard drives to stop the attack of spying, controlling, and modifying any file.

7. **Obtain evidence** of the attack for investigation such as emails, opened files prior to the attack, software, encrypted file, and estimated time of the incident.

8. **Passwords** of all individuals connected to the system should be **changed**.

9. All **information** about the attack shall only be provided by the **Public Information Officer** to the media to avoid misinformation.

6. CRIME INCIDENTS

1. **Theft**

   a) **Personnel and Guests** must notify security personnel of the incident and report necessary information.

   b) **Security Personnel** shall immediately **Head of Security** about the incident to provide further information of the incident.

   c) **Head of Security** shall **alert all security** personnel and coordinate necessary identification of the suspect.

   d) **Security Personnel** shall be on **observant** and **apprehend suspect** safely.

Note: Follow necessary security protocols/procedures provided by the PNP and Security Agency.

2. **Brawl**

   a) **Personnel and Guests** must notify security personnel of the incident and report necessary information.

   b) **Security Personnel** shall immediately **notify the Head of Security** about the incident and **request** necessary additional **resources**.

   c) **Head of Security** shall coordinate and **deploy** necessary security personnel to **stop the incident**.

   d) **Security Personnel** shall **apprehend suspects** safely.

Note: Follow necessary security protocols/procedures provided by the PNP and Security Agency.

3. **Protest and Riots**

   a) **Personnel and Guests** must notify security personnel of the incident and report necessary information.

   b) **Security Personnel** shall immediately **notify the Head of Security** and **Officer-in-Charge** about the incident and **request** necessary additional **resources**.

   c) **Officer-in-Charge** shall establish **Incident Command** and immediately coordinate with the **Philippine National Police (PNP)** towards the activation of its prescribed response force.

d) The **Incident Command Post** must be established in a **safe location** and capable of **direct communications** through landline phones, cellular phones, radio and internet, access on computer and access on security and surveillance systems.

e) **Officer-in-Charge** shall serve as the **Incident Commander** or the overall in-charge of the incident and designate personnel on the following positions:

    i. **Operations Officer** - Directs the entire operations

    ii. **Communications Officer** - Coordinates with all resources

    iii. **Logistics Officer** - Ensures the provision and safe-keeping of all resources

    iv. **Safety Officer** – Provide and ensures safety measures of operations

    v. **Public Information Officer** - Conduit of information

    vi. **Finance Officer** – Manages all financial aspect of the incident

f) **Internal** and **external resources** for emergency response shall coordinate with the Incident Command Post prior for their deployment.

g) The **Incident Commander** shall order the **Security Personnel** to conduct the cordoning and control of the protesters and rioters.

h) The **Incident Commander** shall coordinate with the prescribed **PNP** response force for the planning, support, and other necessary resources for the incident.

i) **Operations Officer** shall determine and establish **Triage** and **Treatment Area** for victims and injured individuals.

j) Communications Officer shall coordinate with 3 nearest capable hospitals for the treatment of the injured and 2 funeral service providers for the dead.

k) **Uninjured individuals** shall be hold on the evacuation assembly areas for a limited time for debriefing, evidence gathering and other necessary information needed by the institution's Security Force and PNP.

l) All information shall only be provided by the **Public Information Officer** to the media to avoid misinformation.

Note: Follow necessary security protocols/procedures provided by the PNP and Security Agency.

7. MEDICAL EMERGENCIES

1. **Personnel and Guests** must report to the **Safety and Security Office** or **911** about the occurrence of a **medical emergency**.

2. **Safety and Security Office** shall mobilize a **Medical Response Team** to treat the victim on scene and transport to the facility's First Aid Station for further treatment and evaluation.

3. If **further medical treatment** is needed, the **First Aid Station** shall inform the **Safety and Security Office** to **coordinate the transport** of the victim to the **nearest capable medical facility**.

4. **Medical Response Team** shall **transport and endorse** the victim to the receiving medical facility.

5. **Medical Response Team** shall **return to its station** for post-run protocol.

NATURAL CALAMITIES

1. FIRE

1. **Personnel and Guests** must report to the **Safety and Security Office** or **911** upon the recognition of fire.

2. **Fire Suppression/Security Personnel** shall immediately respond and confirm the following upon recognition of the situation.

3. Upon confirmation of the fire, **Fire Fighting/Security Personnel** must immediately notify the **Head of Security** and **Officer-in-Charge**.

4. **Fire Suppression/Security Personnel** shall immediately identify the **location** of the fire and **cordon** the location.

5. **Security Personnel** shall facilitate **immediate evacuation** of guests away from facility towards the designated evacuation assembly areas.

6. **Fire Suppression Personnel** shall immediately suppress the fire.

7. **Officer-in-Charge** shall establish **Incident Command** and immediately coordinate with the **Philippine National Police (PNP)** and **Bureau of Fire Protection (BFP)** towards the activation of its prescribed response force.

8. The **Incident Command Post** must be established in a **safe location** and capable of **direct communications** through landline phones, cellular phones, radio and internet, access on computer and access on security and surveillance systems.

9. **Officer-in-Charge** shall serve as the **Incident Commander** or the overall in-charge of the incident and designate personnel on the following positions:

   i. **Operations Officer** - Directs the entire operations

   ii. **Communications Officer** - Coordinates with all resources

   iii. **Logistics Officer** - Ensures the provision and safe-keeping of all resources

   iv. **Safety Officer** – Provide and ensures safety measures of operations

   v. **Public Information Officer** - Conduit of information

   vi. **Finance Officer** – Manages all financial aspect of the incident

10. **Internal and external resources** for emergency response shall **coordinate** with the **Incident Command Post** prior for their deployment.

11. The **Incident Commander** shall coordinate with the prescribed **BFP** response force for the planning, support, and other necessary resources.

12. **Operations Officer** shall determine and establish **Triage and Treatment Area** for victims and injured individuals.

13. **Communications Officer** shall coordinate with 3 nearest capable hospitals for the treatment of the injured and 2 funeral service providers for the dead.

14. **Uninjured individuals** shall be hold on the evacuation assembly areas for a limited time for debriefing, evidence gathering and other necessary information needed by the institution's Security Force, BFP and PNP.

15. All **information** shall only be provided by the **Public Information Officer** to the media to avoid misinformation.

2. EARTHQUAKE & TSUNAMIS

1. **All individuals** shall follow **Drop, Cover and Hold technique** until the earthquake stops.

2. **Security Personnel** shall facilitate **evacuation** of personnel and guest on designated evacuation areas **after earthquake** and ensure everyone to remain in the **drop position** until further notice.

3. **Officer-in-Charge** shall establish an **Incident Command Post** (ICP) on a safe location.

4. **Fire Suppression Personnel** shall respond on suppressing fires.

5. **Medical Response Team** shall aid individuals with medical emergencies.

6. **Search and Rescue Team** shall conduct rescue operation on affected facility.

7. **Officer-in-Charge** shall establish **Incident Command** and immediately coordinate with the **Local Disaster Risk Reduction and Management Office (LDRRMO), Philippine National Police (PNP)** and **Bureau of Fire Protection (BFP)** towards the activation of its prescribed response force.

8. The **Incident Command Post** must be established in a **safe location** and capable of **direct communications** through landline phones, cellular phones, radio and internet, access on computer and access on security and surveillance systems.

9. **Officer-in-Charge** shall serve as the **Incident Commander** or the overall in-charge of the incident and designate personnel on the following positions:

   i. **Operations Officer** - Directs the entire operations

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   iv. **Safety Officer** – Provide and ensures safety measures of operations

   v. **Public Information Officer** - Conduit of information

   vi. **Finance Officer** – Manages all financial aspect of the incident

10. **Internal and external resources** for emergency response shall **coordinate** with the **Incident Command Post** prior for their deployment.

11. The **Incident Commander** shall coordinate with the prescribed **LDRRMO, PNP** and **BFP** response force for the planning, support, and other necessary resources.

12. **Operations Officer** shall determine and establish **Triage and Treatment Area** for victims and injured individuals.

13. **Communications Officer** shall coordinate with 3 nearest capable hospitals for the treatment of the injured and 2 funeral service providers for the dead.

14. **Uninjured individuals** shall be hold on the evacuation assembly areas for a limited time for debriefing, evidence gathering and other necessary information needed by the institution's Security Force, LDRRMO, BFP and PNP.

15. All **information** shall only be provided by the **Public Information Officer** to the media to avoid misinformation.

3. SEVERE INCLIMENT WEATHER

1. **Safety and Security Office** shall proactively monitor meteorological conditions in the facility.

2. **Safety and Security Office** shall recommend the evacuation of personnel and guest and suspension of work and activities to the **Officer-in-Charge** within the facility.

3. **Security Personnel** shall facilitate **evacuation of guests** outside the facility.

4. **Officer-in-Charge** shall consider the current meteorological condition outside the facility and allow guest and personnel to stay within the premises if it is deemed unsafe for them to proceed outside with provisions of basic needs such as food, water, sleeping materials, toiletries and telecommunications.

5. **Security, Medical, Maintenance** and **Fire Personnel** shall on standby as well as other necessary resources needed such as emergency power, water and repairs.

6. **Officer-in-Charge** shall establish **Incident Command** and immediately coordinate with the **Local Disaster Risk Reduction and Management Office (LDRRMO), Philippine National Police (PNP)** and **Bureau of Fire Protection (BFP)** towards the activation of its prescribed response force.

7. The **Incident Command Post** must be established in a **safe location** and capable of **direct communications** through landline phones, cellular phones, radio and internet, access on computer and access on security and surveillance systems.

8. **Officer-in-Charge** shall serve as the **Incident Commander** or the overall in-charge of the incident and designate personnel on the following positions:

   i. **Operations Officer** - Directs the entire operations

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   v. **Public Information Officer** - Conduit of information

   vi. **Finance Officer** – Manages all financial aspect of the incident

9. **Internal and external resources** for emergency response shall **coordinate** with the **Incident Command Post** prior for their deployment.

10. The **Incident Commander** shall coordinate with the prescribed **LDRRMO, PNP,** and **BFP** response force for the planning, support, and other necessary resources.

11. **Operations Officer** shall determine and establish **Triage and Treatment Area** for victims and injured individuals.

12. **Communications Officer** shall coordinate with 3 nearest capable hospitals for the treatment of the injured and 2 funeral service providers for the dead.

13. **Uninjured individuals** shall be hold on the evacuation assembly areas for a limited time for debriefing, evidence gathering and other necessary information needed by the institution's Security Force, BFP and PNP.

14. All **information** shall only be provided by the **Public Information Officer** to the media to avoid misinformation.

4. VOLCANIC ERUPTION

1. **Security Personnel** shall facilitate **evacuation** of personnel and guest on designated evacuation areas.

2. **Officer-in-Charge** shall establish an **Incident Command Post** (ICP) on a safe location.

3. The **Incident Command Post** must be established in a **safe location** and capable of **direct communications** through landline phones, cellular phones, radio and internet, access on computer and access on security and surveillance systems.

4. **Officer-in-Charge** shall establish **Incident Command** and immediately coordinate with the **Local Disaster Risk Reduction and Management Office (LDRRMO), Philippine National Police (PNP)** and **Bureau of Fire Protection (BFP)** towards the activation of its prescribed response force.

5. **Officer-in-Charge** shall serve as the **Incident Commander** or the overall in-charge of the incident and designate personnel on the following positions:

   i. **Operations Officer** - Directs the entire operations

   ii. **Communications Officer** - Coordinates with all resources

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6. **Internal and external resources** for emergency response shall **coordinate** with the **Incident Command Post** prior for their deployment.

7. The **Incident Commander** shall coordinate with the prescribed **LDRRMO, PNP** and **BFP** response force for the planning, support, and other necessary resources.

8. **Operations Officer** shall determine and establish **Triage and Treatment Area** for victims and injured individuals.

9. **Communications Officer** shall coordinate with 3 nearest capable hospitals for the treatment of the injured and 2 funeral service providers for the dead.

10. **Uninjured individuals** shall be hold on the evacuation assembly areas for a limited time for debriefing, evidence gathering and other necessary information needed by the institution's Security Force, LDRRMO, BFP and PNP.

11. All **information** shall only be provided by the **Public Information Officer** to the media to avoid misinformation.

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