



**2024 SUMMA CUM LAUDE INTERNATIONAL YOUTH MUSIC FESTIVAL
TUMON BAY YOUTH ORCHESTRA & GUAM TERRITORIAL BAND**

CRISIS MANAGEMENT OUTLINE / GUIDELINES

Travel opens up the world to students, offering exhilarating experiences in new locations and the ability to interact with people of different cultures, leading to better understanding and an education that can't be delivered in books. Travel can also be unpredictable and worrisome for the parents, directors, and school officials who have endorsed the trip. Particularly in this day and age, when newspapers deliver daily doses of political unrest, crime, and natural disasters, schools must be confident that in the event of an emergency, their tour operator will have a plan in place to respond in an organized, timely, and direct manner. World Projects has put into place this Crisis Management Plan to assist groups and relay information to those at home.

Emergency situations can usually be classified as either natural or manmade. Natural disasters include weather-related emergencies such as earthquakes, hurricanes, and snowstorms and also health related issues such as the H1N1 influenza outbreak of 2009. Man-made issues include crime, fires, vehicle accidents, and terrorist attacks. Although steps to ensure the safety of the group will change depending on the crisis, the communication between World Projects and family members at home will remain consistent.

PRE-TOUR:

The safety of travelers is the first priority at World Projects. From the date of tour deposit until departure, the World Projects project manager will work to identify any potential issues prior to travel and will keep the group leader or director informed. If a situation develops where preventative measures are required, the tour manager will discuss options with the group leader or director before any decisions are made. To assist in making decisions regarding international travel, country-specific information can be obtained from the website: <http://travel.state.gov>. World Projects will register the group with the appropriate embassies under the US State Department STEP program.

For Tumon Bay Youth Orchestra and Guam Territorial Band's tour to Germany and Austria, the following emergency numbers should be handy to all members at all times. The World Projects Tour Manager's cell phone number will be supplied to the group leader. It is the director's responsibility to make sure that each member on the trip, as well as parents of students traveling, has access to this document.

Emergency Numbers:

Germany

Police: 110
Fire: 112
Ambulance: 112

U.S. Consulate General Munich
Königinstraße 5
80539 München, Germany
011 49 89 2888 0

Austria

General: 112
Police: 133
Fire: 122
Ambulance: 144

Embassy of the United States of America – Vienna
Boltzmannsgasse 16
1090 Wien, Austria
(+43 1) 31339-0

World Projects Main Office, 9:00am-5:00pm PT: (707) 556-5885



PRE-TOUR: (CONT'D)

It is recommended that Tumon Bay Youth Orchestra and Guam Territorial Band implement a group communication method (such as WhatsApp). Each traveler should communicate with their own cell phone provider to determine the best method/plan for cell phone use in Germany and Austria (if any apply).

World Projects does recognize that many travelers (especially students) may not have phones that will be fully functional in Germany and Austria. Communication during the tour will take several forms – group announcements, group app, etc.

In the case of an emergency, if a traveler does not have a workable phone, World Projects advises travelers to find a local authority (police, fire, etc.) or go to a local restaurant or hotel and ask to utilize a phone.

In addition, the tour managers will have a full list of Embassy, consulates, and appropriate medical facilities for each location.

DURING THE TOUR:

Group Safety: The World Projects tour manager accompanying the group will always prioritize safety and security during a tour and will always carry a cell phone for 24-hour access. In the event of an emergency, the tour manager will relay pertinent information to the World Projects home office immediately which will set into motion the crisis communication plan discussed below. The tour manager and home office will work with local agencies and/or transportation providers to safely and efficiently move the group to a secure location. For international travelers, information about an emergency situation will be transmitted by the Department of State, often in the form of a Travel Warning advising Americans to leave a particular area.

Communication: Once World Projects has been advised of a local, regional, national, or international situation that may affect a traveling group, World Projects will activate an emergency call number that will be staffed 24 hours a day until the crisis has ended and/or students are safely returned home. That phone number will be listed on the website: www.world-projects.com and a recorded message will be available through the main phone line: (707) 556-5885 or toll free (800) 922-3976. Using the medical forms submitted by each traveler, the World Projects emergency management team will make every effort to notify a family member of each traveler to inform them of the emergency situation and will keep a log of all phone contact made with family members. The World Projects home office will maintain communication with the tour manager traveling with the group in order to receive the most accurate, up-to-date information available to pass on to the parents and school officials at home. World Projects will post updates as they happen on the World Projects website and Facebook page. The World Projects office will also continually monitor media outlets and the Department of State if necessary, verifying information before posting. The following information will be provided as available:

1. Is the group safe?
2. What is the exact location of the group?
3. When was the last contact with the tour manager?
4. How can the group be contacted?
5. How can we assist the group?
6. Has the itinerary changed?
7. When will the group be coming home?

World Projects recognizes that many travelers in the group will have cell phones themselves and most likely will be relaying information to their families. However, the only information that World Projects will be disseminating will be information that has been verified by the home office.

DURING THE TOUR: (CONT'D)

Below are more specific action plans – these plans will be communicated to the group while on tour and meeting points will be specified.

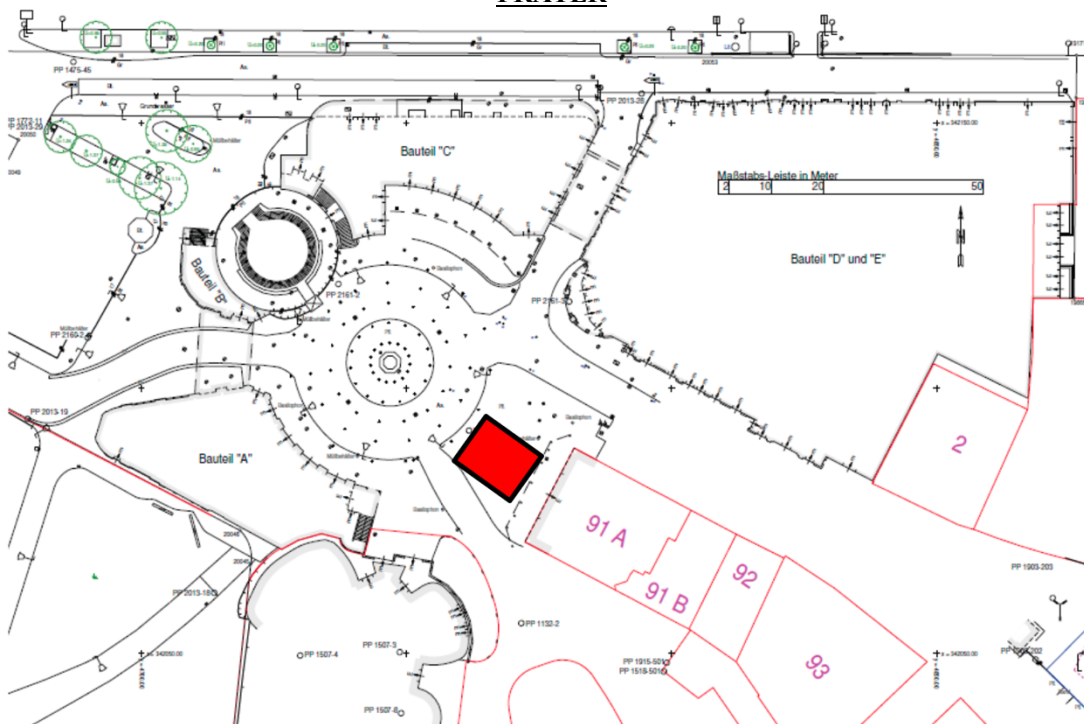
- 1. In case of emergency, WP and local tour managers will:**
 - a. Get travelers away from immediate danger
 - b. Perform risk assessment – sourcing available options
 - c. Call WP home office and the affiliated USA embassy or nearest consulate

- 2. What if – specific situations:**
 - a. Action plan while the group is together on the bus, e.g:
A private coach will transfer the group away from the trouble spot.
Tour managers/group leaders will contact the emergency numbers mentioned above.
 - b. Action plan while the group is touring off the bus as a group, e.g., how and where to gather for instructions:
The tour managers will identify, then explain and point out emergency exits before entering a venue, museum, church, shopping mall, etc. The tour managers will explain how international emergency signs can be recognized.
 - c. Action plan while the group is on their own, e.g., where to meet, gather according to bus assignments, etc:
Before the group is on their own, strict instructions will be given where to assemble again. Optional meeting points can be: coach parking, restaurant or any other meeting place. Travelers will be instructed to write down and save the assembly point in their cell phone or on paper before moving.
 - d. Action plan while the group is at the hotel:
For each hotel, the tour managers will discuss the safety rules and emergency procedures. They will provide a meeting point outside the hotel in case of emergency.

- 3. Venue Specific Information – these are plans for specific concert venues:**
 - a. During the entire festival and the corresponding tour, the group will be attended by a Concerts-Austria Columbus tour-guide and will be in permanent contact with the office and the project manager. In case of emergency quick ad-hoc decisions can be taken and communicated to the group.
 - b. Whenever desired, the European tour manager will identify, explain and point out emergency exits before entering a venue, museum, church, shopping mall, etc. The tour manager will explain where and how international emergency signs can be recognized.
 - c. Venue plans as provided by Concerts-Austria:

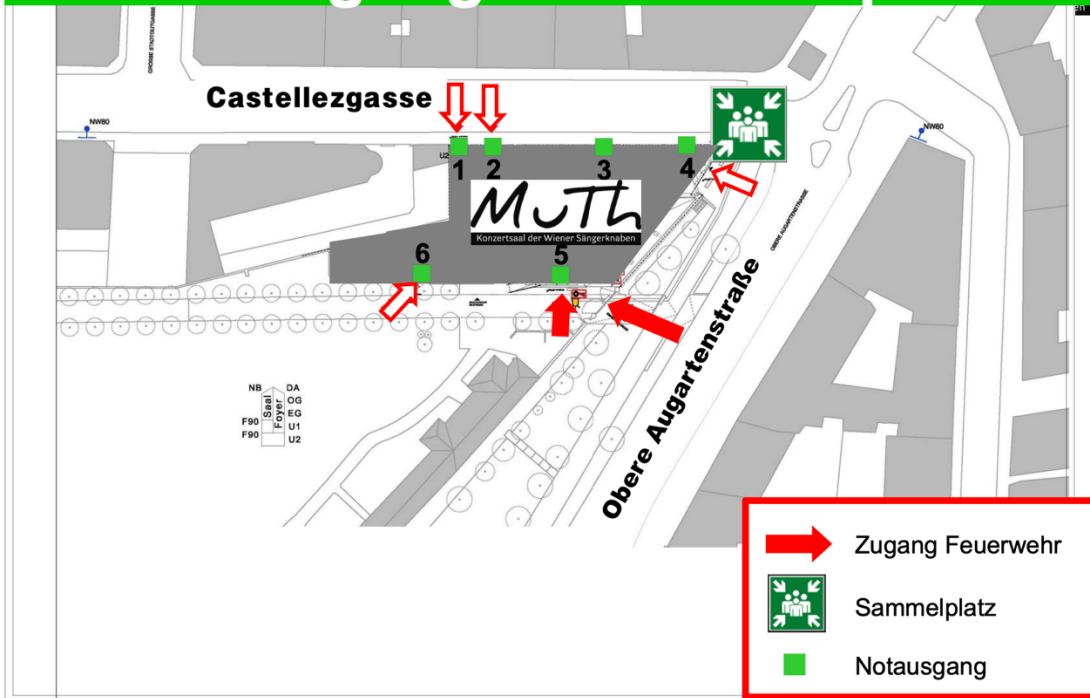


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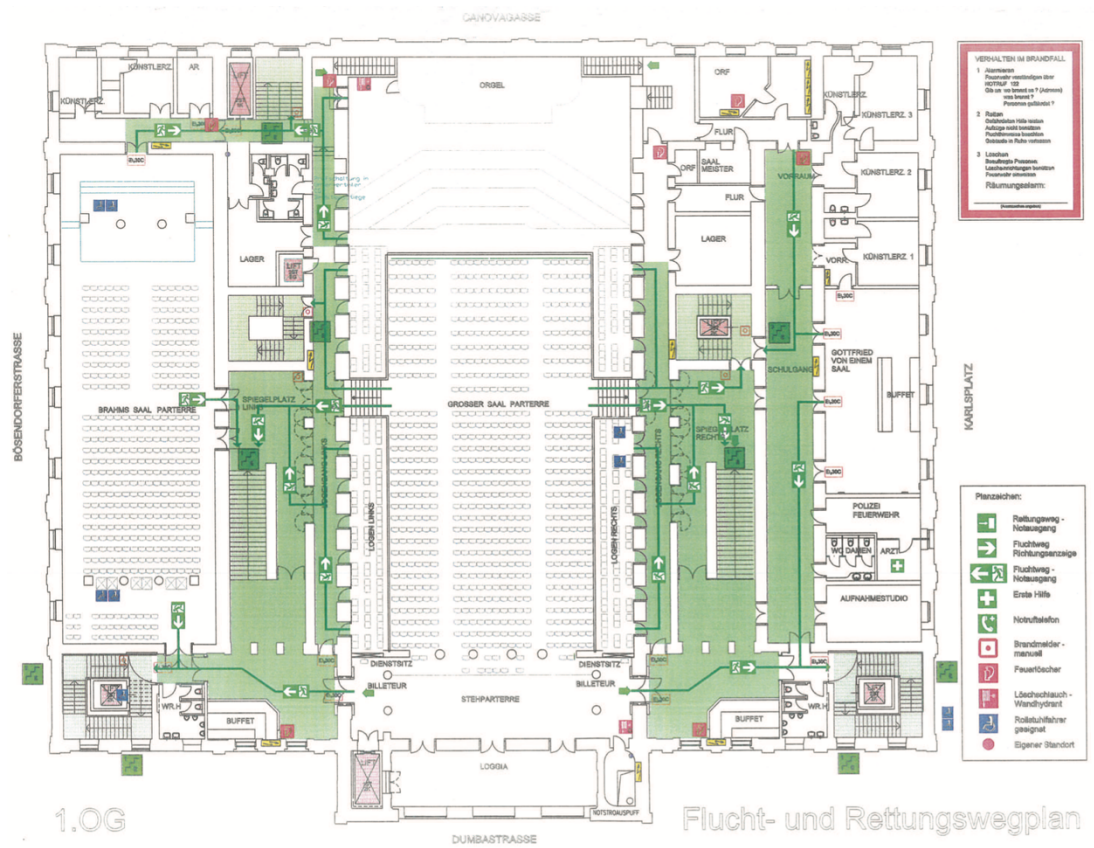


MUTH

Notausgänge + Sammelplatz



MUSIKVEREIN



- Medical Emergencies:** The group has been required to submit medical forms for each traveler on tour. It is the responsibility of the parents/travelers to ensure that all pertinent medical information is included on the form. The World Projects tour manager will hand carry medical forms for all travelers during the course of the tour. If an individual experiences a medical emergency during the tour, it will be the responsibility of the group leader to make decisions regarding the care of the individual and communicate directly with the individual's parent or emergency contact. The tour manager will assist the group by locating appropriate medical assistance and arranging transportation to the medical facility. All costs incurred during the medical emergency must be paid by the group when services are rendered.

POST-TOUR:

Upon return from the tour, World Projects will provide follow up support to the group which may include assistance in filing any insurance forms, assessing and evaluating the response to the crisis, and communicating information to school officials. Any additional costs incurred during the crisis will be reconciled and charged accordingly.