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της ΕΥΡΩΠΑΪΚΗΣ ΕΝΩΣΗΣ

Ελλάδα – Κύπρος

ACT4ALL



CRISIS RESPONSE GUIDE FOR TOURISM PROFESSIONALS



Αναπτυξιακή
Ηρακλείου
HERAKLION
DEVELOPMENT AGENCY



ΠΕΡΙΦΕΡΕΙΑ ΚΡΗΤΗΣ
REGION OF CRETE



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ACT4ALL

The ACT4ALL project is implemented through the Interreg VI-A "Greece-Cyprus 2021-2027" Cooperation Program and aims to strengthen the preparedness and resilience of communities in Crete and Cyprus in the face of natural disasters. The project brings together organizations from both areas. Through the purchase of civil protection vehicles and equipment, training workshops and awareness activities for local communities, ACT4ALL supports better prevention, stronger preparedness and more effective cooperation in times of crisis. Through its actions, ACT4ALL promotes solidarity, cooperation and the active participation of citizens. Knowing basic safety guidelines and following the recommended instructions makes travel and movement safer. Protection and preparedness are everyone's responsibility.

ABOUT THIS GUIDE

The guide is addressed to tourism professionals and provides brief, practical and applicable guidance for responding to natural dangers and emergency situations.

It includes basic instructions on prevention, risk identification, visitor information and response, in line with the directions issued by the competent authorities. In this way, it contributes to the protection of visitors, staff and facilities, as well as to the smooth operation of tourism businesses under critical conditions.

RESPONSIBILITY TOWARDS VISITORS

Professionals in the tourism sector have a legal and ethical responsibility to ensure the safety of visitors, staff and their facilities in case of natural disasters. This responsibility includes the timely identification of risks, staff training, the existence of clear emergency plans, the reliable information of visitors and coordination with the competent authorities. Special care is required for safe evacuation, support of vulnerable individuals, as well as care of animals that are under the responsibility of the business or the visitors.

RELIABLE INFORMATION FOR VISITORS

In emergency situations, the tourism business must operate as a reliable and immediate point of information for visitors, who often do not know the area, the language, or the available protection options. The information provided must be clear, on time and documented, especially when it concerns protection measures, travel restrictions, or possible evacuation. Also, the business must avoid downplaying risks or providing reassuring assurances without an official basis.

COORDINATION WITH STAFF AND AUTHORITIES

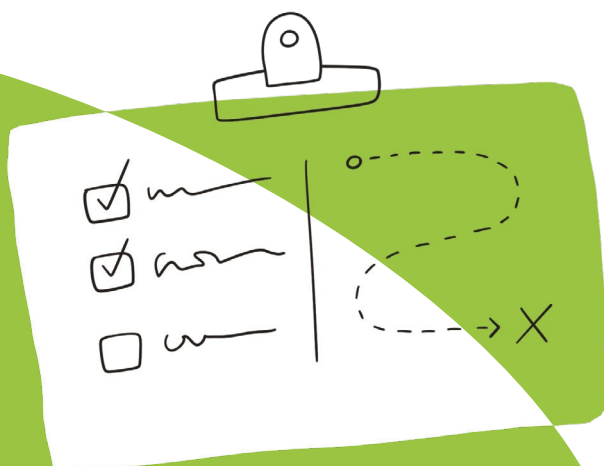
In emergency situations, the response of the tourism business must be unified, calm and fully aligned with the instructions of the competent authorities. Communication with staff and visitors must be clear, consistent and accurate, to avoid misunderstandings, conflicting instructions and unsafe actions. Coordination with the Authorities is critical for the proper assessment of the situation and the making of appropriate decisions. The business operates as part of a broader protection mechanism, protecting visitors, staff and infrastructure.

ALERT SYSTEMS AND ORGANIZATIONAL PREPAREDNESS

Continuous and timely information from reliable sources is a prerequisite for the safe handling of emergency situations. Tourism establishments must systematically monitor official alert channels, Civil Protection announcements, meteorological warnings and the instructions of local authorities.

Each business needs to have a simple and clear internal alert system. It must be known in advance who monitors official alerts, who informs management, who coordinates staff and who communicates with visitors. These roles must be specific, understandable and applicable per shift, while a procedure for the immediate activation of staff is also required.

Organizational preparation includes having a safety plan adapted to the infrastructure and operation of the business. The plan must indicate safe escape routes, assembly points, emergency exits, staircases and critical access points. Regular staff drills and a clear allocation of responsibilities strengthen preparedness. The clearer the procedures are before an incident, the faster, more coordinated and safer the business's response will be.





HEATWAVES AND DROUGHT

High temperatures and drought increase the risk of dehydration, heat exhaustion, heatstroke, fire and water shortages. Tourism businesses must prepare in a timely manner, protecting visitors, staff and facilities, while always remaining ready to respond.

PREVENTION

- Prepare a safety plan, train staff on it and carry out relevant preparedness drills.
- Post evacuation plans in visible locations and inform visitors.
- Ensure clear passage through staircases, exits and escape routes.
- Be informed about the presence of people with disabilities and animals on the premises.
- Regularly monitor the announcements of the Authorities.
- Maintain cooling and ventilation systems before and during the summer period.
- Ensure access to air-conditioned areas for visitors and staff.
- Prepare emergency backpacks with essential items.
- Avoid wasting water.
- Ensure that animals have sufficient water.
- Inform visitors and staff to avoid exposure to the sun during the hottest hours, from 11:00 to 17:00.

WHAT TO DO IN CASE OF HEATWAVES/DROUGHT

- Monitor official warnings and immediately adapt the operation of the business, informing staff and customers.
- Move people with symptoms of heat stress to a cool area.
- Call for medical assistance in case of serious symptoms, such as confusion, fainting, or very high body temperature.
- Give priority to older people, children, pregnant women, people with health problems and/or special needs and animals, moving them immediately and providing support.
- After the event, inform visitors to follow the instructions of the local authorities until specific guidance is issued by the authorities of their home country.



Wildfires are a significant risk for Crete and Cyprus, as high temperatures, drought and strong winds increase the danger. In tourism businesses, a fire may affect the safety of visitors and employees, access to facilities, bookings and the overall operation of the business.

PREVENTION

- Prepare a safety plan, train staff on it and carry out relevant preparedness drills.
- Post evacuation plans in visible locations and inform visitors.
- Ensure clear passage through staircases, exits and escape routes.
- Be informed about the presence of people with disabilities and animals on the premises.
- Regularly monitor the announcements of the Authorities.
- Clear the areas of the business of dry grass, leaves and flammable materials.
- Check that fire protection equipment is accessible and operational.
- Prepare emergency backpacks with essential items.
- Avoid any work or activity that may cause sparks or fire, especially on high-risk days.
- Ensure sufficient water for firefighting.

WHAT TO DO IN CASE OF WILDFIRES

- Monitor official warnings and immediately adapt the operation of the business, informing staff and customers.
- Stay calm and follow the instructions of the Authorities, the 112 (European Emergency Number) and the business' safety plan.
- Direct visitors and staff in an orderly manner towards the assembly areas.
- If evacuation is required, implement the safety plan and cooperate with the authorities.
- Check for injuries, trapped or missing people.
- Check for dangerous damages and inform the Authorities.
- Give priority to vulnerable individuals and animals and provide them with support.
- After the event, I inform visitors to follow the instructions of the local authorities until specific guidance is issued by the authorities of their home country.



FLOODS/RAINFALLS

Heavy rainfall can cause floods, difficulties in movement and risks on roads, coastal areas, or low-lying areas. For tourism businesses, it may affect access, movement, infrastructure and the safety of hospitality areas.

PREVENTION

- Prepare a safety plan, train staff on it and carry out relevant preparedness drills.
- Post evacuation plans in visible locations and inform visitors about them.
- Ensure clear passage through staircases, exits and escape routes.
- Be informed about the presence of people with disabilities and animals on the premises.
- Regularly monitor announcements from the authorities and 112.
- Prepare emergency backpacks with essential items.
- Check and clean gutters, drains and drainage points of leaves, waste, or obstacles. Procure sandbags and a water pump.

WHAT TO DO IN CASE OF FLOODS/RAINFALL

- Monitor official warnings and immediately adapt the operation of the business, informing staff and customers.
- Stay calm and follow the instructions of the Authorities and the business' safety plan.
- Place sandbags at the entrances of the facility.
- Use the water pump if water ingress occurs.
- Direct visitors and staff in an orderly manner to a higher safe point, away from dangerous areas.
- Protect equipment and electrical installations from possible water ingress.
- Inform people not to cross flooded roads, streams, underground passages, or low-water crossings on foot or by vehicle.
- Check for injuries, trapped or missing people.
- Check for dangerous damages and inform the Authorities.
- Give priority to vulnerable individuals and animals and provide them with support.
- After the event, I inform visitors to follow the instructions of the local authorities until specific guidance is issued by the authorities of their home country.



EARTHQUAKES

Crete and Cyprus are earthquake-prone areas, making the preparation of tourism businesses necessary. Calm response, proper organization of the premises and staff briefing can reduce risk and protect visitors and employees.

PREVENTION

- Prepare a safety plan, train staff on it and carry out relevant preparedness drills.
- Post evacuation plans in visible locations and inform visitors.
- Ensure clear passage through staircases, exits and escape routes.
- Be informed about the presence of people with disabilities and animals on the premises.
- Regularly monitor the announcements of the Authorities.
- Prepare emergency backpacks with essential items.
- Explain to visitors the basic self-protection rule "Drop - Cover - Hold On", which they should follow until the shaking stops.
- Define assembly points in an open and safe area, away from buildings, cables and objects that may fall.
- Regularly check the stability of structures, signs, outdoor installations and other equipment.
- Avoid placing heavy objects in high places.

WHAT TO DO IN CASE AN EARTHQUAKE OCCURS

- Monitor official warnings and immediately adapt the operation of the business, informing staff and customers.
- Stay calm and follow the instructions of the Authorities, the European Emergency Number 112, and the business' safety plan.
- Do not evacuate the building while the earthquake is still in progress.
- Direct staff and customers in an orderly manner, without using the elevator, towards the open assembly areas once the earthquake has ended.
- Check for injured, trapped or missing people.
- Check for dangerous damages and inform the Authorities.
- Give priority to vulnerable individuals and animals and provide them with support.
- After the event, inform visitors to follow the instructions of the local authorities until specific guidance is issued by the authorities of their home country.

Contact:

Heraklion Development Agency, info@anher.gr

F: [@act4allproject](#) / www.act4all.gr