EMOTiC
European Multidisciplinary Organization for Training and international Consulting

ORGANISATIONAL SUPPORT

Risk Management and Emergency Procedures

How we assess risks before every activity and what staff and group leaders do when something goes wrong.

Version 1.0	Owner	Review
October 2026	Board	Every year, and after any serious incident

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At a glance

- Every activity has a written risk assessment before it starts, led by the Project Coordinator.
- During every mobility, a named On-Call Person can be reached 24 hours a day.
- Health, dietary and emergency contact information is collected with consent and kept secure.
- In any emergency: make safe, get help, inform the On-Call Person, record.
- Every incident is recorded, reported to those who need to know and reviewed.

Document	Risk Management and Emergency Procedures
Organisation	EMOTiC for Training and Consulting (European Multidisciplinary Organization for Training and international Consulting), ZVR-Zahl 1026550097
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1. Purpose and scope

This document explains how EMOTiC plans for risks and responds to emergencies in all our activities, in Vienna, abroad and online: Erasmus+ youth exchanges and training courses, local labs, school workshops, career orientation days, volunteering, internships, traineeships and the use of our seminar spaces.

When we send participants to a partner's activity, the host's procedures apply on site. This document works with our Code of Conduct, Safeguarding Policy and data protection rules.

2. Roles

Role	Responsibilities
Project Coordinator (activity lead)	Leads the risk assessment, prepares the activity, briefs the team, leads the response to incidents and keeps records.
On-Call Person	A named staff member reachable 24 hours a day during every mobility, holding the emergency contact list. Often the Project Coordinator; otherwise the two hand over daily.
Group leaders	Look after their national group, know their participants' needs, carry copies of documents and emergency contacts, and report every incident straight away.
Trainers and facilitators	Run sessions safely, adapt activities to the group and stop any activity that becomes unsafe.
Safeguarding Focal Point	Handles any concern about harm to a young person or vulnerable adult.
Data Protection Contact	Handles suspected data breaches and advises on personal data.
Board	Approves this document, supports the team in serious incidents, is consulted before anyone is sent home and handles media enquiries.

3. Risk assessment before every activity

The Project Coordinator completes a written risk assessment for every activity during preparation.

1. List the sessions, venues, travel and people involved, including participants under 18 and those with specific needs.
2. Identify what could go wrong, using the typical risks below and lessons from past activities.
3. Rate each risk for likelihood and impact using the matrix.
4. Agree control measures and name a responsible person for each.
5. Rate the risk again after the controls. Change or cancel any activity that stays high.
6. Brief trainers, group leaders and, where relevant, the venue.
7. Review it daily during the activity and update it when something changes.

Likelihood / Impact	Low: minor, easily handled	Medium: disrupts the activity or needs medical help	High: serious injury, harm or loss
Likely	Medium	High	High

Likelihood / Impact	Low: minor, easily handled	Medium: disrupts the activity or needs medical help	High: serious injury, harm or loss
Possible	Low	Medium	High
Unlikely	Low	Low	Medium

Low: accept and monitor. **Medium**: put controls in place with a named person. **High**: reduce the risk, or change or cancel the activity.

Typical risk	Main control measures
Travel	Planned routes with time buffers, group travel where possible, participants under 18 never travel alone.
Accommodation	Venues with clear safety rules, checked fire exits and accessibility, separate rooms for staff and participants.
Outdoor activities	Site and weather checked beforehand, water, sun or cold protection, head counts.
Sport, such as quidditch	Warm-up, clear rules, suitable ground, voluntary participation, first-aid kit on site.
Study visits in Vienna	Small groups with a responsible adult, buddy system, fixed meeting point, head counts on public transport.
Health, allergies and medication	Information collected with consent, allergens checked with the kitchen, own medication carried.
Lost documents	Group leaders keep copies of passports and IDs; embassy contacts on the emergency list.
Extreme weather	Daily forecast check, indoor alternatives, shade and water in heat, flexible travel plans.
Online safety	Official platforms only, private meeting links, a moderator in every session.
Data breaches	Minimum data, secure storage, limited access, paper lists destroyed after use.
A participant goes missing	Buddy system, head counts, curfew checks, venue address and On-Call number carried by everyone.
Conflicts in the group	Group agreement on day one, daily reflection groups, early conversations led by trainers.
Financial risks, such as partner withdrawal	Signed partnership agreements, reserve partners, early contact with the National Agency about any change.

4. Preparation

- **Participant information pack**: programme, venue address, travel instructions, house rules, Code of Conduct, packing list, the On-Call Person's number and the emergency numbers below.
- **Emergency contact list**: an emergency contact for every participant and team member, held by the Project Coordinator and group leaders, and destroyed after the activity.
- **Health and dietary information**: allergies, medication, health conditions and diets, collected with explicit consent and only as needed, shared only with those who need to know, such as the kitchen, and deleted after the activity, in line with the GDPR and the DSG.
- **Insurance**: participants from EU countries bring their European Health Insurance Card, and every participant has adequate travel, health and liability insurance in line with the Erasmus+ Programme Guide, confirmed by group leaders before departure.
- **First-aid kit**: a stocked kit at the venue and a small kit for study visits, outdoor activities and sport, checked before every activity.
- **Evacuation routes**: the Project Coordinator checks fire exits and the assembly point on arrival and shows them to everyone on day one.

5. Emergency procedures

In every emergency, follow the same order: **make safe, get help, inform, record.**

> If a life may be in danger, call 112 first. Then call the On-Call Person.

Medical emergency or accident

1. Make the area safe and give first aid within your skills.
2. Call 144, or 112 if unsure. Give the address, what happened and the person's condition.
3. Inform the On-Call Person and the group leader.
4. An adult the participant knows goes with them to hospital, with their ID, insurance details and health information.
5. The group leader informs the emergency contact. Parents of participants under 18 are informed straight away.
6. The Project Coordinator informs the sending organisation and the insurer, and records the incident.

Missing participant

1. Check rooms, the venue and the last known place; call the participant and ask their friends.
2. If there is no contact within 30 minutes, or straight away for anyone under 18 or at risk, inform the On-Call Person.
3. The On-Call Person calls the police on 133 and gives a photo, description, clothing, last known location and phone number. Do not wait if there is any sign of danger.
4. Keep the rest of the group together. One adult stays at the venue as the contact point.

5. Inform the emergency contact or parents and the sending organisation, in agreement with the police.
6. When found, check their wellbeing, talk about what happened and record it.

Serious behaviour incident

1. Stop the behaviour, separate those involved and protect anyone at risk.
2. Call 133 or 112 if there is violence, a weapon or a crime.
3. Inform the On-Call Person and the group leaders.
4. Hear each person separately, with their group leader present, and write down what was said.
5. The Project Coordinator decides the response under the Code of Conduct, consulting the Board and the sending organisation before anyone is sent home. Parents of participants under 18 are informed.

Safeguarding emergency

1. If a young person is in immediate danger, call 133 or 112.
2. Listen calmly. Do not promise secrecy and do not investigate yourself.
3. Inform the Safeguarding Focal Point straight away and follow the Safeguarding Policy.
4. Write down what you saw or were told, in the person's own words, with date and time. The Safeguarding Focal Point decides on next steps, including contact with parents, the police or the Vienna child and youth welfare service (MA 11).

Fire or venue evacuation

1. Raise the alarm and call 122.
2. Leave by the nearest exit. Do not use lifts or collect belongings.
3. Go to the assembly point. Group leaders count their group and report to the Project Coordinator.
4. Report anyone missing to the fire brigade. Follow their instructions and never go back inside until cleared.

Lost passport or documents

1. Search the venue and ask reception. For theft, report to the police and ask for a written report.
2. Contact the embassy or consulate of the participant's country for an emergency travel document, using the copies held by the group leader.
3. Inform the On-Call Person and the sending organisation, and adjust travel if needed.
4. Keep all receipts for the insurance claim.

Travel disruption

1. Group leaders tell the On-Call Person about delays, cancellations or missed connections.
2. Follow the carrier's instructions, use passenger rights and keep receipts.
3. The Project Coordinator adjusts the programme, accommodation and transfers.
4. Participants under 18 stay with their group leader at all times.

5. The Project Coordinator checks with the National Agency whether extra costs can be treated as force majeure under the grant agreement.

Death or serious illness in a participant's family at home

1. The group leader and Project Coordinator support the participant in a private place.
2. Agree next steps with the participant and their family, respecting their wishes and privacy.
3. Arrange return travel quickly with the sending organisation. A participant under 18 travels with an adult.
4. Tell the group only what the participant agrees to share.
5. Inform the National Agency where force majeure applies, and offer follow-up support through the sending organisation.

Media enquiries

1. Do not comment on an incident. Refer every enquiry to the Board.
2. Never share names, photos or details of participants, especially those under 18.
3. Ask participants and group leaders not to post about the incident.
4. The Board agrees any statement with the partners and, where relevant, the National Agency.

6. Emergency numbers and contacts in Austria

Service	Number	When to call
European emergency number	112	Any emergency, from any phone
Police	133	Crime, violence, missing person, theft
Ambulance	144	Medical emergency or accident
Fire brigade	122	Fire, gas, rescue
Rat auf Draht	147	Free helpline for children and young people
EMOTiC On-Call Person	In each project's information pack	Any incident during a mobility
Safeguarding Focal Point	emotic.org@gmail.com	Concern about harm to a young person
Data Protection Contact	emotic.org@gmail.com (subject: Data protection)	Suspected data breach
Venue reception	In each project's information pack	Venue problems, night access

Service	Number	When to call
Nearest hospital	In the venue risk assessment and information pack	Non-urgent medical help

7. Incident reporting and recording

Whoever handled an incident, accident, near miss or serious complaint completes an incident form within 24 hours for the Project Coordinator. Forms are stored securely in line with the GDPR; safeguarding records stay with the Safeguarding Focal Point.

Incident form field	What to record
Activity	Project, venue, date, time and place
People involved	Names, roles, ages, sending organisation, witnesses
What happened	Facts in order: what was seen and said
Action taken	First aid, services called, who was informed and when
Follow-up	What still needs to happen, and who does it
Completed by	Name, role, signature, date

Who we inform	When
On-Call Person and Project Coordinator	Immediately, for every incident
Sending organisation	The same day for any injury, illness, serious behaviour incident or early return
Parents or guardians of participants under 18	Immediately for a medical emergency, missing child or return home; otherwise the same day
Board	Immediately for serious incidents; otherwise in the activity report
National Agency (OeAD, or the partner's National Agency)	Where the grant agreement requires it, for example force majeure, cancellation or major changes
Data Protection Contact	Immediately for a suspected data breach; they decide on notifying the Datenschutzbehörde and those affected, within the GDPR deadlines

8. After an incident

- **Debrief**: within a few days, the Project Coordinator meets those involved: what happened, what worked, what to change.

- **Support**: offer those affected time to talk, contact with their sending organisation and referral to professional help where needed.
- **Review**: update the risk assessment and, where needed, this document, the participant information pack or the Code of Conduct.
- **Report**: include a factual summary, without personal data, in the final report in the EU Beneficiary Module where relevant.

9. Review

The Board reviews this document every year, after any serious incident and when programme rules change. Project Coordinators share lessons learned at each review.

This version was issued by the Board in October 2026.

This document is part of EMOTiC's organisational support materials. Other organisations are welcome to adapt it for their own work with credit to EMOTiC. Questions and feedback: emotic.org@gmail.com