

SeaTREK®

Incident Report Checklist

The following Incident Report Checklist has been created to confirm SeaTREK® incident procedures are followed.

√ Guest Care Checklist

- Provide the emotional and necessary support to injured guest and their accompanying family and friends.
- Arrange transportation for the guest(s.)
- Provide food & beverage.
- Provide translation when necessary.
- Assist in securing the guest(s) personal belongings.
- Contact the appropriate Embassy or respective consultant should the guest not have proper documentation or require additional assistance.
- If hospitalized, visit the guest(s) as necessary to provide comfort & support.
- Provide the communication assistance to their cruise ship, port agent, hotel, family, and friends.
- Arrange for hotel accommodations, if necessary.
- Always provide your contact information for assistance.

Incident Reporting Procedures

IMPORTANT: In the event of **ANY** SeaTREK related incident, SeaTREK staff must follow these steps:

- Secure medical assistance for any injured persons, if necessary.
- Report the incident to **Sub Sea Systems®** and key personnel **IMMEDIATELY** —**initial notification within 24 hours** (see contacts on next page).
- Complete the Incident Report Form and submit to **Sub Sea Systems as soon as the incident report and supporting information are complete.**
- Preserve all evidence related to the incident including **ALL** equipment used by the injured party.
- If possible, take photos of the scene and any injuries immediately after the incident to show the conditions present at the time.
- Obtain witness statements, names, addresses, and phone numbers.

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What to Say & Who to Talk to

- **DO NOT ADMIT TO FAULT**
- **DO NOT DISCUSS** the occurrence with anyone except emergency personnel, a representative of **Sub Sea Systems**, or **Sub Sea Systems'** insurance policy representative
- Never discuss your insurance policy with another party. Refer all questions to **Sub Sea Systems'** insurance broker
- In case of a lawsuit or any inquiry from an attorney relating to a **SeaTREK** incident, contact **Sub Sea Systems** immediately

Contact Information

Corporate Headquarters

Sub Sea Systems[®], Inc.

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Hannah Mayfield, Director of Communications

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Insurance Representative

Vincencia & Buckley Insurance Services, Inc.

Brian Jondle, Vice President

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