

## RISK MANAGEMENT PLAN

EOLIS UNIPESSOAL, LDA



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# 1. Introduction

## *Message from the CEO*

The "Eolis" Project has been a dream and a great challenge since 2004. Our path has been marked by constant attention to security and credibility issues, and we are very proud to feel that this is how we are recognized by all those who have chosen us over these years.

This document reflects our commitment to the safety of everyone who participates in, collaborates with, and experiences our programs. We want to continue to be part of your history, promoting positive emotions and providing excellent memories.

## Purpose of this Plan

Risk is inherent in all human activities. While acknowledging this, we strive to minimize risk to a low and therefore acceptable level. However, zero risk does not exist.

This Risk Management Plan aims to make all risks directly and indirectly involved in the Programs we offer more evident. It also intends to help clarify procedures in emergency situations so that everything can be done quickly, in order to minimize consequences.

## Commitment-Mission in Risk Management

Our commitment today and always is to offer an interesting, achievable, and exciting challenge, with risk controlled at acceptable levels. To achieve this, we rely on the collaboration of our staff, external partners, and our participants.

## Our Philosophy: Mission, Vision and Values

### Our Mission

*Eolis aims to promote healthy sport, scrupulously complying with all currently defined safety rules and respecting the surrounding natural environment. We want to transform our clients' holidays into a great challenge. We stand out nationally and internationally in teaching kitesurfing, stand-up paddleboarding tours, and family wingSUP challenges.*

### Our Vision

*We want to contribute even more significantly to the supply of products from*



*Quality tourist entertainment in Tavira, the Algarve, and worldwide, gaining greater prominence in the offerings of the so-called "low season," functioning as an engine for the sustainability of the destination in its environmental, social, and economic aspects.*

## Our Values

*Honesty, Integrity, Solidarity, and Responsibility are our values.*

*We are committed to developing sustainable practices and accept our responsibility to actively practice healthy lifestyles. Since 2004, our clients have trusted us, and we will do everything to anticipate, understand, and respect their needs.*

- *Regarding each of these values, we have defined behaviors for which everyone at Eolis is personally responsible, specifying:*

### *HONESTY AND INTEGRITY*

- To provide clear, complete, and truthful information about products, services, prices, and conditions.
- To admit mistakes transparently and communicate quickly when something doesn't go as planned.
- Answering questions directly, even when the answer isn't the correct one. more favorable for the company.
- Recommend only solutions that are appropriate to the client's actual needs. even if it implies a smaller margin.
- To strictly comply with what was agreed upon in proposals, contracts and deadlines.
- Clearly explain cancellation, return, and warranty policies.
- Listen to the customer attentively and respectfully, without minimizing complaints or concerns.
- ☐ Request genuine feedback and use that information to Continuous improvement.
- ☐ Inform the client when a solution is no longer the most suitable for their needs. over time.
- In summary, the company promotes clear, transparent, and regular communication across all levels, ensuring alignment of objectives, sharing of relevant information, and rapid resolution of issues, thereby strengthening trust and operational efficiency.
- Collaboration among team members is encouraged, valuing individual contributions to common goals, strengthening internal cohesion, and ensuring consistent and integrated performance throughout the organization.
- A strong internal culture, based on communication and teamwork, directly reflected in the quality of customer service, promoting coordinated, effective responses focused on customer satisfaction and loyalty.

## RESPONSIBILITY

- To take responsibility for one's own decisions, actions, and their consequences.
- Prepare adequately before performing tasks or making decisions.
- Communicate promptly when it is not possible to fulfill the agreement.
- Report results, deviations, and risks transparently.
- Do not hide mistakes, delays, or difficulties.
- To provide reliable information to support decision-making.
- Comply with rules and processes that protect the team and the company.
- To act in a manner consistent with the company's values and policies.
- Maintain focus on solutions and continuous improvement.
- To protect the company's reputation and assets.
- Lead by example in adhering to rules and commitments.
- Clarify expectations, roles, and responsibilities.
- To take responsibility for protecting the natural environments we use, promoting voluntary collection of the trash we come across.
- Separate the store's waste for recycling (paper, plastic, and glass).

## SOLIDARITY

- Helping colleagues during times of increased workload or difficulty.
- To share knowledge and experience on a voluntary basis.
- Make time available to support the onboarding of new employees.
- Be alert to signs of overload or isolation within the team.
- Prioritize collective solutions over individual results, focusing on cooperation and mutual support, thus avoiding competitive attitudes that harm the group.
- Adapting communication in sensitive situations.
- Establish partnerships with social institutions, NGOs and associations and local businesses.
- To contribute to the social development of vulnerable groups.
- Recognizing employee participation in social impact initiatives.
- Donating surplus goods, equipment, or services in an ethical and compassionate manner.
- Avoid waste and promote reuse with social impact.
- To ensure that aid and donations are allocated according to clear criteria.
- To assess the social impact of business decisions and initiatives.
- Prioritize suppliers and partners with socially responsible practices.

*We choose to be responsible for those we have tamed, as Antoine de Saint-Exupéry tells us in the book "The Little Prince".*

## 2. Roles and Responsibilities: Staff and Program Partners

### Administration

It is the responsibility of the administration to handle all salary, contractual, and accounting matters and logistics related to the day-to-day operations of Eolis Unipessoal, Lda.

### CEO

It is the CEO's responsibility to:

- A. To enforce industry accreditation and standards;
- B. To prepare and approve, jointly with the rest of the team, the Eolis Kitesurfing Instructor Safety Procedures Manual (MPSIK);
- C. To develop and approve, jointly with the rest of the team, the Eolis Risk Management Plan (PGRE);
- D. Monitor the selection of employees, their training and evaluation;
- E. Ensure the implementation of the Risk Management Plan, the team training process, and the constant evaluation and updating of the Plan;
- F. Ensure clear communication between staff and between staff and participants;
- G. Ensure that all Eolis initiatives are in accordance with its Mission, Vision and Values;
- H. Develop new programs, implement them, and evaluate them;
- I. To provide training to the entire team, for the objectives of this Plan;
- J. Prepare an annual evaluation form for the Plan;
- K. He must also be a role model and an example for the entire team;

### Lead Instructor

It is the responsibility of the Main Instructor to:

- A. To collaborate in the approval, implementation and evaluation of this Plan;
- B. Collaborate in the development, approval, implementation, and evaluation of the Kitesurfing Instructor Safety Procedures Manual (MPSIK);
- C. Recruit, train and evaluate the remaining employees;
- D. To contribute to the development of new programs and their evaluation;
- E. Plan all the classes scheduled for the following day the day before and communicate them to the other instructors;
- F. To be able to establish excellent relationships with participants, always being clear about weather conditions and cancellation policies;
- G. Ensure that participants complete the form, identify any health problems, and understand and accept the risks involved in the different experiences; H. Pre-fill the student profile form for kitesurfing students so that instructors are aware of important details about the participants;
- I. To be a role model instructor, always being available to help other instructors;



- J. Comply with and enforce the Eolis MPSIK;
- K. Decide which times and *locations* are most appropriate for the activities;
- L. Ensure that communication between instructors remains open at all times during the activity (functional radios);
- M. Administer minor first aid if necessary;
- N. Do not consume substances that may impair your decision-making abilities;
- O. Contact the relevant authorities in case of emergency;
- P. Ensure that the equipment to be used is in excellent working condition and arrange for any necessary repairs.
- Q. Ensure that all radios with 2 out of 4 traces are charged.

Kitesurfing instructors with annual contract agreements.

It is up to these instructors to:

- A. To collaborate in the approval, implementation and evaluation of this Plan;
- B. To collaborate in the development, approval, implementation, and evaluation of Eolis's MPSIK;
- C. To contribute to the development of new programs and their evaluation;
- D. Study the lesson plan sent the day before class and ask questions whenever you have doubts;
- E. To be able to establish excellent relationships with all participants and the rest of the staff team;
- F. Ensure that you read the student profile sheet to be aware of important details about the participants;
- G. Always be available to learn;
- H. Comply with the guidelines in the Instructor Procedures Manual;
- I. To be a role model of safety for your students;
- J. To give an opinion on the choice of *spots* and their times;
- K. Administer minor wound care as needed;
- L. Do not consume substances that may impair your decision-making abilities.
- M. Ensure that the equipment to be used is in excellent working condition and inform the lead instructor of any necessary repairs, as well as assist with those repairs (this should be recorded on the respective registration sheet - "Equipment Sheet - Repair Needs")
- N. Ensure that all radios with 2 out of 4 traces are charged.

Stand Up Paddle/WingSUP Guides

It is up to these guides:

- A. To collaborate in the approval, implementation and evaluation of this Plan;
- B. To contribute to the development of new programs and their evaluation;
- C. To be able to establish excellent relationships with all participants and the rest of the staff team;
- D. Always be available to learn;
- E. To be a role model of safety for participants in SUP or WingSUP Experiences;
- F. To give an opinion on the choice of spots and their times;

G. Always be aware of and assess the weather conditions immediately before each departure, in order to ensure that safety conditions are guaranteed;

H. Administer minor dressings as needed;

I. Comply with this Risk Management Plan;

J. Do not consume substances that may impair your decision-making abilities;

L. To have a means of contacting the CEO at all times in case of an emergency (for example, a mobile phone in a waterproof pouch);

M. Knowing how to perform assisted transport of a participant in the water.

N. The instructor must never be without a board and paddle under any circumstances, in order to provide assistance if necessary.

Kitesurfing freelancers in collaboration with Eolis

It is up to these Freelance Instructors to:

A. To collaborate in the implementation, compliance and evaluation of this Plan;

B. Collaborate in the implementation, compliance, and evaluation of Eolis' MPSIK;

C. Study the lesson plan sent the day before class and ask questions whenever you have doubts;

D. To be able to establish excellent relationships with all participants and the rest of the staff team;

E. Ensure that you read the student profile sheet to be aware of important details about the participants;

F. Always be available to learn;

G. To be a role model of safety for your students;

H. To give an opinion on the choice of *locations* and their schedules;

I. Administer minor dressings as needed.

J. To receive training guaranteed by Eolis, whenever deemed necessary;

K. Do not consume substances that may impair your decision-making abilities.

L. Ensure that the equipment to be used is in excellent working condition and inform the lead instructor of any necessary repairs (this should be recorded on the respective registration sheet - "Equipment Sheet - Repair Needs").

M. Ensure that all radios with 2 out of 4 traces are charged.

### 3. Guidelines, Procedures and Risk Management Policies

#### Eolis Safety Culture

Since 2004, we have been guided by a zero-accident policy, and this has been our greatest achievement. Zero serious accidents so far, 21 years later.

#### Program Design (Objectives, Structure and Functioning)

##### *Kitesurfing Instruction Programs*

Regarding kitesurfing lessons, we offer different types of classes. These classes are constantly evolving; however, it's important to note that classes can be taught in pairs or privately. Pair classes are only possible when participants come together, such as friends and/or family. We do not pair people who do not know each other.

In paired lessons, participants share the instructor's attention, the wing, and the board, each having their own personal protective equipment provided by the instructor (neoprene suit, Eolis harness, leash).

vest, If the wind and changes direction offshore and it is not possible to retrieve the student using a kitesurfing wing, the partner jet ski (916162926) should be contacted to pick up the instructor so that they can then go together to retrieve the student.

The instructor must also be properly equipped with their wetsuit, harness, and leash. In addition to this equipment, they must also be clearly identified as an Eolis instructor, wearing their instructor t-shirt. The locations typically used are: Arroiteia and Cabanas de Tavira Island.

Rentals are reserved exclusively for participants who navigate independently and consistently.

#### *Kitefoil Teaching Program*

The Kitefoil training program is designed exclusively for practitioners who are already fully independent and demonstrate excellent wing control as a result of considerable experience. Practitioners typically use their own wing (provided the instructor verifies that the safety systems are functioning properly), but they can also use an Eolis wing. All practitioners must be properly protected with a full neoprene suit, vest, hard helmet, harness, and leash (which can be their own or from Eolis).

In kitefoil lessons, the two participants do not share equipment. They only share the instructor's attention.

If the wind changes direction offshore and it is not possible to retrieve the student using a kitesurfing wing, the partner jet ski (916162926) should be contacted to pick up the instructor so that they can then go together to retrieve the student.

The instructor must also be properly equipped with their wetsuit, harness, and leash. In addition to this equipment, they must also be clearly identified as an Eolis instructor, wearing their instructor t-shirt.

#### *Stand Up Paddle (SUP) Experience Programs*

In the case of SUP (Stand Up Paddleboarding) programs, there are several possible routes:

> Tours in the Ria Formosa, with and without a guide (rental);

One-day tours to Odeleite that include transportation for participants, a boat trip on the Odeleite Dam, and lunch.

One-day tours to Mértola that include transportation for participants, a boat trip on the Guadiana River, lunch, and a visit to the Islamic museum;

In all SUP programs, the maximum number of people per instructor will be 5 if the participants have little or no experience, and 8 participants if most of the group has prior experience. Participants should place the leash on the leg of their dominant hand, always opening/activating it in the direction of the outside of the body, and always practice releasing the *leash* at least once before entering the water.

On the eve of any trip to Mértola, the water level should be checked. Trips to Mértola should not be made if there has been heavy rain in the preceding days and if a large flow of the Guadiana River is anticipated.

Rentals are reserved exclusively for participants with prior experience in this activity. All participants will have their individual equipment provided by Eolis (board, leash, vest).

### *WingSUP Experience Programs*

In the case of WingSUP Programs, there are two possibilities.

Experience the Ria Formosa with a guide - Individual or in pairs;

Downwind hike between Fábrica and Cabanas de Tavira, with a guide;

In both WingSUP programs, the maximum number of people per instructor will be 3, with each participant having their own individual equipment provided by Eolis (board, leash, vest, and wing).

The guide must always have a SUP board with them so they can come to the assistance of any participant.

### **Staff**

*All staff members have the right to:*

- A. Receive training within the scope of this document and/or other training deemed necessary;
- B. Kitesurfing instructors (freelancers or otherwise) have the right to receive training based on the Instructor Safety Procedures Manual;
- C. Staff members with a contractual relationship benefit from annual workers' compensation insurance.
- D. Receive motivational and supportive feedback from the lead instructor;
- E. Benefit from at least one Team Meeting in the "Downwind Event" format at least once per Summer;
- F. Evaluate all procedures and give your opinion regarding them;
- G. To receive fair compensation commensurate with their duties;
- H. To have your contract renewed, provided both parties agree;

*All staff members have a duty to:*

- J. Comply with this document;
- L. Kitesurfing instructors must comply with the Instructor Safety Procedures Manual;
- M. Identify potentially risky issues/situations that have not yet been identified and inform the Lead Instructor as quickly as possible;
- N. Complete the Incident Report whenever an incident/accident occurs;



- O. To lead and support emergency situations;
- P. To behave prudently at all times when in front of participants, whether or not you are directly responsible for them;
- Q. To receive and integrate into their actions the feedback provided by other members of the Staff;
- R. Take personal protective measures to protect yourself and everyone else if you feel unwell;
- S. Do not consume substances that may impair your decision-making abilities.

## Equipment Management and Maintenance

The equipment available for the different sports is as follows:

*KITESURFING and KITEFOILING:*

- > 7 Ozone hard helmets;
- > 7 Ozone vests;
- > 4 WIP vests; > 6
- Ozone leashes;
- > 10 Ozone chair harnesses;
- > 2 Ozone waist harnesses;
- > Ozone wings: 2.5m, 6m (2x), 8m (2x), 9m, 10m, 12m, 14m (2x), 17m (2x);
- > 8 Bars of Ozone;
- > 10 surfboards (various brands);
- 6 walkie-talkies.

*SUP:*

- > 9 Plastimo vests;
- 3 UW vests;
- 2 B3 vests
- > 10 inflatable paddleboards (Honuhele and Red Paddle);
- > 10 leashes (Honuhele and Red Paddle);
- > 11 paddles (Honuhele and B3);

*WingSUP:*

All the SUP equipment and also:

- 3 Wings Ozone 3m;
- > 1 Wing Ozone 5m;

All equipment\* must be inspected each time it is used, before and after use. Whenever repairs are needed, the instructor in question must complete the "Equipment Sheet - Repair Needs", referring to the existing problem. The repair should be carried out as quickly as possible. Records of the repair date and the instructor involved in the repair should also be included on the aforementioned sheet.

\* This list is subject to change over time.

## Participants



We expect the following from all participants in our Programs:

- A. Honesty in reporting your medical condition on the registration form;
- B. Honesty in recounting your experience of being comfortable in the water;
- C. Understand the different levels of risk involved in the different offers and accept them;
- D. Make sensible decisions regarding your participation in the proposed activities;
- E. Be genuinely motivated for the experiences and not feel "forced" for any other reason;
- F. Follow the instructions of the guides and/or instructors, particularly regarding safety matters;
- G. Report any risky situations, incidents, or accidents to the guide and/or instructor;
- H. Contribute to the enthusiastic atmosphere of the whole group with a positive attitude;
- I. Do not consume substances that may impair your ability to follow instructions and make decisions.

#### Freelancers collaborating with Eolis

Just as we are committed to the well-being of everyone, we expect the same from our external partners. From all the freelance kitesurfing instructors collaborating with Eolis, we expect the same as we expect from the rest of the staff.

#### Transport

Sometimes, kitesurfing lessons outside of the summer season require a trip to Arrateia.

Outside of the summer season, we also have weekly or bi-monthly trips to Odeleite and Mértola.

Whenever a trip is necessary, the van should be checked the day before to ensure everything is in working order. It should also be filled with fuel to avoid any problems in that regard.

#### Administration

The Administration's policy is to give autonomy to all parties so that everyone participates consciously, by choice, and constructively. It is also open to receiving feedback on methodologies that, while administrative, may not be fluid or functional.

Important administrative routines include:

- A. To give feedback to all field personnel, promoting a positive motivational environment;

- B. Receiving feedback from instructors about daily activities;
- C. Offer at least one team-building dinner per summer;
- D. Gather information on incidents/accidents and near misses annually, and reflect on them as a team at the end of each year;
- E. Request that all staff complete the "Incidents and Close-Calls" form at the end of each year;
- F. Organize team-building activities, specifically at least one Downwind Arroteia > Cabanas event in the summer;
- G. Organize all important safety-related documentation in a file with open and permanent access for all staff members;
- H. Requesting feedback from all participants at the end of their experience with us;
- I. Financial assessment of the validity of the Programs or their need for adaptation/reformulation;
- J. Coordinate staff actions in case of emergency;
- K. Assess with the relevant authorities the licensing requirements, taking into account current legislation (SUP walkways).

#### Indirect Risks (Related to Government Policies, Society, Industry and the World) (Business)

Our society is becoming increasingly "fast-paced," and not always in a good way. It proves important to re-establish some contact with oneself. In this sense, activities in nature and those involving increased risk emerge as a way to return somewhat to the origins of our evolution. Sometimes, the search for ourselves leads us to take a little too many risks for our physical condition, which unbalances the scales of human homeostasis, resulting in injuries.

Despite the long journey already underway, society and some cultures still suffer from significant constraints regarding the roles assigned to men and women, too often promoting the idea that men have to be more competent in physical activity and take more risks (sometimes much more) than women. When this belief takes root, it contributes to the reality of many accidents in which men, disregarding the risks, went too far.

Women, too, who are usually more conservative when it comes to risk, can "suffer" from this need to demonstrate competence.

From our experience, we can share that there are behavioral patterns between men and women, and between age groups <20 and >55. It is important to recognize that different individual profiles can influence the perception, acceptance, and management of risk during the practice of the sport.

Specifically, academic *background*, life experiences, and even profession. In our experience over time, men generally tend to accept higher levels of risk, while women demonstrate greater sensitivity to it, evidenced by a more cautious, conscious, and preventative approach. Sometimes, this excessive apprehension can compromise attention and execution of exercises.

From a physical standpoint, it is observed that men, on average, exhibit greater robustness and muscle strength. On the other hand, women tend to show greater flexibility, particularly in their lower limbs, a characteristic that...

It can promote mobility, shock absorption, and postural adaptation during exercise.

Older people, on the other hand, prefer to fully understand all the reasons behind what they are doing, as opposed to rushing through things, with women demonstrating a greater capacity for "active listening" and "following instructions"; Conversely, most younger people typically advance very quickly in learning due to their high motor skills, and without needing the "whys".

As this is an area where more and more companies and individuals are investing as a way to obtain financial returns, establishing a set of standards and best practices to prevent accidents becomes fundamental. In Portugal, this role has been supported by APECATE (Portuguese Association of Congress, Tourist Entertainment and Events Companies) and the Portuguese Federations of the different modalities. In the international panorama, and with regard to kitesurfing, the IKO (International Kiteboarding Organization) was the one that early on concerned itself with these issues and, although it has developed a set of best practices, it fails in its enforcement.

#### 4. Systematization of the Response in case of Emergency

Next, a set of instruments used in structuring the emergency response and the action plan itself will be described.

##### Instruments Used

##### *Risk Transfer to the Insurance Company*

Eolis has contracted two annual insurance policies with the insurance company "Mútua dos Pescadores": one for Workplace Accidents (Policy No. 10/9368) and another for Activity Support (Policy No. 85/21164).

##### *Incident/Accident History*

We know that kitesurfing involves a clear risk to life if risk mitigation measures are not implemented. We also believe, and our 21 years of experience attest to this, that the risk can be controlled and brought to acceptable levels. We know that it all starts with attitude and a safety culture.

From 2004 to 2022, the incidents/accidents we had were minor scrapes on the legs and Achilles tendon injuries in the ankle.

##### *Incident Report*

Whenever a higher-risk situation occurs, even if no one is actually injured, the instructor directly involved must complete the Incident Report in order to enrich the procedures of this Risk Management Plan.

If the situation occurs with a participant who is renting, the Head Instructor will be responsible for completing the document.

The Incident Report must be completed on the same day as the incident.

accident or "near-miss".

#### *Medical Evaluation of Participants*

The participant registration form contains a section to determine if there are any pre-existing health conditions that may limit, condition, or require changes to the programs in order to ensure everyone's success. On the day of the activity, the instructors/guides will conduct a final health check of the participants in their presence.

#### *Dealing with the Media*

Whenever public statements are necessary, the CEO should be the one to make them. Our focus is always on the safety of all participants, and in the event of an accident, the information provided is, first and foremost, one of solidarity with the participants and their families. The names of those involved in accidents will never be mentioned to the media before they have been mentioned to their families, and uncertainties will never be communicated.

The focus is always on understanding, solidarity, and the complete resolution of incidents with full accountability.

#### *Emergency Procedures*

The Eolis Instructor Safety Procedures Manual aims to help structure and standardize the training of kitesurfing instructors at Eolis, with the goal of minimizing the high risks involved in practicing this sport.

However, there is no such thing as zero risk; there is always a residual risk that could result in an accident. If an incident/accident occurs, these are the emergency procedures to be implemented:

##### **Serious or Life-Threatening Accident Situations - Kitesurfing**

###### **Cabanas Island in Tavira, Summer Spot**

If the emergency occurs on land, the injured person should be stabilized to ensure their comfort, and emergency services (112) should be called. Simultaneously, the military personnel on duty at the beach should be contacted by phone at 915753300 to assist with safe transport to the ferry boats that cross the island and from there to the ambulance. The CEO of Eolis should also be contacted to inform them of the incident. In extremely serious cases, air transport may be arranged by 112.

If the emergency occurs at sea, Eolis staff members should organize themselves and collaborate to bring the injured person ashore quickly and safely. If jet ski assistance is needed, also call the partner on the beach (916162926). Simultaneously, a staff member should remain on land to call 112 and the military personnel on duty on the beach so they can immediately assist with the safe transport to the boats that cross the island and from there to the ambulance. The CEO of Eolis should also be contacted to inform them of the incident. In cases of extreme severity, air transport may be arranged by 112.



» Ria Formosa in Arroiteia, Winter Spot

If the emergency is on land, the injured person should be stabilized to ensure their comfort, and 112 should be called to arrange safe transport on boats crossing the island and from there to an ambulance. In extremely serious cases, air transport may be arranged by 112. If the emergency is on the water, Eolis staff should organize and collaborate to bring the injured person ashore quickly and safely. Simultaneously, a staff member should remain on land to call 112 to arrange transport on boats crossing the island and from there to an ambulance. The CEO of Eolis should also be contacted to inform them of the incident. In extremely serious cases, air transport may be arranged by 112.

Serious or life-threatening accident situations - Stand Up Paddle

» Ria Formosa in Cabanas de Tavira

If the emergency occurs on land, the injured person should be stabilized to ensure their comfort, and emergency services (112) should be called to arrange for safe transport to an ambulance. The CEO of Eolis should also be contacted to inform them of the situation. In extremely serious cases, air transport may be arranged by emergency services (112).

If the emergency occurs in the water, Eolis staff members should organize themselves and collaborate to bring the injured person ashore quickly and safely. Simultaneously, a staff member should remain on land to call 112 (the Portuguese emergency number) to arrange for ambulance transport. The CEO of Eolis should also be contacted to inform them of the incident. In extremely serious cases, air transport may be arranged by 112.

Odeleite Dam and Stream

If the emergency occurs on land, the injured person should be stabilized to ensure their comfort, and emergency services (112) should be called to arrange for safe transport to an ambulance. The CEO of Eolis should also be contacted to inform them of the situation. In extremely serious cases, air transport may be arranged by emergency services (112).

If the emergency occurs in the water, Eolis staff members should organize themselves and collaborate to bring the injured person ashore quickly and safely. Simultaneously, a staff member should remain on land to call 112 (the Portuguese emergency number) to arrange for ambulance transport. The CEO of Eolis should also be contacted to inform them of the incident. In extremely serious cases, air transport may be arranged by 112.

Guadiana River in Mértola

Avoid carrying out this activity after heavy rainstorms or high water flows due to dam discharges upstream from Mértola – consult the warnings from the Portuguese Environment Agency or Civil Protection services.

If the emergency occurs on land, the injured person should be stabilized to ensure their comfort, and emergency services (112) should be called to arrange for safe transport to an ambulance. The CEO of Eolis should also be contacted to inform them of the situation. In extremely serious cases, air transport may be arranged by emergency services (112).



If the ~~emergency occurs in the water~~, Eolis staff members should organize themselves and collaborate to bring the injured person ashore quickly and safely. Simultaneously, a staff member should remain on land to call 112 (the Portuguese emergency number) to arrange for ambulance transport. The CEO of Eolis should also be contacted to inform them of the incident. In extremely serious cases, air transport may be arranged by 112.

#### Serious or Life-Threatening Accident Situations - WINGSUP

##### » Ria Formosa in Cabanas de Tavira

If the ~~emergency occurs on land~~, the injured person should be stabilized to ensure their comfort, and emergency services (112) should be called to arrange for safe transport to an ambulance. The CEO of Eolis should also be contacted to inform them of the situation. In extremely serious cases, air transport may be arranged by emergency services (112).

If the ~~emergency occurs in the water~~, Eolis staff members should organize themselves and collaborate to bring the injured person ashore quickly and safely. Simultaneously, a staff member should remain on land to call 112 (the Portuguese emergency number) to arrange for ambulance transport. The CEO of Eolis should also be contacted to inform them of the incident. In extremely serious cases, air transport may be arranged by 112.

##### Odeleite Dam and Stream

If the ~~emergency occurs on land~~, the injured person should be stabilized to ensure their comfort, and emergency services (112) should be called to arrange for safe transport to an ambulance. The CEO of Eolis should also be contacted to inform them of the situation. In extremely serious cases, air transport may be arranged by emergency services (112).

If the ~~emergency occurs in the water~~, Eolis staff members should organize themselves and collaborate to bring the injured person ashore quickly and safely. Simultaneously, a staff member should remain on land to call 112 (the Portuguese emergency number) to arrange for ambulance transport. The CEO of Eolis should also be contacted to inform them of the incident. In extremely serious cases, air transport may be arranged by 112.

#### Minor Accident/Incident Situations - Kitesurfing

Whenever minor injuries or abrasions occur, and if the pain is persistent and prevents the activity from continuing, it should be interrupted and rescheduled for a future time.

#### Situations involving minor accidents/incidents - Stand Up Paddle

##### » Ria Formosa in Cabanas de Tavira

Whenever minor injuries or abrasions occur, and if the pain is persistent and prevents the activity from continuing, the activity should be stopped and medical assistance sought. The experience should be rescheduled for a future time.

#### Odeleite Dam and Stream

Whenever minor injuries or abrasions occur, and if the pain is persistent and prevents the activity from continuing, the activity should be stopped and medical help sought.

#### Guadiana River in Mértola

Whenever minor injuries or abrasions occur, and if the pain is persistent and prevents the activity from continuing, the activity should be stopped and medical help sought.

#### Minor Accident/Incident Situations - WINGSUP

##### » Ria Formosa in Cabanas de Tavira

Whenever minor injuries or abrasions occur, and if the pain is persistent and prevents the activity from continuing, the activity should be stopped and medical help sought.

#### Odeleite Dam and Stream

Whenever minor injuries or abrasions occur, and if the pain is persistent and prevents the activity from continuing, the activity should be stopped and medical help sought.

#### Precautions regarding Bloodborne Diseases

Whenever there are open wounds, with or without bleeding, the dressing should be applied by a member of staff, using protective barriers such as medical gloves, to ensure their physical integrity.

#### Participant or Staff Member Evacuation Plan

Whenever it becomes necessary to evacuate a participant or staff member, they must first be stabilized as best as possible according to their injury, and the national emergency number 112 must be called. Instructions received during the emergency call must be meticulously followed and obeyed by staff members and other personnel present at the scene. The evacuated person must be accompanied at all times by a member of Eolis staff.

#### Final Procedures after Situation Stabilization

Once the situation is resolved, the staff member most directly involved in the incident should complete the Incident Report in detail so that the entire organization can benefit from this learning.

## 5. Accreditation by External Entities

Eolis' principle is to find meaningful partnerships and accreditation from relevant entities in its field of activity. Thus, it holds RNAAT Registration No. 39/2022 from Turismo de Portugal; it is an IKO Center No. 1475; and its instructors hold Kiteboard Coach titles No. 62455 and No. 178648, certified by IPDJ and the Portuguese Sailing Federation.

