**The London School of English Crisis Management Policy**

1. **Introduction**

We aim to keep our staff and course participants safe and we have clear policies and procedures in place to ensure their safety at our premises or while in our care. However, we are aware that emergency situations may occur that are beyond our control and this policy illustrates our process for responding to emergency incidents or crises that affect employees and course participants of The London School of English. This policy is known to all staff.

1. **What is an Emergency?**

An emergency is any incident or situation where course participants or members of staff have suffered or are at risk of suffering a serious injury or fatality or have gone missing for an unacceptable time.

**2.1 Types of emergency**

*Outside the School*

* Transport crash or major incident
* Terrorist attack
* Gas leak/explosion
* Severe weather
* Medical outbreak
* Riots/violent demonstration

*Inside the School*

* Fire
* Explosion
* Flood
* Bomb threat or suspicious item
* Intruders
* Medical outbreak
* Cyber security breach
* Assault of student/teacher
* Drug taking/dealing

*Individual (at the School/in accommodation/out in town)*

* Death
* Accident
* Major illness or medical emergency
* Missing person

1. **Preparation and Risk Assessment**

We ensure that our staff and course participants are well informed and prepared for any crisis and we can mitigate the severity of its effects through clear plans and procedures.

* Evacuation plans are in place for both schools and practice drills are conducted every three months.
* Regular training takes place for staff on key issues such as first aid and crisis management.
* First aid and health and safety policies are in place, regularly reviewed and published on our website. The names of all qualified first aiders are clearly displayed on the wall in reception in each building. A first aid kit and defibrillator are easily accessible at each centre.
* Health and safety policies, fire safety instructions and crisis management procedures are clearly laid out in the Staff Handbook.
* A detailed Crisis Management Pack is available with step-by-step guidance for each type of emergency.
* Fire exits are pointed out as part of new course participant inductions.
* We collect personal and next of kin telephone numbers from every student pre-arrival where possible and otherwise on arrival at the school and these are readily accessible to key personnel via the Cloud.
* Staff members’ contact numbers and next of kin details are stored and easily accessible via the Cloud – the crisis management team all have the app for our courses management system on their mobile phone.
* In case of emergency, the crisis management team can run an automated report which can be accessed remotely to access the contact numbers and email addresses of all course participants in our care.
* No course participants leave the premises accompanied by our staff unless a formal written risk assessment has been completed.
* Our 24-hour emergency phone number is made available to course participants in their pre-arrival confirmation details. This number is  **+44 (0) 7949 114795**

1. **Crisis Management Team**

Our core crisis management team (CMT) is based at our headquarters at 15 Holland Park Gardens.

|  |  |
| --- | --- |
| Hauke Tallon | Chief Executive Officer and Crisis Lead |
| Shirley Norton | Operations Director and Deputy Crisis Lead |
| Tamas Molnar | Facilities Manager |
| Julia Stofast | Customer Experience Manager and Student Liaison Lead |
| Natasha Littleton | Responsible for managing communications |
| Faeza Afzal | Commercial Director |

1. **Control Centre**

The Board Room (room 1.6 on the first floor) will become our control centre in times of crisis or emergency. If this is unavailable and we need to remain on-site, the restaurant will be used instead. The crisis management team will be able to work effectively here as it has:

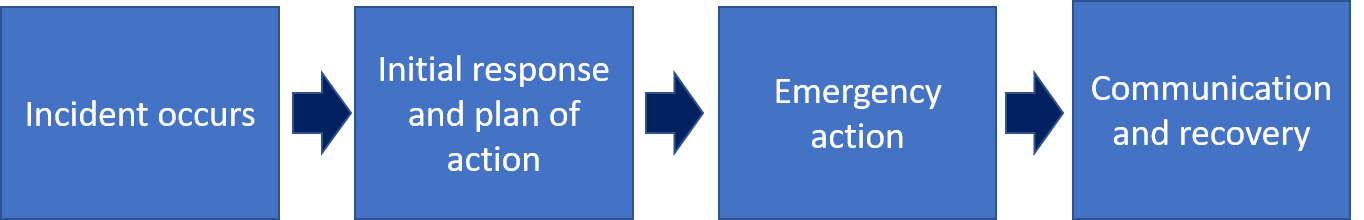
* A large table that can seat the team
* Internet access with two desktop computers
* Two landlines
* Internet access
* Television
* Crisis Management Pack which includes hard copies of contact information lists and step-by step procedures

If Holland Park Gardens is evacuated the Crisis Management Team can regroup at the Hilton Hotel on Holland Park Avenue if necessary. Members of the Crisis Management Team have business mobile phones with generous data plans and access to the necessary reports if the internet fails.

We also have full capability to manage a crisis remotely if necessary, through Microsoft Teams. This may be the easiest solution if there is a local internet or phone outage. All information can be accessed remotely as all our data is Cloud-based.

1. **How we respond to critical incidents and emergency**

**6.1 Phases of response**



**6.2 Onsite emergencies**

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| --- | --- |
| **Evacuation:** in case of fire, intruders, bomb threat, violent disputes, gas leak, flood or other premises related emergencies | |
| **Action** | **Responsibility** |
| Ensure alarm is raised and emergency services notified | Initial responder |
| A loudhailer will be used if necessary to ensure that all staff and students follow the correct procedure | Member of the CMT |
| Take roll call to ensure all staff and course participants are accounted for | Trainers and line managers |
| Liaise with and take advice from emergency services | Facilities Manager or other member of the CMT |
| Agree and communicate next steps, e.g. building closure | CEO/Facilities Manager |
| On closure of premises, add a message to website home page and social media channels | CMT with support from the Director of Sales & Marketing |

|  |  |
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| **Lockdown of building:** armed intruders, violent disputes, bomb threat, chemical attack or other serious threats to staff and course participants | |
| **Action** | **Responsibility** |
| Inform and liaise with appropriate emergency services | Initial responder |
| Initiate lock-down procedures with windows and doors locked where possible and blinds drawn. This may be easiest using our mobile messaging function within Schoolworks. | Facilities Manager or other member of the CMT |
| Staff and course participants remain in classrooms and offices and registers taken | Trainers and line managers |
| Internal and external communication as appropriate | CEO and Director of Sales & Marketing |
| Decide to end lock down and/or evacuate the premises and inform all staff, course participants and visitors. Again, probably best done using the messaging function within Schoolworks. | CEO or CMT |

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| **Concerns involving course participants and/or staff:** missing student, assault, attempted suicide or self-harm, critical illness or medical emergency, radicalised behaviour, drug taking or dealing, other criminal activity | |
| **Action** | **Responsibility** |
| Concern raised to senior management team and referred to CMT | Initial responder |
| Discuss next steps and take appropriate measures to investigate and address issue internally | CMT |
| Take actions to alleviate situation such as suspension of staff or course participants, accompanying staff or course participants to hospital or their home/accommodation | SMT |
| Contact appropriate external agencies such as Police, Public Health, Counselling services | CMT |
| Contact next of kin, agents, employers as appropriate | CMT |

**6.3 Offsite emergencies**

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| **External events causing trauma to course participants and/or staff:** large scale disaster (terrorist attack, transport accident), severe weather conditions, critical illness, attempted suicide, self-harm or death of student/member of staff | |
| **Action** | **Responsibility** |
| CMT meets to discuss course of action | CMT |
| Ensure course participants and staff are accounted for and safe. Most likely using Schoolworks messaging system. | CMT |
| Ensure CMT has been informed and arrangements are in place for a safe return to base if course participants are in accompanied groups | Relevant staff member |
| Update suing messaging system as appropriate. | CMT |
| Next of kin, agents, employees contacted as appropriate | CMT |
| Additional resources such as counselling services engaged as appropriate | CMT |

1. **Communication**

In emergency situations clear and timely communication is crucial.

* 1. **Internal communication**
* All staff know to inform CEO and CMT of any emergency situation
* A member of the CMT will also inform the owner of the business, Timothy Blake
* An email is sent to all staff as soon as possible providing need-to-know information
* A loudhailer is available to enable fast and clear communication to all areas
* A more detailed reassuring email is sent to all staff during recovery phase including guidelines for dealing with media enquiries and outside callers
  1. **Student communication**
* A report is easily accessible from our course management system detailing course participants contact number and next of kin
* Depending on the nature and location of the emergency course participants are contacted as soon as possible to ensure they are safe
* Next of kin, relevant agents and employers should be informed that course participants are safe
  1. **External communication**
* Factual statements to be prepared and shared on website homepage and social media channels
* Head of Marketing to be the point of contact for all media enquiries and the CEO the spokesperson when required
* A list of other potential partners who need to know to be made and communicated to, eg homestay and other accommodation providers

**8. Recovery Management**

In the immediate aftermath of a critical incident any immediate needs should be identified and addressed, eg alternative accommodation arrangements, repatriation of course participants. Additional pastoral support and/or counselling services should also be considered in liaison with our HR consultants.

A written critical incident report form should be completed with as much detail as possible by the CMT and/or relevant staff member and logged. The CMT should also meet to discuss recovery plans and to review the response and any lessons learnt.

**9. Business Continuity**

* All our data is stored in the Cloud and is therefore accessible remotely from any location
* Classes may be resumed in London by hiring additional rooms.
* We also have the capability to provide training remotely via Teams, Zoom and Adobe Connect.