

The London School Group 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 Group. This policy is known to all staff.

2. 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

3. 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 at each teaching centre 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 – a separate report is available for Canterbury.
- 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. These numbers are:

London: +44 (0) 7949 114795

Canterbury: +44 (0) 7785 290682

4. 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
Csaba Simon	Facilities Manager and Crisis Response Lead
Julia Stofast	Customer Experience Manager and Student Liaison Lead
Ben Ong	Personal Assistant to the CEO

However, if there is an emergency specific to our school in Westcroft Square the core crisis team will liaise with the local team.

Ben Butler	Head of Courses and Crisis Lead for Westcroft Square
Chris Strawson	Courses Manager
Christina Kiernan	Front of House Manager

Canterbury

Barney Sandell	Centre Manager and Crisis Lead for Canterbury
Giulia Revelli	Course Manager
Consuelo Linares-Perez	Registrar

5. Control Centre

The CEO's office (room 1.6 on the first floor) will become our control centre in times of crisis or emergency. If this is unavailable 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

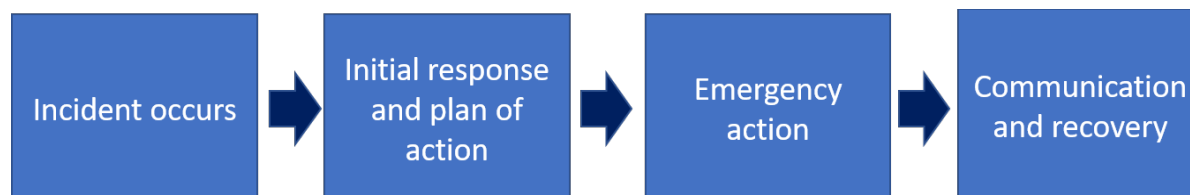
If Holland Park Gardens is evacuated the Crisis Management Team will regroup at Westcroft Square or otherwise at the Hilton Hotel on Holland Park Avenue. Members of the Crisis Management Team have business mobile phones with generous data plans and access to the necessary reports if the internet fails.

The Crisis Management Team will gather in the trainers' room at our Westcroft Square centre if required.

At our Canterbury centre the control centre will be the administration office on the ground floor. If the centre is evacuated the Canterbury Crisis Management Team will regroup at the Abode Hotel in the High Street.

6. How we respond to critical incidents and emergency

6.1 Phases of response



6.2 Onsite emergencies

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 louder hailer will be used if necessary to ensure that all staff and students follow the correct procedure	
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 Sales and Marketing Director

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	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	CEO

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

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	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
Next of kin, agents, employees contacted as appropriate	CMT
Additional resources such as counselling services engaged as appropriate	CMT

7. Communication

In emergency situations clear and timely communication is crucial.

7.1 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 loud hailer is available at both sites 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

7.2 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

7.3 External communication

- Factual statements to be prepared and shared on website homepage and social media channels
- Director of Sales & Marketing to be the point of contact for all media enquiries and CEO the spokesperson when required
- A list of other potential partners who need to know to be made and communicated to, e.g. homestay and other accommodation providers

8. Recovery Management

In the immediate aftermath of a critical incident any immediate needs should be identified and addressed, e.g. 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 can be resumed in London at our alternative teaching centre or with partner schools where we regularly hire additional rooms
- We also have the capability to provide training remotely via Skype, Webex and Adobe Connect.