

Emergency Response Procedures

XCL Education Malaysia



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| Approved by: | [Anthony Partington] | Date: [1 Aug 2024] |
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Purpose

The Emergency Response Procedure has been developed in order to provide guidance and instructions of the process to follow in the event of an emergency. The document should be read and understood in conjunction with the documents listed in the below table.

The document has been developed as a generic procedure, to be used across all XCL schools. Each school is responsible for reviewing the document and making it specific to their own environment.

Scope

This procedure applies to all School Activities and all members of the School Community.

Critical Incident Management Team

The Critical Incident Team (CIT) comprises of XCL MY senior leadership and school-based teams.

| Critical Incident Team (CIMT) | | |
|-------------------------------|--------------------|-------------|
| Designation | Name | Contact |
| CEO | Anthony Partington | 0196498150 |
| CSO | Eric Tan | 01117552448 |
| CTO | Alfonso Johan | 0123393344 |
| CFO | Tony Shadwell | 0124542501 |
| CHRO | Ee Lyn | 0163810387 |
| DOO | Jawad Siddique | 01163984784 |
| DMA | Janice Foo | 0133987083 |

Fatality or major injury

If the incident occurs during school hours:

- Contact emergency services and school clinic. If trained, provide any immediate first aid care. This may include first aid care for other potentially injured persons.
- If the incident occurs outside of school hours, it is likely that the security personnel will be the initial responder. The same process of communication and action should be adopted.
- Notify Principal who can then invoke the Emergency Response Plan.
- Ensure the scene is secured as soon as reasonably possible, removing any students from the direct area.
- Communicate to the family members of the injured.
- Identify potential witnesses for further interviews/ discussion later.
- Do not engage in any formal or informal conversations with anyone outside the Critical Incident Team and do not make any comment to the public or press.

Following the incident:

- Work with critical incident team to establish formal methods of communication to parents, students and other stakeholders.
- Conduct investigation with the support of XCL CIT team.
- Establish students or staff members that may require counselling support.
- Review existing processes including any relevant risk assessments.
- Principal, in coordination with XCL CIT team to generate and communicate a completed report to relevant stakeholders.

Fire

In the event of finding a fire the following procedure must be followed:

- Immediately raise the alarm by activating the nearest manual call point (MCP).
- Evacuate the building safely and smoothly supporting any persons on the way. Make your way to the designated fire assembly point and await roll call.
- Notify the Emergency Response Team who will attend the site and assess the situation. The Emergency Response Team will determine the need for emergency response and notify the emergency services.
- If safe to do so rescue any persons who are in immediate danger.
- If safe to do so, attempt to tackle the fire, please note that you must never put yourself or others at risk. Fires larger than a wastepaper bin should be left to trained emergency personnel.
- As soon as reasonably practical the principal is to notify the critical incident team; this will subsequently invoke the XCL crisis management plan.

In the event of hearing a fire alarm, the following procedure must be followed:

- Stand down from your immediate duties.
- Commence the evacuation of their class or areas in an orderly fashion, making their way to the nearest safest fire exit and head to the fire assembly point.
- Administration staff must commence the evacuation of the administration areas.

- Selected fire marshals must ensure that a sweep of their designated areas is carried out.
- Once at the fire assembly point, teachers must conduct a roll call and report the findings to the Emergency Response Team.

Following the incident

- Work with critical incident team to establish formal methods of communication to parents, students and other stakeholders.
- Conduct investigation with the support of XCL CIT team.
- Establish students or staff members that may require counselling support.
- Review existing processes including any relevant risk assessments.
- Principal, in coordination with XCL CIT team to generate and communicate a completed report to relevant stakeholders.

Bomb Threat

Bomb threats containing accurate and precise information, and received well in advance of an actual attack, are rare occurrences. The vast majority of cases are hoaxes and the intent is social engineering, to cause disruption, fear and/or inconvenience the victim.

A bomb threat can be communicated in a number of different ways. The threat is likely to be made in person over the telephone; however, it may also be a recorded message, communicated in written form, delivered face-to-face or, increasingly, sent by email or social media.

If you receive a threat, you should:

- If the message is via telephone, stay calm and listen to the caller/message.
- As soon as possible note any information on the bomb threat checklist or any paper/note pad (see in the following paragraph the bomb threat checklist).
- Immediately notify your campus principal.
- If the notification is via SMS or social media do not delete or respond to the message and inform the principal immediately.
- Principal to notify the emergency services of the threat and decide on the immediate course of action. Campus principal to notify the critical incident team.
- Obtain PDRM's views on the immediate actions that need to be taken to ensure the safety of students, teachers and school personnel is ensured.
- Carry out any directives or provisions of the PDRM.
- Report to the Private Education Sector, MOE on the status of PDRM actions and decisions with immediate effect
- It is important that you don't delay on your actions, the principal has the responsibility for the immediate action to take.

If a decision to evacuate is made, the following actions should be considered:

- It is important to appoint people, familiar with evacuation points and assembly points, to act as marshals and assist with this stage.
- If the location of the suspect package is known, evacuation routes must avoid the area. Areas to avoid should be clearly communicated prior to the evacuation taking place. This can be achieved through the PA system within the school or communication via the evacuation teams.

- Emergency services will be able to support upon arrival. However, as mentioned you should not delay the decision to evacuate if you suspect there is a credible threat.

Remain indoors

In some instances, it may be safer to remain within the school. For example, if the location of the device is noted as being outside of the school. People should be advised to move away from windows and doors. If the location of the suspected device is not known, external evacuation would be a justifiable course of action.

Decision not to evacuate or remain and continue as normal

Based upon the initial assessment and if the threat is deemed as a hoax, a decision to continue as normal may be made. The principal will make this decision and may seek advice and support from the police and members of the Critical Incident Team, in his/her decision.

Media / parent communications

Any communications relating to the incident are to be approved by the CEO. A number of holding statements have been generated in advance, with the appropriate message being released as and when required. All media interviews should only be delivered by trained members of the XCL Critical Incident Team.

Bomb Threat Checklist

The following actions should be taken:

1. Remain calm and talk to the caller
2. Note the callers number if displayed on your phone
3. If you are able to record the call
4. Write down as much information as possible below

When, where, what, how & why

About the caller Male Female

Language Well-spoken Irrational Taped Incoherent

Callers voice Calm Crying Angry Slow Stutter Disguise Familiar Laughing

Any specific accent:

Background sounds: Street noises House noises Cars Clear Other voices

Date of call –

Time of call –

If possible, try to ask the following questions and note the answers given:

1. Where exactly is the bomb right now –
2. When is it going to explode –
3. What does it look like –
4. How will it be detonated –
5. Did you place the bomb –
6. What is your name –
7. Why did you place the bomb –
8. What does the bomb contain –

Once coming off the phone, immediately notify the Principal or deputy and security head

Time notified and who:

Child Abduction

- If a child makes a report of an suspected abduction within or outside of the school, the following should be considered:
- The person who the report is made to must immediately notify their line manager.
- The line manager will then notify the principal or the Deputy/ Vice principal.
- The principal will notify the security supervisor and decide upon the course of action. If the attempted abduction has occurred within the school, an immediate lock down of the school may be required. This will be initiated by the principal.
- The principal will notify the police as soon as reasonably possible. A review of the CCTV should be conducted immediately; this will help to identify any potential perpetrators.
- The principal will notify the critical incident team as soon as possible; this will allow the crisis management plan to be invoked.

If a person observes what he/she believes to be suspicious activity, the following should be considered:

- Immediately notify a member of the security team.
- Be cautious and only approach the person if safe to do so.
- If possible, mentally note the person and any vehicle they are in, colour, type, registration number etc.
- Principal should immediately notify the Police and parents. Also immediate notification to the critical incident team. This will invoke the crisis management plan.

Following the incident

- Work with critical incident team to establish formal methods of communication to parents, students and other stakeholders.
- Conduct investigation with the support of XCL CIT team.
- Establish students or staff members that may require counselling support.

- Review existing processes including any relevant risk assessments.
- Principal, in coordination with XCL CIT team to generate and communicate a completed report to relevant stakeholders.

Missing Child

If a child is suspected of being missing from within the school or at drop off or pick up, the following procedures are to be followed:

- The staff member who is notified must immediately inform the Principal and the security team.
- An immediate sweep of the premises must be conducted by the security team and school employees. Ensure areas such as toilets, clinic, pool, storage areas, sports halls etc. are checked. In parallel, a review of the CCTV will be conducted by the security personnel, in order to establish the movements of the missing child within the school.
- If the missing child is a bus transport student, the transport company will be contacted to establish if the student arrived in the morning via the bus service or has since left.
- If the missing student is not found following an immediate sweep of the premises, the parent/guardian will be notified. It is recommended that no longer than thirty minutes is taken to notify the parent. At this point, the police may also be notified. This will be done in consultation with the parent.
- At this stage the principal will notify the critical incident team, in order to invoke the crisis management plan.
- The school will support the police during their investigations and provide any necessary information they may have.

If a child is suspected of being missing whilst on a school trip, the following procedures are to be followed:

- The staff member supervising the excursion must be notified immediately.
- An immediate sweep of the premises/location must be conducted. If the premises/location have a security team, they must be notified immediately. A review of the CCTV will be conducted by the security personnel, in order to establish the movements of the missing child.
- The supervisor will notify the principal to inform him/her of the situation.
- If the missing student is not found following an immediate sweep of the premises/location, the parent/guardian will be notified. It is recommended that no longer than thirty minutes is taken to notify the parent. At this point, the police may also be notified. This will be done in consultation with the parent.
- At this stage the principal will notify the critical incident team, in order to invoke the crisis management plan.
- The school will support the police during their investigations and provide any necessary information they may have.

Following the incident

- Work with critical incident team to establish formal methods of communication to parents, students and other stakeholders.
- Conduct investigation with the support of XCL CIT team.

- Establish students or staff members that may require counselling support.
- Review existing processes including any relevant risk assessments.
- Principal, in coordination with XCL CIT team to generate and communicate a completed report to relevant stakeholders.

Structural Failure

In the event of a structural failure or suspected risk of one occurring, the following procedures must be followed:

- Immediately evacuate all persons from the area and if safe to do so, provide any immediate first aid care. Depending upon the severity a whole school evacuation may be required, this will be determined by the principal. If a whole school evacuation is required, communication should be conducted via the PA system, with clear instructions given.
- If an evacuation is required, escape routes will be diverted away from the incident location.
- Contact the emergency services to provide medical and emergency support.
- At this stage the principal will notify the critical incident team, in order to invoke the crisis management plan.
- As soon as reasonably possible and once the location is deemed safe for access, a structural assessment must be carried out. This should be conducted via the XCL Operations team, who will appoint a suitable contractor.
- The area will only be re-opened following the structural assessment and the confirmation that it is deemed safe by a competent person.

Following the incident

- Work with critical incident team to establish formal methods of communication to parents, students and other stakeholders.
- Conduct investigation with the support of XCL CIT team.
- Establish students or staff members that may require counselling support.
- Review existing processes including any relevant risk assessments.
- Principal, in coordination with XCL CIT team to generate and communicate a completed report to relevant stakeholders.

Loss of Essential Services

Loss of essential services could include, HVAC, water, electricity etc. In the event of such an incident, the following procedures should be followed:

- Principal and SLT are to determine the school impact and decide on the appropriate action. For example, a complete loss of HVAC services during the summer months may necessitate a complete temporary closure of the school.

- At this stage, the principal will notify the silver team lead who will be liaising with the Critical Incident Team in order to invoke the crisis management plan.
- In the event of such a closure, clear communications must be issued to parents of the procedures to collect their children. For children that use bus transport services, suitable arrangements will be made for an early collection. Again, this must be communicated to parents so that they are available for a potentially early home drop off.

Following the incident

- Work with Critical Incident Team to establish methods of communication to parents, students and other stakeholders.
- Review existing processes including any relevant risk assessments.
- Principal, XCL HSE in coordination with Critical Incident Team to generate and communicate a completed report to relevant stakeholders.

Active Shooter / Intruder

A lock down may be initiated in the event of a suspected intruder being within the school premises. An intruder could include an employee, parent, student or other person.

- An intruder may be identified initially by a student, member of staff or security. Any suspicious activity must be immediately notified to either the nearest member of staff, the head guard or directly to the principal.
- The principal must make an immediate assessment of the situation and determine if a lock down is to be initiated. Principal to notify the silver team lead as soon as reasonably possible.
- To initiate a lock down the principal or nominated employee must make a pre-determined announcement over the public address system. It is suggested that schools follow the simple announcement of 'lock down, locks, lights, out of sight'.
- Dependent upon the nature of the incident, the relevant emergency services must be notified immediately. This should be done via the head guard or Principal.
- Upon hearing the announcement, all employees must follow their pre-determined lock down training procedures. This will include, securing access into rooms, closing window blinds, barricading doors and positioning all students out of sight.
- All persons must remain in their 'lock down' location, until the public address announcement is made. Each school must ensure that they have a pre-determined code phrase, which will indicate the end of the lockdown. It is recommended that the code phrase is changed annually and clearly informed to students and staff.

Following the incident

- Work with critical incident team to establish formal methods of communication to parents, students and other stakeholders.
- Conduct investigation with the support of XCL CIT team.

- Establish students or staff members that may require counselling support.
- Review existing processes including any relevant risk assessments.
- Principal, in coordination with XCL CIT team to generate and communicate a completed report to relevant stakeholders.

Severe Weather

Severe weather can include examples such as, excessive rain leading to local flooding, high winds, haze, excessive temperatures. In the event of such incidents, the following procedure should be followed as a general rule.

- Principal and SLT are to determine the school impact and decide on the appropriate action. This may be dictated by a regulatory body who instruct schools to close due to the severe weather.
- If a decision to close the school is made then the appropriate communications must be issued to parents, students, transport services and employees. Students are to be kept in a safe assembly location within the school until pickups can commence.
- Principal to report the incident to the Critical Incident Team.
- Students must be immediately removed from any areas which are exposed to particular risk. This could include areas of flooding or areas which could be impacted by high winds. Students must be brought inside to a safe point and remain until safe collection can be arranged.
- Refer to the heat and haze management procedure for specific additional guidance.

Following the incident

- Work with the Critical Incident Team to establish methods of communication to parents, students and other stakeholders.
- The principal and leadership team will need to assess the school and determine when it can be safely reopened. Where any structural or facility damage has occurred, confirmation must first be sought from the properties department.
- Generate a report for key stakeholders if required.

Supporting Documents

- Health and Safety Policy
- Critical Incident Policy
- First Aid Services Procedure
- Heat and Haze Management Procedures
- Hazard Identification, Risk Assessment and Control Procedure

