



Nord Anglia International School
Hong Kong

EMERGENCY AND CRISIS RESPONSE PLAN

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Definition

'An event, or events, usually sudden, which involve experiencing significant personal distress, to a level which potentially overwhelms normal responses and procedures and which is likely to have emotional and organisational consequences'.

Aims

- Create an awareness of the need for planned arrangements to be made.
- Provide re-assurance of the practical help that is available from Nord Anglia Education Ltd and other agencies, at short notice.
- Recommend the need for each school to develop complementary emergency arrangements, in line with the enclosed plan.
- Pass on advice based upon previous experiences.
- Give guidance on other source of information and help.

Scope of the Plan

This plan covers all risks that have been assessed as 10+ (see pages 6-7 of this document), except for Sudden Death where no emergency action is required (see NAIS Crisis Response Plan)

Safety Risk

- Fire or Explosion
- Bomb or Terrorism Threat
- Intruder on Campus
- Act of Violence
- On-Campus Accident with Injuries
- Off-Campus Accident with Injuries
- Weapon on Campus
- Hazardous Materials

Business Interruption

- Force Majeure, in particular:
- Black rain or Typhoon
- Power Outage
- Water System Failure

Escalation Risk

- Sexual Abuse
- Physical Abuse
- Bullying and Cyber bullying

In respect of school trips and visits, guidance is available from the Nord Anglia Education Ltd Health and Safety Guidance Document.

Risk Assessment

Values and Matrices

Hazard	Probability
Good 1)	Very Unlikely
2)	Unlikely
3)	Likely
4)	Very Likely
Poor 5)	Certain

Hazard	Severity
Good 1)	None
2)	Minor
3)	Serious
4)	Major
Poor 5)	Fatality

Hazard	Warning Time
Good 1)	2+ Days
2)	1-2 Days
3)	12-24 Hours
4)	6-12 Hours
Poor 5)	Minutes

Probability multiplied by the sum of severity and warning time divided by 2

		Severity plus Warning time divided by 2					
		5	4	3	2	1	
Probability	Poor	5	25	20	15	10	5
		4	20	16	12	8	4
		3	15	12	9	6	3
	Good	2	10	8	6	4	2
		1	5	4	3	2	1

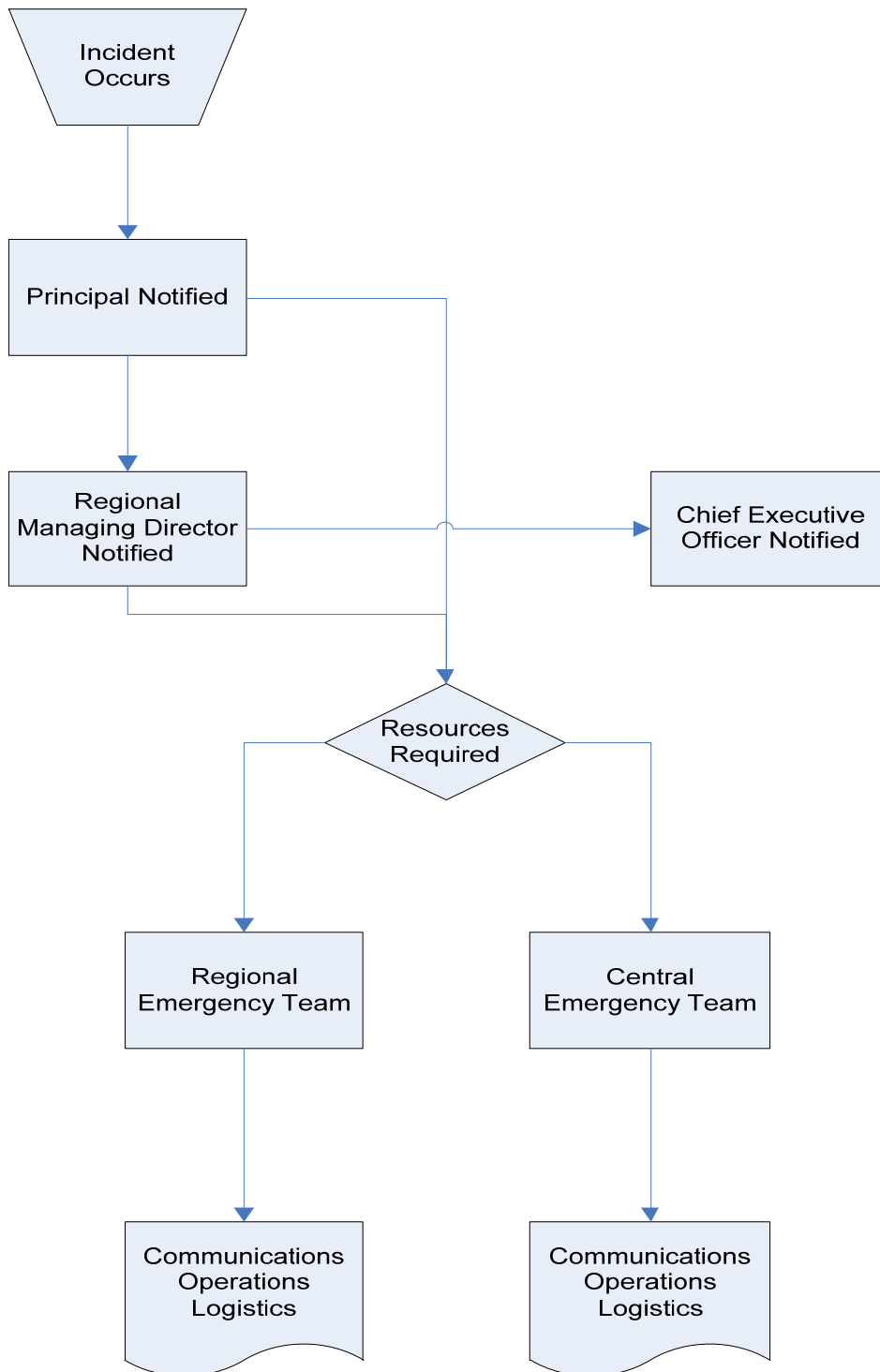
Risk Level	Action and Timescale
Trivial	No action required
Tolerable	No additional controls are required. Consideration may be given to a more cost effective solution or improvement that imposes no additional cost burden. Monitoring is required to ensure that the controls are maintained. Limited action required.
Moderate	Efforts should be made to reduce the risk, but the cost of prevention should be carefully measured. Monitoring is required to ensure that the controls are sustained. Reasonable action required.
Substantial	Considerable resources may have to be allocated to reduce the risk. Urgent action should be taken.
Intolerable	Immediate Action to be taken. Level or risk unacceptable. If it is not possible to reduce the risk even with unlimited resources, Activity must cease.

Assessment

Premium School:	NAIS Hong Kong	Date:	12 January 2017
Assessor:	Christian Bishop		

Hazard	Probability	Severity	Warning Time	Risk Rating
<i>Natural</i>				
Earthquake	1	5	5	5
Flooding	3	3	3	9
Typhoon	3	3	3	9
Wildfire	1	4	5	5
Black rain	3	3	3	9
<i>Human Made</i>				
Chemical/Hazardous Materials	2	4	5	9
Fire	3	4	5	14
Power Outage	4	1	5	12
Water System Failure	3	4	5	14
Transport Accident	3	5	5	15
Bomb Threat	3	5	5	15
Civil Disorder	3	2	3	8
Sudden Death	2	5	5	10
Explosion	1	5	5	5
Hostage Situation	1	4	5	5
Intruder	3	4	5	14
Abduction	4	4	5	18
Weapon on Campus	2	5	5	10
Sexual Assault	1	4	5	5
Terrorism	1	5	5	5

Communication Tree



Roles and Responsibilities

Regional Emergency Team

Regional Managing Director

- Once the Communication Tree has been activated the Regional Managing Director takes control of the incident.
- Collate full facts of the incident.
- Brief the Chief Executive Officer.
- Define overall strategy with the Chief Executive Officer

Communications

- Obtain full facts of the incident from the Regional Managing Director
- Define the strategy with the Regional Managing Director, the Chief Executive Officer and Central Communications
- Disseminate relevant information from the Region to agreed target audience
- Liaise with Central Communications to ensure that information is factual, consistent and strategies are aligned.
- Liaise with Regional Communications to ensure a consistent factual message is delivered to the Local Public.

Operations

- Obtain full facts of the incident from the Regional Managing Director
- Agree Regional Operational priorities with Regional Managing Director and the Chief Executive Officer
- Liaise with Central Operations to obtain relevant support where required.
- Provide relevant information to Regional Communications Team

Logistics

- Obtain full facts of the incident from the Regional Managing Director
- Agree Regional priorities with Regional Managing Director and the Chief Executive Officer
- Collate relevant information required to execute priorities
- Provide relevant information to Regional Communications Team
- Liaise with Central Logistics to obtain relevant support where required.

Central Emergency Team

Chief Executive Officer

- Obtain full facts of the incident from the Regional Managing Director
- Define overall strategy with the Regional Managing Director and Central Emergency Team

Communications

- Obtain full facts of the incident from the Chief Executive Officer
- Define strategy with Regional Managing Director, Chief Executive Officer and Regional Communications

- Disseminate relevant information received from the Region to relevant Central Teams
- Liaise with Regional Communications to ensure that information is factual, consistent and strategies are aligned.
- Liaise with Central and Regional Communications to ensure a consistent factual message is delivered to the International Public.
- Group Communications Manager to issue Crisis Management Manual (Communications/Media) to Regional and Central Communications Team at appropriate time.

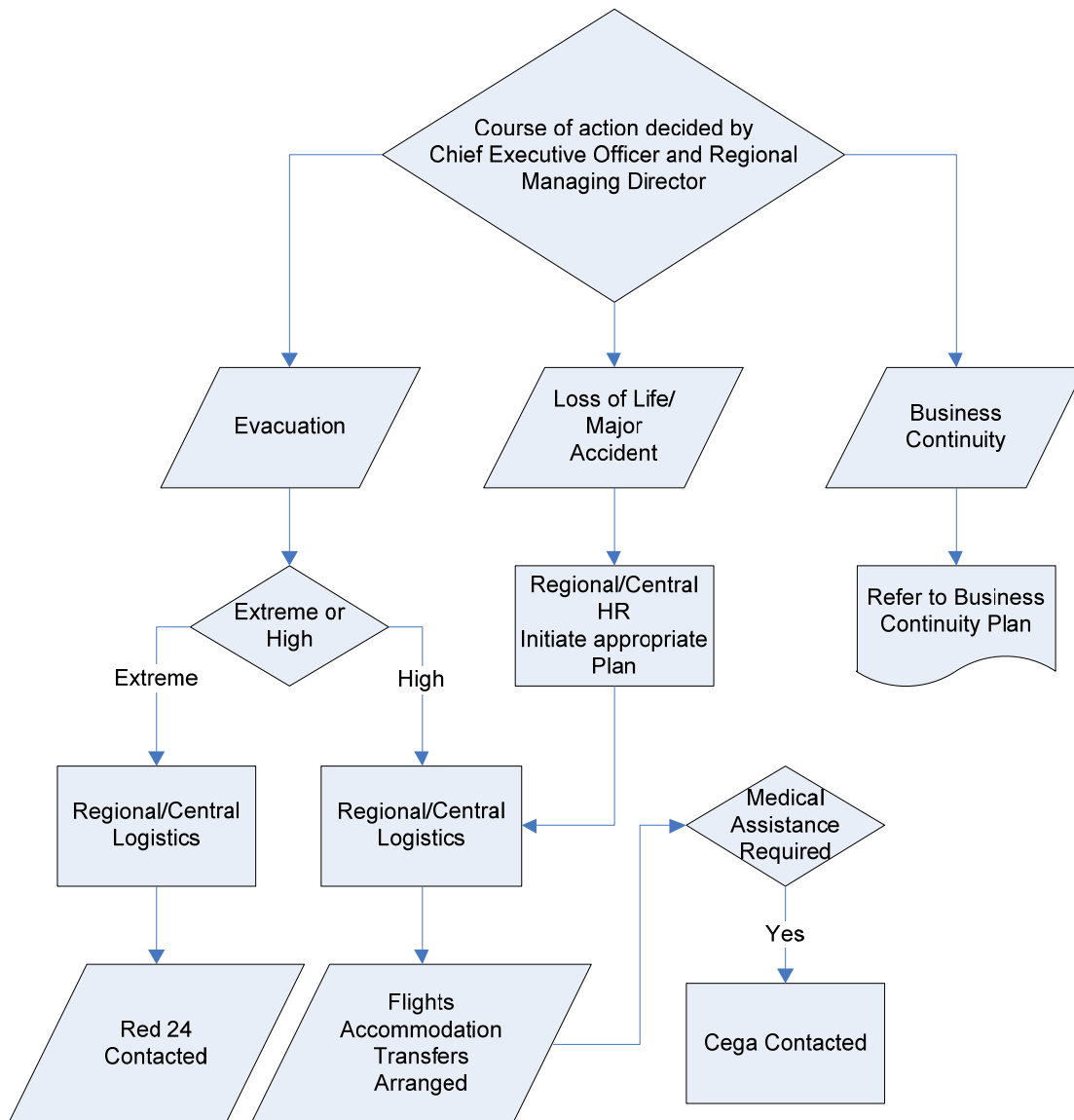
Operations

- Obtain full facts of the incident from the Principal
- Agree Central Operational priorities with Regional Managing Director and Chief Executive Officer
- Liaise with Regional Operations to provide relevant support where required.
- Provide relevant information to Regional and Central Communications Team

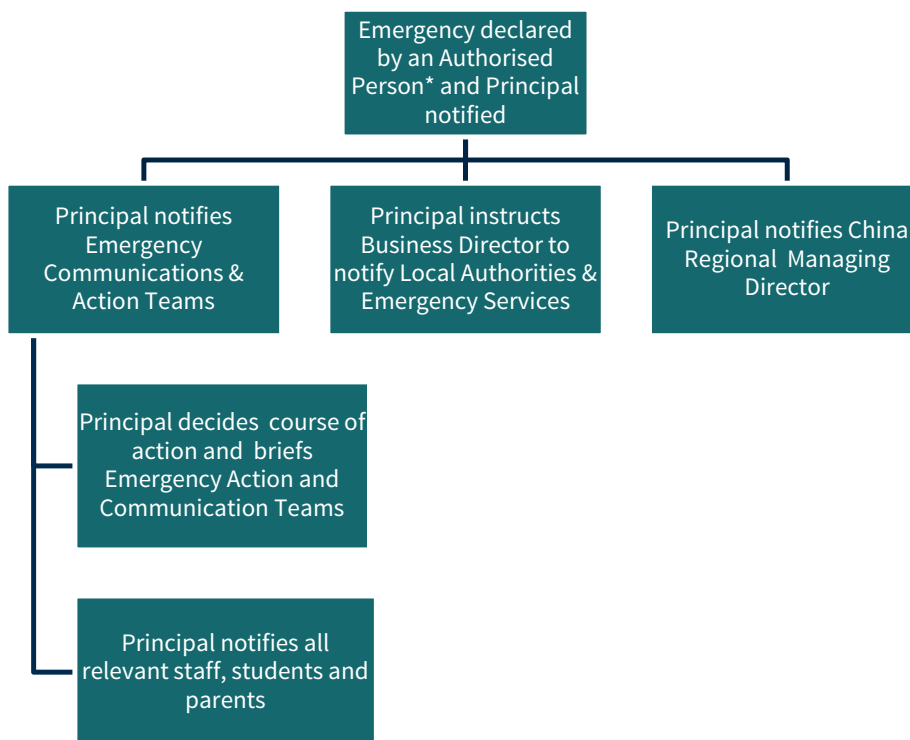
Logistics

- Obtain full facts of the incident from the Chief Executive Officer
- Agree Central priorities with Regional Managing Director and Chief Executive Officer
- Collate relevant information required to execute priorities
- Provide relevant information to Regional and Central Communications Team
- Liaise with Regional Logistics to provide relevant support where required.

Emergency Action Tree



NAIS HK Emergency Communication & Action Tree



Authorised Persons

Campus emergencies can only be declared by the following persons:

Nord Anglia Education CEO: The NAE CEO may declare an emergency, which could involve the school campus. This announcement would activate the school emergency response plan.

China Regional Director: The China Regional Director may declare an emergency which could involve the school campus. This announcement would activate the school emergency response plan.

Civil Authorities: The police, fire officials or other government agencies may declare an emergency, which would involve the school campus. Notification of such conditions will activate the School's emergency response plan.

Principal: The Principal is primarily responsible for declaring a campus emergency. In the absence of the principal the next senior member of the Senior Leadership Team can act on behalf of the Principal in their absence. The School has an Emergency Action Team who will assist the Principal or his designee in responding to an emergency.

All STAFF:

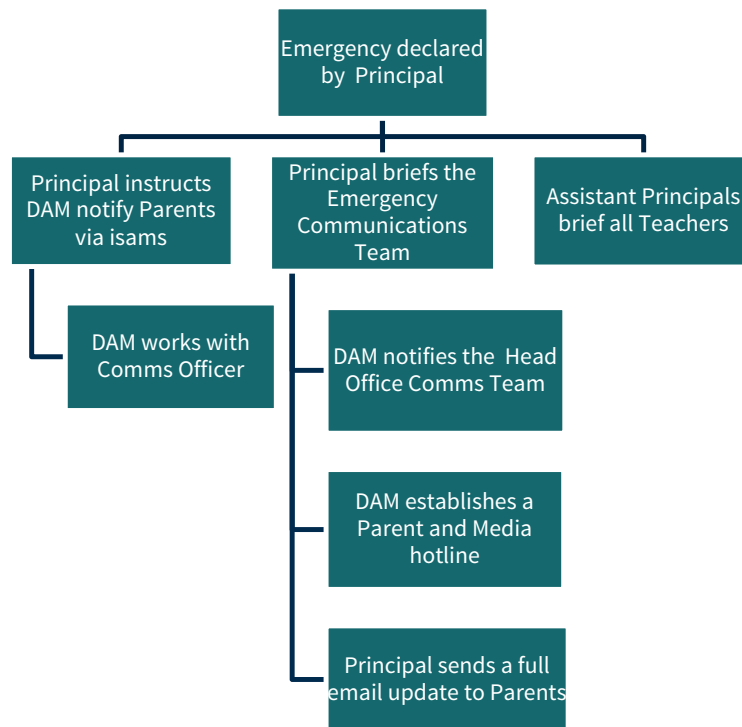
Serious Situations: All faculty and staff are responsible to sound the appropriate alarm or notification on discovering a serious situation. A critical situation includes events such as fire, bomb threat, violent act, and observation of a person on campus carrying a weapon. If a fire is observed, the break glass fire alarm system should be activated. In any critical situation the school's administration must be notified immediately so that the Primary Receptionist, Secondary Receptionist or PA's can alert the emergency services.

Non-Serious Situations: Non-serious observations and rumours should be reported immediately by phone to the administrative office without sounding an alarm. An example of this type of situation includes a student reporting that he/she saw another student put a knife in his pocket. The Principal or in his absence, the most senior leader of staff will determine whether to declare an emergency or not.

Course of Action

Course of action is determined by relevant and appropriate procedures as outlined below in this document.

Nord Anglia International School Hong Kong Emergency Communications Tree for Students



Nord Anglia International School Hong Kong Emergency Action Team

The school's Emergency Action Team consists of the following:

- The Principal
- Assistant Principal Lam Tin
- Assistant Principal Tin Wan
- Premises manager
- Director of Marketing, Admissions and communications
- HR Manager

If for any reason the Principal and Assistant Principals are off campus, Premises manager will assume overall responsibility for calling together the school's emergency response team.

Responsibilities of the Emergency Action Team

- Take responsibility for ensuring the school emergency procedures are implemented and issue information and directives to the all staff;
- Account for the presence of all students, staff and visitors;
- Notify relevant local authorities and emergency services as required;
- Implement the school evacuation procedures if required;
- Address and dispel rumours;
- Communicate with families and next of kin where appropriate;
- Decide on the emergency duties of all staff across the school;
- Decide on whether to change exit routes in the event of fire and direct staff and students along a safer alternative route;
- Agree appropriate course of action for eventualities not covered by procedures;
- Ensure a clear chain of command and the dissemination of information.

Nord Anglia International School Hong Kong Emergency Communications Team

The school's Emergency Communications Team consists of the following:

- Director of Marketing, Admissions and communications
 - Premises manager
 - Admissions Manager
 - Marketing and admissions assistants
 - Lam Tin and Tin Wan Reception Staff
 - IT Manager
- If for any reason Director of Marketing, Admissions and communications is off campus, the Premises manager will assume overall responsibility for calling together the school's Emergency Communications Team.

Responsibilities of the Emergency Communications Team:

- Inform the NAE Admissions & Marketing Director if appropriate;
- Establish full facts of the incident and verify evidence where possible;
- Agree a communications strategy, ensuring all messages are fully aligned;
- Establish and announce an emergency communications line for media and parents;
- Inform students, staff and parents, as approved by the Principal;

- Take responsibility for all communications, both internal and external;
- Deal with all media requests and social media enquiries and comments;
- Monitor online, TV, radio, and printed media comments and respond as agreed;
- Protect the privacy of students, staff and other people as required;
- Contact NAE Managing Director to organise a media conference if required;
- Inform NAE Admissions & Communications Director of the strategy and outcome.

Nord Anglia International School Hong Kong Disaster Procedures

The following section contains School-specific procedures (Disaster Recovery Plans) for:

- Fire or Explosion
- Bomb or Biological Hazard
- Intruder on Campus
- Act of Violence
- On-Campus Accident with Injuries
- Off-Campus Accident with Injuries
- Weapon on Campus
- Hazardous Materials
- Black rain or Typhoon
- Power Outage
- Water System Failure

Moreover, the following cross-referenced documents are attached at the end of this section:

- Emergency Evacuation Plan (Appendix A)
- Lockdown (Appendix B)
- School Closure Plan (Appendix C)
- Fire Safety Policy and Procedure (Appendix D)
- Bomb Threat Policy (Appendix E)
- Checklist for Dealing with a Telephone Terrorism Threat (Appendix F)
- Personal Injury of Student, Staff or Visitor policy and procedure (Appendix G)
- Accident & Incident Reporting Procedure applies (Appendix H)
- Hazardous Materials Policy and Procedure (Appendix J)
- Emergency Contact Lists (Appendix K)

Where the risk could affect the operation of the school, the procedure will identify the steps to be taken and estimated time required to regain operational continuity.

Disaster Recovery Plan for FIRE EVACUATION

Time scale	Plan (Key objectives, people or organisations to contact etc.)	Responsible
Immediately	Inform RMD	Principal
First few hours	Instigate Emergency Communication Tree for Students to be collected	Assistant Principals
	Form Tutors to manage pickups for each of their Forms Reminder to all staff about no speculation until facts known	Form Tutors / Class Teachers
	Inform NAE Comms Team	DAM
Week 1	Review damage and determine priorities	Principal/Premises Manager
	Deal with media enquiries and social media comments	Principal/DAM
	Communicate immediate status to Parents	Principal/DAM
	Implement Education Continuity Plan	Principal
	Communicate Educational Continuity to Parents	Principal
	Provide counselling if required to Students and Staff	Principal/Counsellor/Head of Pastoral
Month 1	Review progress and adjust plans as appropriate	Principal/SLT/Premises Manager
	Maintain communication strategy	DAM/Principal
	Review and adjust Education Continuity as required	Assistant Principals
	Review and amend counselling service as appropriate	Principal/Counsellor/Head of Pastoral
More than 1 month	Review	Emergency Action Team

Bomb or Biochemical Hazard

Use with the [Bomb Threat Policy](#) (Appendix E) & Procedure and the Checklist for [Dealing with a Telephone Terrorism Threat](#) (Appendix F)

Bomb Threat Received	Receptionist or PA who took the call to complete the Checklist for Dealing with A Telephone Bomb Threat (Appendix F)
	Principal advised of the threat; Principal informs the Emergency Action Team
	Instruction given to evacuate the building or fire alarm activated
	All staff, students and visitors exit the building
	Sweepers/Fire Marshalls check building is clear; see Emergency Evacuation Plan (Appendix A)
	Everyone goes to the assembly point (the School's field)
Evacuation Completed	Full registers taken by: see Emergency Evacuation Plan (Appendix A)
	Incident Manager to liaise with Emergency Services and provide names and possible locations of where missing people may be
	If the threat is off-site, Principal instructs all to go to a safe area (Sports Hall)
	Security Guards to check main road and side road to ensure there are no obstructions hindering Emergency Services' access
	Emergency Services to advise further action; if required, evacuation off-campus
	Principal briefs the Emergency Communications Team
	Disaster Recovery Plan activated (see below)
	If required, School Closure Plan activated (Appendix C)

Disaster Recovery Plan for BOMB or BIOCHEMICAL HAZARD THREAT

Time scale	Plan (Key objectives, people or organisations to contact etc.)	Responsible
Immediate	Inform RMD	Principal
	Inform NAE Comms Team	DAM
	Instigate Emergency Communication Tree for Students to be collected once instructed by the authorities	Assistant Principals
	Form Tutors to manage collection by parent/carer for each of their Forms. Reminder to all staff about no speculation until facts known	Form Tutors / Class Teachers
	Manage media enquiries and social media comments	Principal/DAM
	Review damage and determine priorities	Principal/Premises Manager
Week 1	Communicate immediate status to Parents	Principal/DAM
	Implement Education Continuity Plan	Principal
	Communicate Educational Continuity to Parents	Principal
	Provide counselling if required to Students and Staff	Principal/Counsellor/Head of Pastoral
	Review progress and adjust plans as appropriate	Principal/SLT
	Maintain communication strategy	Principal/DAM
Month 1	Review and adjust Education Continuity as required	Assistant Principals
	Review and amend counselling service as appropriate	Principal/Counsellor/Head of Pastoral
	Review	Emergency Action Team
More than 1 month	Review	Emergency Action Team

Intruder on Campus

Use with the [Lockdown Policy & Procedure](#) (Appendix B)

Threat Reported or Identified	Principal calls lockdown called via the School's PA System: 'Lockdown, Lockdown, Lockdown' (see Lockdown Procedure, Appendix B)
	Rooms locked, windows closed and blinds drawn
	Staff, students and visitors hide in rooms out of sight of the corridor windows, if inner rooms available they must be used
	Emergency Services called by Premises Manager
All-Clear Received from Emergency Services	Once deemed safe by the Emergency Services the all clear will be announced by the Principal via the School's PA System: 'All Clear, All Clear'
	Full roll call to be taken using the Lockdown email communication tree (see Lockdown Procedure, Appendix B)
	Principal briefs the Emergency Communications Team

Disaster Recovery Plan for INTRUDER THREAT

Time scale	Plan (Key objectives, people or organisations to contact etc.)	Responsible
Immediate	School Emergency Action Team meet after all clear to determine next steps	Emergency Action Team
	Principal briefs the Emergency Communications Team	Principal
	Once allowed to do so dispersal of school, Form Tutors to manage pick ups	Form Tutors/ Class Teachers
	RMD informed	Principal
	NAE Comms Team informed	DAM
	Manage media enquiries and social media comments	DAM/Principal
Day 1	Communicate current status to Parents	Principal/DAM
	Implement Education Continuity Plan	Assistant Principals
	Communicate Educational Continuity to Parents	Principal/DAM
	Provide counselling if required to Students and Staff	Principal/Counsellor/Head of Pastoral
Week 1	Review progress and adjust plans as appropriate	Principal/SLT
	Maintain Communication Strategy	DAM/Principal
Month 1	Review and adjust Education Continuity as required	Assistant Principals
	Review and amend counselling service as appropriate	Principal/Counsellor/Head of Pastoral
More than 1 month	Review	Emergency Action Team

Act of Violence

Use with the [Evacuation Plan](#) (Appendix A) and [Lockdown Procedure](#) (Appendix B)

Act of Violence Reported	If the violent person has left the campus, Premises Manager contacts the Police, Nurse provides the emergency First Aid to the victim, Principal to briefs the Emergency Communications Team. Then follow the School's Accident Reporting Procedure
	If the violent person is still on campus, or the situation is unclear, Principal decides whether to call evacuation (if safe to do so) or lockdown. If lockdown is announced by the Principal, follow Lockdown Procedure (Appendix B)
Principal Announces Evacuation	If evacuation is deemed safe, evacuation is announced and/or fire alarm is activated by the Principal. Premises Manager calls the Police.
	Sweepers/Fire Marshalls check building is clear; refer to Evacuation Plan (Appendix A)
	Everyone goes to the assembly point (the School's field)
Evacuation Completed	Full registers taken by: see Evacuation Plan for Responsible Persons (Appendix A)
	Incident Manager to liaise with Emergency Services and provide names and possible locations of where missing people may be
	Emergency Services to advise further action; if required, evacuate off-site (see Evacuation Plan, Appendix A)
	Principal briefs Emergency Communications Team
	If required, School Closure Plan activated (Appendix C)
	Implement Disaster Recovery Plan (below)

Disaster Recovery Plan for ACT OF VIOLENCE THREAT

Time scale	Plan (Key objectives, people or organisations to contact etc.)	Responsible
Immediate	Inform RMD	Principal
	Inform NAE Comms Team	DAM
First few hours	Instigate Emergency Communication Tree for Students to be collected	Assitant Principals
	Form Tutors to manage pickups for each of their Forms Reminder to all staff about no speculation until facts known	Form Tutors/Class teachers
	Agree and implement a communications strategy	DAM/Principal
Day 1	Communicate immediate status to Parents	Principal/DAM
	Release a formal statement on the homepage	Principal/DAM
	Notify NAE Director of Admissions & Marketing	Principal/DAM
	Work with the Police, as required	Principal/Premises Manager
	Review damage and determine priorities	Principal/SLT
	Implement Education Continuity Plan	Principal and Assitant Principals
Week1	Communicate Educational Continuity to Parents	Principal/DAM
	Provide counselling if required to Students and Staff	Principal/Counsellor/Head of Pastoral
	Review progress and adjust plans as appropriate	Principal/SLT
Month 1	Maintain Communication Strategy	DAM/Principal
	Review and adjust Education Continuity as required	Assitant Principals
	Review and amend counselling service as appropriate	Principal/Counsellor/Head of Pastoral
	Review	Emergency Action Team

On-Campus Injury

Use with the [Injury of Student, Staff or Visitor Policy and Procedure](#) (Appendix G)

Injury Identified	Person discovering injury stays with injured person and sends another person to notify Nurse and then Assitant Principals
	Other members of staff remove students from the area. Nurse provides First Aid. If the injured person is a student, Assitant Principal contacts their Parents. If the injured person is a Member of Staff and the injury is serious, notify thier Next fo Kin
	Nurse (or in their absence, Principal or Assitant Principals) decides if it is necessary to call an Ambulance
	If an Ambulance is called, Nurse or Member of Staff accompanies the injured person in the Ambulance
	Accident Report Form (Appendix I) completed. Principal makes an announcement to dispel rumours if required
	Implement Disaster Recovery Plan (below)

Disaster Recovery Plan for ON CAMPUS INJURY THREAT

Time scale	Plan (Key objectives, people or organisations to contact etc.)	Responsible
Immediate	Inform RMD	Principal
	Inform NAE Comms Team	DAM
Day 1	If the injury is serious, inform NAE Director of Admissions & Marketing	Principal/DAM
	If the injury is serious, deal with media enquiries and social media comments	Principal/DAM
	If a Teacher was injured, find a replacement cover	Assitant Principals
Week 1	Review and update relevant Risk Assessments and Policies	Principal/SLT
	Communication with Parents	Principal/Heads/DAM
	Provide counselling if required to Students and Staff	Principal/Counsellor/Head of Pastoral
Month 1	Review and amend counselling service as appropriate	Principal/Counsellor/Head of Pastoral
	Provide support to the injured person and their family	Principal/ Assitant Principals
More than 1 month	Review	Emergency Action Team

Off-Campus Injury

Use with the [Injury of Student, Staff or Visitor Policy and Procedure](#) (Appendix G)

Injury Reported	<p>Person discovering injury stays with injured person and sends another person to notify First Aider. If First Aider is not available or the injury appears to be serious, ask to call an Ambulance</p> <hr/> <p>First Aider assesses the injury, provides emergency First Aid, and decides if an Ambulance should be called</p> <hr/> <p>Principal and Assitant Principals are notified of the incident</p> <hr/> <p>If the injured person is a Student, their Parents are notified. If the injured person is a Member of Staff and the injury is serious, notify thier Next fo Kin</p> <hr/> <p>If an Ambulance is called, Member of Staff accompanies the injured person in the Ambulance. If the injury is serious, Assitant Principals go to the hospital to manage the situation</p> <hr/> <p>Accident Report Form (Appendix I) completed. Principal makes an announcement to dispel rumours if required</p> <hr/> <p>Implement Disaster Recovery Plan (below)</p> <hr/>
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Disaster Recovery Plan for OFF-CAMPUS INJURY THREAT

Time scale	Plan (Key objectives, people or organisations to contact etc.)	Responsible
Immediate	Inform RMD	Principal
	Inform NAE Comms Team	DAM
Day 1	If the injury is serious, inform NAE Director of Admissions & Marketing	Principal/DAM
	If the injury is serious, deal with media enquiries and social media comments	Principal/DAM
	If a Teacher was injured, find a replacement cover	Assitant Principals
Week 1	Review and update relevant Risk Assessments and Policies	Principal/SLT
	Communication with Parents	Principal/Assitant Principals /DAM
	Provide counselling if required to Students and Staff	Principal/Counsellor/Head of Pastoral
Month 1	Review and amend counselling service as appropriate	Principal/Counsellor/Head of Pastoral
	Provide support to the injured person and their family	Principal/ Assitant Principals
More than 1 month	Review	Emergency Action Team

Weapon on Campus

Use with the [Injury to Staff, Student or Visitor Procedure](#) (Appendix G)

Person Suspected of Carrying a Weapon Reported	Inform the Principal and Assitant Principals(as appropriate)
	Principal calls the Police to report suspected weapon
	Assitant Principals to separate student or staff from the weapon if safe and possible to do so. Do not approach visitors as their reactions are less predictable
	If the suspect is a student, Assitant Principals to immediately notify their parents
	If the person carrying a weapon has injured someone or threatens to injure people, implement the Act of Violence Emergency Plan
	If the above is not the case, Principal briefs the Emergency Communications Team and then the Accident & Incident Reporting Procedure applies (Appendix H)
	The Police to advise on further action
	Implement Disaster Recovery Plan (see plan below)

Disaster Recovery Plan for WEAPONS ON CAMPUS THREAT

Time scale	Plan (Key objectives, people or organisations to contact etc.)	Responsible
Immediate	Inform RMD	Principal
Day 1	Consider if Parent communication is required	Principal/DAM
	Consider if NAE Communications Team should be informed	DAM
Week 1	Review damage and determine priorities	Principal/SLT
	Collaborate with the Police as required	Principal/Premises Manager
	Take appropriate action with regard to the offender (suspension, warning, expulsion, dismissal etc.)	Principal
	Provide counselling if required to Students and Staff	Principal/Counsellor/Head of Pastoral
Month 1	Review progress and adjust plans as appropriate	Principal/SLT
	Maintain agreed Communication Strategy	DAM/Principal
	Review and amend counselling service as appropriate	Principal/external Counsellor tbc
More than 1 month	Review	Emergency Action Team

Hazardous Materials

Use with the [Hazardous Materials Policy and Procedure](#) (Appendix J)

Incident Occurs Premises Manager of the on-campus incident. In case of an off-campus incident near School property, Fire Brigade or Police notifies the School

Office Staff inform Principal, Assitant Principals and Facilities Manager

If the incident is on-campus, Premises Manager notifies the Police and Fire Brigade. If the accident is off-campus, Principal consults Fire Brigade and Police on need of full evacuation.

If the incident is on-campus, or off-campus and Emergency Services advise to evacuate, Principal calls partial or full evacuation (see Evacuation Plan, Appendix A)

While waiting for Emergency Services to arrive, seal off area of leak/spill. Close doors. Consider shutting down air-conditioning. Nurse to provide First Aid and call an Ambulance if required

Emergency Services to advise further action

Implement the Disaster Recovery Plan (below)

Disaster Recovery Plan for HAZARDOUS MATERIALS THREAT

Time scale	Plan (Key objectives, people or organisations to contact etc.)	Responsible
Immediate	Inform RMD	Principal
	Inform NAE Communications Team	DAM
First few hours	Instigate Emergency Communication Tree for Students to be collected if required	Assitant Principals
	Form Tutors to manage pickups for each of their Forms Reminder to all staff about no speculation until facts known if required	Form Tutors/Class Teachers
Day 1	Review damage and determine priorities	Principal/ SLT
	Communicate immediate status to Parents	Principal/DAM
Week 1	Implement Education Continuity Plan	Principal/Assitant Principals
	Communicate Educational Continuity to Parents	Principal/ Assitant Principals /DAM
	Provide counselling if required to Students and Staff	Principal/ external Counsellor tbc
Month 1	Review progress and adjust plans as appropriate	Principal/SLT
	Maintain Communication Strategy	Principal/DAM
	Review and adjust Education Continuity as required	Assitant Principals
	Review and amend counselling service as appropriate	Principal/Counsellor/Head of Pastoral
More than 1 month	Review	Emergency Action Team

Black Rain or Typhoon

Use with the [School Closure Procedure](#) (Appendix C) and the Typhoon and Heavy Rain procedure

Probability of Storm or Tornado Identified	<p>Depending on weather forecast and the forecasted severity of the rain or typhoon, Principal decides to either monitor the situation closely, cancelling outdoor activities, or to close the School. To manage the School's closure, use the School Closure Procedure (Appendix C) To manage in the event of rain occurring whilst in school use the Typhoon and heavy rain procedure (Appendix L)</p> <hr/> <p>If the danger is imminent and there is no time to evacuate and close the school, Principal calls all students and staff to assemble in the School's Auditorium</p> <hr/> <p>Principal establishes an emergency hotline for Parents that is not reliant on electricity</p>
Black rain or typhoon Break Out	<p>Close all doors and windows, close all curtains and stay away from the windows, and drop into protective position (on the knees, bent over forwards, with arms around the head)</p> <hr/> <p>Full registers taken by: see Evacuation Plan for Responsible Persons (Appendix A).</p> <hr/> <p>Incident Manager to liaise with Emergency Services and provide names and possible locations of where missing people may be</p>
Rain or typhoon Are Over	<p>When evacuation is deemed safe, evacuation is announced by the Principal; follow Evacuation Plan (Appendix A)</p> <hr/> <p>Principal instructs DAM to send out an update to Parents when it is safe to do so. Nurse treats anyone who requires emergency First Aid and advises if an Ambulance should be called</p> <hr/> <p>If required, School Closure Plan is activated (Appendix C)</p> <hr/> <p>Implement Disaster Recovery Plan (below)</p>

Disaster Recovery Plan for BLACK RAIN OR TYPHOON THREAT

Time scale	Plan (Key objectives, people or organisations to contact etc.)	Responsible
Immediate	Inform RMD	Principal
	If the building is seriously damaged, shut off gas and electricity	Premises Manager
First few hours	Instigate Emergency Communication Tree for Students to be collected	Assistant Principals
	Form Tutors to manage pickups for each of their Forms Reminder to all staff about no speculation until facts known	Form Tutors/Class Teachers
	Agree and implement a Communications Strategy	DAM/Principal
	Review damage and determine priorities	Principal/SLT
	Decide if NAE Communications Team should be notified	DAM
	Decide if the School can continue to operate in a normal mode, taking advice from Maintenance Manager and relevant Authorities	Principal
Day 1	Communicate immediate status to Parents	Principal/DAM
	Notify NAE Director of Admissions & Marketing	Principal/DAM
Week1	Implement Education Continuity Plan	Principal and Assistant Principals
	Communicate Educational Continuity to Parents	Principal/DAM
	Provide counselling if required to Students and Staff	Principal/Counsellor
Month 1	Review progress and adjust plans as appropriate	Principal/SLT
	Maintain Communication Strategy	DAM/Principal
	Review and adjust Education Continuity as required	Assistant Principals
	Review and amend counselling service as appropriate	Principal/Counsellor
More than 1 month	Review	Emergency Action Team

Power Outage

Use with the [School Closure Plan](#) (Appendix C) if required

Power Outage Identified & Back Up Power Generator Not Working	<p>Premises Manager informs Electricity Call Centre and Hong Kong Electric - Customer Care</p> <hr/> <p>Students remain in their classrooms. Teachers stay calm and use torches or sources from ipads. Students use a buddy system for bathroom visits. Turn off all lights, laptops and electrical appliances</p> <hr/> <p>Every 30 minutes, Fire Marshalls go around their areas of responsibility to check on status of all people</p> <hr/> <p>If it is the end of the school day, or the power outage is significantly affecting the School's ability to operate as usual, Principal considers School closure; see School Closure Plan A(ppendix C) for detail</p> <hr/>
Power Back On	<p>Responsible Person (see Lockdown Procedure, Appendix B) take full register of persons they are in charge of, and email Assistant Principals(students and teaching staff) or Premises Manager (admin and support staff) to confirm no one is missing</p> <hr/> <p>Implement Disaster Recovery Plan (below)</p> <hr/>

Disaster Recovery Plan for POWER OUTAGE THREAT

Time scale	Plan (Key objectives, people or organisations to contact etc.)	Responsible
Immediate	Check if anyone requires First Aid or an Ambulance	Nurse
	Inform RMD	Principal
	Decide if NAE Communications Team should be notified	DAM
Week 1	Review damage and determine priorities	Principal/SLT
	Communicate immediate status to Parents	Principal
	Implement Education Continuity Plan	Principal
	Communicate Educational Continuity to Parents	Principal
	Provide counselling if required to Students and Staff	Principal/ external Counsellor tbc
Month 1	Review progress and adjust plans as appropriate	Principal/SLT/Premises Manager
	Review and amend counselling service as appropriate	Principal/Counsellor/Head of Pastoral
More than 1 month	Review	

Water System Failure

Use with [School Closure Plan](#) (Appendix C) if required

Water System Failure Reported

Premises Manager informs Hong Kong Water company - Customer Care

If water system failure is significantly affecting the School's ability to operate as usual (expected 2+ hours without water supply; 1+ hours for EYFS), Principal considers School closure; see School Closure Plan Appendix C) for detail

Assistant Principals (for Students, Parents and Teachers) and HR Manager (for Support Staff and Visitors) organise distribution of bottled water. Identify high risk dyhadration groups (EYFS, elderly, people with chronic illnesses) and prioritise them. Nurses ready to provide emergency First Aid if required

Principal instigates Emergency Communication Tree for Students to be collected. Form Tutors manage pick ups for their Forms. Prioritise EYFS pick ups

Facilities Manager to work with Hong Kong Water company- Customer Care to address the issue

Implement Disaster Recovery Plan (below)

Disaster Recovery Plan for WATER SYSTEM FAILURE THREAT

Time scale	Plan (Key objectives, people or organisations to contact etc.)	Responsible
Immediate	Inform RMD	Principal
	Decide if NAE Communications Team should be notified	DAM
Day 1	Review the situation and decide if the School needs to be closed	Principal/SLT
	Communicate immediate status to Parents	Principal
Week 1	Implement Education Continuity Plan and communicate it to Parents	Principal
	Review relevant risk assessments and action plans	Principal/SLT

Appendix A: Fire and Emergency Evacuation Policy

Fire and evacuation Drill

Fire and evacuation drills will be held once per term to practice smooth and effective evacuation of the building when the fire alarm is sounded.

Fire alarms

Fire alarms are located throughout the building. If a fire is discovered, the fire alarm must be activated immediately. Make sure you know where the nearest alarm is and how to activate it. The fire alarm is a tonal alarm accompanied by a voice over in both English and Mandarin alerting people of a fire.

Use of extinguishers

Do not attempt to use an extinguisher unless the fire is so small it can be definitely extinguished and that you know how to use the extinguisher.

If possible, switch off and unplug electrical equipment.

Close windows and doors behind you as you leave. This will help prevent the spreading of the fire.

Evacuation

When the alarm sounds all staff, pupils and visitors must immediately leave the building by the nearest fire exit and report to the main assembly point (main school playground). Pupils must be instructed to leave the building in single file, in a calm, orderly manner.

The person in charge of the class must indicate the exit route and direct all pupils to the assembly point.

(A Personal Evacuation Emergency Plan will be prepared for any disabled pupil.)

- No running is permitted.
- Lifts cannot be used.
- Anyone who is not in class when the fire alarm sounds must go immediately to the assembly point.
- No one should re-enter the building until instructed to do so by a senior member of staff.

The named Fire Marshals should direct people to the Assembly point, having made sure that their area is clear.

Assembly

- Classes line up on the playground at their designated area, displayed on the fence or floor.
- Immediately after classes have assembled at the assembly point, a roll call must be made to check all are present.
- Any visitors must also be accounted for at that time.
- Attendance registers and visitor records must be checked.
- Each teacher must report to the nominated person in charge of evacuation to verify everyone is accounted for according to the register.
- The time taken for evacuation will be recorded in the Fire Log Book.
- A senior member of staff will instruct all present when to return to the building.
- Any problems e.g. alarm not sounding properly should be reported immediately to the Fire Marshal.

Fire Marshal Responsibilities

- Know who is in your designated area.
- Ensure all are familiar with escape routes and assembly points.
- Ensure a high visibility jacket is readily available.

Area of the School	Fire Marshal	Assembly Point
Ground Floor <ul style="list-style-type: none"> • Reception • Waiting Area • Admissions Office • Curriculum Coordinator's Office • Conference Room 	Jane Archibald Deputy: Deborah Stephen	Year 1/2 Playground
Ground Floor <ul style="list-style-type: none"> • Administration Office • Principal's Office • Assistant Principals' Offices • Nurse's Room • Student Services Office 	Ricky Au Yeung Deputy: Vicki Brynolf	Year 1/2 Playground
Ground Floor <ul style="list-style-type: none"> • Security Office • Cafeteria / Kitchen • Staff Room • Toilets 	Michael Lee (Sodexo) Deputy: Andy Wong (Security)	Year 3-7 Playground
Ground Floor <ul style="list-style-type: none"> • P.E. Staff Room • Pool Office • Swimming Pool • Changing Room 	James Malone	Year 3-7 Playground

Area of the School	Fire Marshal	Exit	Assembly Point
<u>First Floor</u> <ul style="list-style-type: none"> • Classes 1A, 1B, 1C, 1D, 1E • Female and Disabled Toilets 	Katie Malone Deputy: Jennifer Rowland	1A, 1B – Central staircase via Reception ----- 1C, 1D, 1E – Staircase adjacent to the Girls' Toilets	Year 1/2 Playground
<u>First Floor</u> <ul style="list-style-type: none"> • Classes 3A, 3B, 3C • Activity Area • Staff Toilets • Male Toilets 	Robyn Dowding Deputy: Katie Doherty	3C, – Central staircase via Cafeteria ----- 3A, 3B, Activity Area – Staircase adjacent to the Boys' Toilets	Year 3-7 Playground
<u>First Floor</u> <ul style="list-style-type: none"> • Sports Hall • P.E. Stores 	Martin Pate Deputy: Deri Reid	Hall staircase	Year 3-7 Playground

Area of the School	Fire Marshal	Exit	Assembly Point
<u>Second Floor</u> <ul style="list-style-type: none"> • Activity Area • Classes 2A, 2B, 2C, 2D • Female and Disabled Toilets 	Gillian Johnson Deputy: Carl Davidson	2A, Activity Area – Central staircase via Reception ----- 2B, 2C, 2D – Staircase adjacent to the Girls’ Toilets	Year 1/2 Playground
<u>Second Floor</u> <ul style="list-style-type: none"> • Classes 3E, 3D • Music Room, Teacher Resource Area, AV Control Room • ASN Rooms • Music Practice Rooms • Male Toilets 	Mariam Khalik Deputy: Lottie Bovingdon	2E – Central staircase via Reception ----- 3D and all other rooms – Staircase adjacent to the Boys’ Toilets	Year 1/2 Playground -2E Year 3-7 Playground – 3D and all other rooms

Area of the School	Fire Marshal	Exit	Assembly Point
<u>Third Floor</u> <ul style="list-style-type: none"> • Activity Area • Classes 4A, 4B, 4C, 4D, 4E • Female and Disabled Toilets 	Stephen Holt Deputy: Amy Beedham	Central staircase via Cafeteria	Year 3-7 Playground
<u>Third Floor</u> <ul style="list-style-type: none"> • Classes 5A, 5B • Computer Studies Room • Library • Male Toilets 	Przemyslaw Budzinski Deputy: Rebecca Atkinson	5B – Central staircase via Cafeteria ----- 5A, Computer Studies, Library - Staircase adjacent to the Boys’ Toilets	Year 3-7 Playground

Area of the School	Fire Marshal	Exit	Assembly Point
<u>Fourth Floor</u> <ul style="list-style-type: none"> • Classes 6C, 6B, 6A • Prep Room, Science Lab • Female and Disabled Toilets 	Ed Fielding Deputy: Mike Ford	Central staircase via Cafeteria	Year 3-7 Playground
<u>Fourth Floor</u> <ul style="list-style-type: none"> • Classes 5C, 5D, 5E • Conference Room • Administration Offices • Staff Toilets 	Tom Boast Deputy: Kin Chan	4.014 – Central staircase via Cafeteria ----- 4.012, 4.013, Conference Room and Administration Offices - Staircase adjacent to the Boys' Toilets	Year 3-7 Playground

Area of the School	Fire Marshal	Exit	Assembly Point
<u>Fifth Floor</u> <ul style="list-style-type: none"> • Class 5.015, 5.014, 5.013 • Keyboard lab • Teacher Resource Area 	Adam Cross Deputy: Simone Reid	Staircase adjacent to the Boys' Toilets	Year 3-7 Playground
<u>Fifth Floor</u> <ul style="list-style-type: none"> • Class 6D • Art Room, Kiln Room • Staff room 	Sarah-Jane Pate Deputy: David Gadsby	Central staircase via Cafeteria	Year 3-7 Playground

Appendix B: Lockdown Policy & Procedures

Lockdown Drill

This is an emergency procedure, which would go into effect if an intruder/hostile group came into the school, with the intent of endangering pupils or staff.

The procedure is:

- On recognising the threat, a member of SLT will initiate the lockdown procedure; the pre-recorded lockdown alert message will be announced through the Public Address System. The announcement will be played several times.
- On hearing the words: **“THIS IS THE LOCKDOWN ANNOUNCEMENT. STAY IN OR GO TO THE NEAREST CLASSROOM”**, staff should block the door or place a desk to secure the door of the room they are in with the pupils.
- Switch off lights, block the doors and stay away from all doors and windows.
- phones
- Staff and pupils move out of view of the doors and go under the tables or sit down behind furniture.
- Pupils who are in the corridors, shared spaces or at play should walk to the nearest room.
- During a lockdown, if the fire alarm is activated, remain where you are and await further instructions over the Public Address System, unless there is obvious danger from smoke or flames.
- Wait for the following announcement from the Public Address System:
“ALL CLEAR, ALL CLEAR. PLEASE RETURN TO YOUR RESPECTIVE CLASSROOM.”
- Pupils should go back to their respective classroom and teachers should take attendance for each pupil.
- Staff should be sensitive to the emotion of the pupils after the lockdown. Parents will be informed by e-mail the same day of any lockdown (except lockdown drills).

Appendix C: School Closure

Emergency Closure of the School

1. The need to consider closing the whole school or part of the school and sending some or all of the students home can arise for a variety of reasons, in particular failure of services or extreme weather or climatic conditions. The only certainty is that the occasions will be unexpected and unpredictable.
2. The most senior person on the site, usually the Principal, is the only person who can make the decision to close all or part of the school.
3. School closure is always to be avoided if at all possible. However through the procedure for sending students home, there are inevitably always issues of security and safety of students.
4. The school has identified some likely causes leading to partial or full closure of the school and has established procedures and back up equipment to minimise the risk of this happening.
5. The senior leader of staff must remain optimistic and always assume that things will get better (ie services will be reconnected, weather conditions will improve) and delay the decision for as long as possible, whilst preparing for the worst.
6. It is not always assumed that all students will need to be sent home, partial closure is better than complete closure
7. Sending students home does not mean that staff go home too! A totally separate decision on the release of staff needs to be made if necessary.
8. Students can only be released if parents have been informed and arrangements made for Primary children to be collected by the parent, or notification is received that a Primary child may be collected by another parent or named adult. In the case of Secondary student parents must be informed prior to the release of students. Notification can be given by telephone or iSAMS.
9. Students should never be sent home from individual classrooms. They should be assembled in central locations (i.e. Auditorium, Sports Hall, Canteen etc) and released in an organised manner under the direction of a senior member of staff.
10. The senior leader of staff releasing students need to ensure they are given clear consistent instructions before they leave.
11. It is essential that an up-to-date list of emergency parent contact numbers is available in each school office.

If the school is to be closed the following action will be taken:

During term: Outside school hours

With the agreement of the Regional Director, the Principal will issue a relevant notice to parents, which will be transmitted via the emergency communication system. The most likely notice will be that, in the light of information received, the School will be closed on the following day, or that the bus system will not operate as usual. The message will be emailed to all parents via isams, replayed on the School answerphone, and will be posted on the school website and on all social media platforms.

It is vital that messages reach parents in their original form, and those involved in the operation of the emergency communication system must ensure that clarity is not lost. They should also make a note of those parents who cannot be contacted immediately, and try them again at regular intervals.

During term: In school hours

If local or widespread unrest occurs during the course of a school day, buses (or selected buses) will not be allowed to leave the school premises unless confirmation is received that it is safe for them to do so. The cafeteria should have sufficient emergency food supplies, and space would, if necessary, be provided for

sleeping. Parents will be advised that they may collect their children at their own risk. Pupils will not be released into the care of drivers or maids under these circumstances. When the situation allows the normal resumption of the bus service, parents of those pupils retained at the school will again be informed via isams and where necessary a phone call.

During school holidays

Parents will be mailed via isams and a notice will go on the website and all social media platforms. Where urgent time restraints occur, such as the day before returning to school, whatsapp messaging tree will be used through class reps.

Examinations

If problems occur during a period when students are due to sit examinations, the School will do everything possible to ensure that a normal examination environment is available. Parents would be closely consulted if such measures become necessary, and the relevant Examination Board will be informed of any situation that may have an adverse effect on the performance of the pupils concerned.

Communication with other International Schools in Hong Kong

The school should maintain regular contact with other International Schools in Hong Kong during periods of unrest. Such contact would prove invaluable when determining the safety of the bus routes used to transport pupils to and from the School.

Transportation by School Bus

All buses used to transport NAIS HK students have mobile telephones with both the driver and the bus supervisor. The bus coordinator can keep in regular contact with any buses at any time. Buses should be contactable at any point between pick-up and drop-off.

Appendix D: Fire Safety Policy and Procedure

The school has been issued with a fire safety certificate from the local fire department. The certificate is renewed annually following an inspection by the fire department. Fire officers will also make periodic inspections of the premises at other times and carry out practice drills alongside school staff.

The School's Emergency Action Team has a responsibility to ensure that adequate precautions and practices are carried out in relation to fire safety. The school carries out the following tasks:

- Assesses the risk of the likelihood of fire and the consequences of fire;
- Ensures that there are adequate means of detection and that people within the premises will be warned quickly;
- Provides appropriate firefighting equipment and alarms and ensures that firefighting equipment is easily accessible, simple to use and indicated by signs;
- Ensures that staff, students and visitors can exit the building quickly and ensures that emergency routes are kept clear;
- Ensures that those in the buildings know what to do if there is a fire by providing information and training to staff, and arrange contacts with external emergency services;
- Arranges for checks and maintenance of alarm and firefighting systems and emergency exits on a regular basis. The school's **FIRE RISK ASSESSMENT** takes into consideration the following points:
 - Structural features and the way in which a fire may spread and the passage of smoke;
 - Materials used within the school and the way in which combustible materials are stored;
 - Sources of ignition which may cause fire, such as electrical equipment, laboratory equipment etc;
 - People who may be particularly at risk because of the nature or location of their work or because of disabilities: The school's fire prevention plan and evacuation plan take the above points into consideration.

Fire Alarms

The school is equipped with a fire alarm system which has emergency access points distributed throughout the building.

The alarm system provides fast warning to the occupants of the building ensuring that evacuation of the premises can take place without delay.

The fire alarm system is tested at regular intervals to ensure that the system is working effectively.

Fire Fighting

The main purpose of fire precautions is to safeguard the lives of students, staff and visitors. In cases of fire, the first priority for teachers is to raise the alarm and ensure that students, teachers and visitors are safely evacuated. The use of fire fighting equipment must take into account that the raising of the alarm and the evacuation of persons in the building has to be the overriding priority.

The schools security guards have all been trained to use the schools fire fighting equipment.

Fire extinguishers are only for dealing with small fires. If teachers are in doubt about the situation, they should concentrate on evacuation rather than fire fighting.

The school's fire fighting equipment is checked annually and extinguishers are refilled and certified on an annual basis. All fire fighting equipment is readily accessible, extinguishers are kept in unlocked containers

and their location is clearly identifiable through highly visible signage.

Fire blankets kept in workshops and laboratories are made of glass fibre and not of asbestos.

The main gates of the school are kept clear of obstructions to allow fire fighting and other emergency vehicles to enter.

Emergency Routes and Exits

All emergency routes to the evacuation assembly points are kept clear and free from obstruction. The initial assembly point is the school field from where students, staff and visitors evacuate.

Alternative evacuation route will see all taken outside the school onto the main perimeter road.

Planning For Emergencies

Instructions for emergency evacuation are posted in each classroom. Staff and students are made aware of emergency evacuation procedures and regular full-scale evacuation and practices are held. Evacuation practices occur once every term. Lock down procedures are also practices once every term. Some practices are held with notification given to staff in advance whilst others take place without warning. The timing of evacuation drills during the school day varies to allow for differing circumstances such as lunchtimes and the end of the school day.

General Fire Safety Tips

A fire larger than one in a waste paper basket should be left to professionals. Staff members should not try to fight larger fires unless they have special training.

One should not run if ones clothing catches fire running fans and spreads the flames. A person on fire should stop, drop and roll. Rolling in a coat or blanket helps smother the flames. Fire blankets are provided in all laboratories and workshops.

When planning to enter a closed room in a burning building the door should first be felt with the back of the hand if it is hot it should not be opened.

Appendix E: Bomb Threat Policy

The actual probability of chemical or biological attacks remains low compared to other terrorist tactics, such as car bombings. For a biological attack to occur, three elements must be in place: a vulnerable target, a person or group with the capability to attack, and the intent (by the perpetrator) to carry out such an attack.

The aim is to prevent bomb or incendiary attacks, or when this is not possible, to minimise their effects.

This must be done without imposing unacceptable restrictions on the buildings and our school must weigh the seriousness of the threat against the need to maintain business as usual and decide the extent to which counter measures will be adopted.

Public Access

Consideration should be given to dividing the areas to which the public usually require access from the rest of the building. The rest of the building can then be made a secure area.

Package Bombs and Hoaxes

Postal bombs are unlikely to be in large parcels, rather in flat packages. Employees must be on their guard for:

- the post mark – any name/address of sender;
- the writing – style;
- stains – these could be sweating explosives;
- smell – usually an aroma of marzipan or almonds indicate an explosive;
- sound – if the parcel rattles, ticks, etc.

Telephone Calls

These are more of a common occurrence than parcels. All employees must be aware of the necessary procedures should they receive such a call.

Alert the Principal or other Senior leader immediately.

Above all, be calm, listen carefully, and report exactly what is said.

Protective Actions

The most common emergency protective actions are evacuation and shelter-in-place.

Evacuation means to leave the area of actual or potential hazard.

Shelter-in-place means to stay indoors. This includes additional precautions such as turning off air-conditioning, ventilation systems and closing all windows and doors.

Procedure

Preparation

- Adopt, as appropriate, the same techniques used to prepare fire and other emergency evacuations.
- Be prepared and observe your environment. Terrorists most often strike with little or no warning.
- Use caution when you travel. Observe and report unusual activity.
- Keep your packages with you at all times. Do not accept packages from strangers.
- Identify the location of fire exits and review emergency evacuation procedures. Inform all employees.
- Locate and maintain that fire extinguishers are in good working order.
- Train responsible personnel how to use fire extinguishers.
- Assemble and maintain an emergency supply kit for your workspace.

Upon receiving a phone call that a biochemical hazard or bomb has been planted:

- Complete the "Checklist for Dealing With a Telephone Terrorism Threat".
- Listen closely to caller's voice and speech patterns and to noises in background.
- Notify the Principal.
- Notify the Police.
- The Principal orders evacuation of all persons inside the building(s).

Upon receiving a chemical or biological threat letter:

Do not open suspicious packages! If you do open a letter or package and find suspicious materials:

- Back away from the product.
- Alert everyone present to leave and stay away from the area.
- Wash your hands with soap and water, avoid touching your face.
- Do not brush off your clothes.
- Call, or have another co-worker get an outside line then call the emergency services to report a suspicious letter or package
- Do not panic. Most anthrax threats are hoaxes. Even if the suspicious material is anthrax, it is treatable with common antibiotics.
- Isolate area and keep people away until emergency services arrive.

What emergency responders **may** ask you to do:

- Remove clothing and place in plastic bag, as soon as possible.
- Shower with soap and water as soon as possible at home. Do not use bleach or other disinfectant.
- Put on fresh clothing.
- Make a list of all people who had contact with the powder and give to local public health authorities. They may be instructed to watch for fever or other symptoms over the next couple of days.

During an Attack

If there is an explosion:

- Remain calm.
- Take cover under a desk or sturdy table if ceiling tiles, bookshelves, their contents, etc. begin to fall.
- Exit the building as quickly as possible.

If there is a fire:

- Stay low to the floor at all times and exit the building as quickly as possible. Heavy smoke and poisonous gases collect near the ceiling first.
- Use a wet cloth to cover your nose and mouth.
- Use the back of your hand to feel closed doors. If the door is not hot, brace yourself against the door and open it slowly. Do not open the door if it is hot. Seek another escape route.
- Use appropriate fire exits, not elevators.'

After an Attack

If you are trapped in debris:

- If possible, use a flashlight or whistle to signal rescuers regarding your location.
- Stay in your area so that you don't kick up dust.
- Cover your mouth with a handkerchief or clothing.
- Tap on a pipe or wall so that rescuers can hear where you are.
- Use a whistle if one is available. Shout only as a last resort—shouting can cause a person to inhale dangerous amounts of dust.

Evacuation procedures:

- The Principal notifies employees if evacuation is deemed necessary. Do not mention "terrorism" or "chemical or biological agent" to any employee or pupil.
- Report any unusual activities to the Police immediately.
- "Uninvolved" employees and pupils will be evacuated to a safe distance outside of the building(s), in keeping with the Evacuation Procedure. After consulting with appropriate officials, the Incident Controller may move employees and pupils to a safe haven, if indicated.
- After evacuation, Teachers and Line Managers will note any absences immediately to the Incident Controller.
- Employees "involved" in a letter opening or receiving a phone call will be evacuated as a group if necessary after consultation with the Incident Controller and public safety officials.
- Do not leave your sheltered location or return to the evacuated area until it is deemed safe to do so.
- The Principal notifies employees of termination of emergency. Resume normal operations.

Counselling of Victims

Employees may need counselling soon after the event to avoid any long-term distress. They can contact their line manager who will consider the following possibilities:

Debriefing

Victims will need to talk through their experience as soon as possible after the event. Remember that verbal threats can be just as upsetting as a physical attack. The victims will be assured of support from their managers.

Time off Work

Individuals will react differently and may need time to recover. In certain circumstances they might need special counselling. Line managers may be able to advise on counselling services. Time off for counselling, treatment or representation will be regarded as sickness absence or special leave.

Forms

In all circumstances the member of staff must use the checklist and form for dealing with a Telephone Terrorism Threat.

Appendix F: Checklist for Dealing with Telephone Terrorism Threat



Health and Safety Manual Forms

Checklist for Dealing with a Telephone Terrorism Threat

Immediately alert the School Principal but **do not put down the handset or cut off the conversation**

Obtain as much information as you can. Complete this form as you go along:

Message (exact words):		
Ask for any code words		
Where is the bomb?		
What time will it explode?		
What does it look like?		
What type of bomb is it?		
What will cause it to explode?		
Why are you doing this?		
Time and length of call:	Time	Duration

As soon as the call has finished give this form to the School Principal who will decide what to do.

Health and Safety Manual Forms
Information to be provided immediately to the School Principal
After having received a telephone bomb threat.

Details of caller			
Man	<input type="radio"/>	Old/young	<input type="radio"/>
Woman	<input type="radio"/>	Not known	<input type="radio"/>
Child	<input type="radio"/>	Race	<input type="radio"/>
Speech			
Intoxicated	<input type="radio"/>	Laughing	<input type="radio"/>
Rational	<input type="radio"/>	Serious	<input type="radio"/>
Rambling	<input type="radio"/>	Message read or spontaneous	<input type="radio"/>
Speech impediment, e.g. stutter/lisp	<input type="radio"/>	Disguised e.g. electronically	<input type="radio"/>
Accent (specify if possible)	<input type="radio"/>	Angry	<input type="radio"/>
Excited	<input type="radio"/>	Slow	<input type="radio"/>
Rapid	<input type="radio"/>	Nasal	<input type="radio"/>
Raspy	<input type="radio"/>	Deep breathing	<input type="radio"/>
Clearing throat	<input type="radio"/>	Other	<input type="radio"/>
Distractions			
Noise on the line	<input type="radio"/>	Interruptions	<input type="radio"/>
Call box pay tone or coins	<input type="radio"/>	Anyone in background	<input type="radio"/>
Operator	<input type="radio"/>	Other	<input type="radio"/>
Other noises			
Traffic	<input type="radio"/>	Railway station	<input type="radio"/>
Talk	<input type="radio"/>	Music	<input type="radio"/>
Typing	<input type="radio"/>	Children	<input type="radio"/>
Machinery	<input type="radio"/>	Street noise	<input type="radio"/>
Aircraft	<input type="radio"/>	Crockery	<input type="radio"/>
PA system	<input type="radio"/>	House noises	<input type="radio"/>
Animals	<input type="radio"/>	Other	<input type="radio"/>
Any clue as to identity of caller and/or location of call?			
Person receiving the call			
Number of telephone on which call was received			

Appendix G: Personal Injury Policy & Procedure

Student and staff injury should be handled carefully and sensitively. The following course of action will be taken whenever a student or member of staff is injured on campus.

- A staff member should remain with the injured person and send another staff member (or a reliable student if no other staff member is present) to fetch a nurse.
- Staff members or reliable students should move any gathering students away from the area. Any students not directly involved should be sent to their next class, the library or a supervised area.
- The school nurse should determine if additional medical treatment is necessary. If the school nurses are off campus the Principal, Assistant Principals should decide whether or not to call an ambulance.
- If the injured person is a student, the student's parents should be called. If the student is conscious and the injury not very serious, the parents can decide whether to pick up their child and take him/her to the doctor or let him/her finish the school day. If the injury is extremely serious and ambulance should be called immediately. The student should not be moved in the meantime. Get the students to move away from the area to allow free access to the ambulance crew on their arrival.
- A school nurse or member of staff should accompany the injured person in the ambulance.
- Circumstances concerning the accident should be documented and an Accident Report Form filled out.
- An announcement should be made about the incident to dispel rumours. If the incident is very serious, teachers should discuss it with their students. Time should be allowed for grief and discussion.
- Any student who is upset by the incident should be allowed to talk to their teachers or pastoral staff.

When NOT to move an injured person:

- The person is unconscious, not breathing or severely bleeding
- A back or neck injury is suspected
- An arm, leg or pelvis is suspected to be broken.

Appendix H: Accident & Incident Reporting Procedure

ACCIDENTS

1. Minor

An injury that has been dealt with on the premises and does not require any treatment by external agencies at the time of reporting.

Example : Normal wounds , bumps, bruises, cuts & abrasions.

Step 1:

The nurse will provide the desired first aid treatment or clinical care appropriate for the situation. If nurse is not available, a designated first aid provider will provide the required first aid and then report nurse.

Step 2:

A clinic treatment notice will be sent notice to parents

Step 3:

All information regarding the situation, treatment and notification will be entered into iSAMS.

Step 4:

All accidents are recorded onto the RIVOSAFEGUARD system and on iSAMS

2. Serious

An Injury that requires treatment by an external agency e.g. doctors or hospital visit.

Example: Serious Strains, Sprains, broken bones, burns (bigger than 2cm), head injuries.

Step 1:

The nurse will provide the desired first aid treatment or clinical care appropriate for the situation. If nurse is not available, a designated first aid provider will provide the required first aid and then report nurse.

Step 2:

- Contact the appropriate Assistant Principal, Head of Year and Class teacher of situation.
- Contact the parents to inform of situation and to collect their child for medical review.
- If emergency the student should transported to the nearest appropriate hospital by an appropriate method of transport (Car or Ambulance depending on situation) with the nurse or a designated staff member.
- The staff member can return to school once the parents or guardian arrive at the medical facility (depending on the situation).

Step 3:

Provide updated information to SLT or designated staff member on an hourly basis or agreed timeframe.

Step 4:

All information regarding the situation, treatment and notification will be entered into iSAMS.

Step 5:

All accidents are recorded onto the RIVOSAFEGUARD system and on iSAMS.

Step 6:

Follow up and update information regarding student or situation as needed (depend on each situation).

3. Major - Major accidents

Example: Fracture other than to fingers, thumbs or toes, Amputation, Dislocation of the shoulder, hip, knee or spine, Loss of sight (temporary or permanent), Chemical or hot metal burn to the eye or any penetrating injury to the eye.

Step 1:

The nurse will provide the desired first aid treatment or clinical care appropriate for the situation. If nurse is not available, a designated first aid provider will provide the required first aid and then report nurse.

Step 2:

- Contact the appropriate Assistant Principal, Head of Year and form tutor/Class teacher of situation.
- Contact the parents to inform of situation and to collect their child for medical review.
- If emergency the student should transported to the nearest appropriate hospital by an appropriate method of transport (Car or Ambulance depending on situation) with the nurse or a designated staff member.
- The staff member can return to school once the parents or guardian arrive at the medical facility (depending on the situation).

Step 3:

Provide updated information to SLT or designated staff member on an hourly basis or agreed timeframe.

Step 4:

All information regarding the situation, treatment and notification will be entered into iSAMS.

Step 5:

All accidents are recorded onto the RIVOSAFEGUARD system.

Step 6:

Follow up and update information regarding student or situation as needed (depend on each situation).

ILLNESSES

1. Minor Illnesses

Are illnesses that can be dealt with on the premises and do not require any treatment by external agencies at the time of reporting.

Example: Sore throat, headache, minor stomach complaints, ear aches.

Step 1:

The nurse will provide the desired clinical care appropriate for the situation. If nurse is not available, a designated first aid provider will provide the required care then report nurse.

Step 2:

A clinic treatment notice will be sent notice to parents reporting the reason for presentation, treatment provided, outcome and further recommendations.

Step 3:

All information regarding the situation, treatment and notification will be entered into iSAMS.

Step 4:

The nurse will decide if the illness is reportable to the Hong Kong Health Authority.

2. Serious illnesses

Any illness that requires referral for medical treatment by an external agency e.g. doctors or hospital visit.

Example: Asthma, Anaphylaxis, Severe Abdominal pains, Severe headaches or serious mental health concerns.

Step 1:

The nurse will provide the desired first aid treatment or clinical care appropriate for the situation. If nurse is not available, a designated first aid provider will provide the required first aid and then report nurse.

Step 2:

- Contact the appropriate Assistant Principal, Head of Year and Form tuto/Class teacher of situation.
- Contact the parents to inform of situation and to collect their child for medical review.
- If emergency the student should transported to the nearest appropriate hospital by an appropriate method of transport (Car or Ambulance depending on situation) with the nurse or a designated staff member.
 - The staff member can return to school once the parents or guardian arrive at the medical facility (depending on the situation).

Step 3:

Provide updated information to SLT or designated staff member on an hourly basis or agreed timeframe.

Step 4:

All information regarding the situation, treatment and notification will be entered into iSAMS in a timely manner.

Step 5:

Follow up and update information regarding student or situation as needed (depending on each situation).

Step 5:

All incidents requiring emergency transport to hospital should be recorded onto the RIVO SAFEGUARD system.

Step 6:

The nurse will decide if the illness is reportable to the Hong Kong Health Authority.

3. Communicable Diseases

Any illness or contagious disease that has the potential to affect the wider school community.

Example: Measles, mumps, Chicken pox, impetigo, gastroenteritis or Influenza etc. A full list is available in the parent handbook and in the school health clinics.

Step 1:

The nurse will provide the desired first aid treatment or clinical care appropriate for the situation. If nurse is not available, a designated first aid provider will provide the required first aid and then report nurse.

Step 2:

- Contact the appropriate Assistant Principal, Head of Year and Form tutors/Class teacher of situation.
- Contact the parents to inform of situation and to collect their child from school and medical review if indicated.
 - Provide parents with information on the suspected illness and make appropriate recommendations and return to school guidelines.
 - If emergency the student should transported to the nearest appropriate hospital by an appropriate method of transport (Car or Ambulance depending on situation) with the nurse or a designated staff member.
 - The staff member can return to school once the parents or guardian arrive at the medical facility (depending on the situation).
- If parent unable to collect child from school then the student should be isolated to the nurse clinic until they can be collected.
- The nurse must assess the risk to the wider school community and consider if then nurse room needs to be closed until the infected student is removed.

Step 3:

Provide updated information to SLT or designated staff member on an hourly basis or agreed timeframe.

Step 4:

Consider if deep cleaning is required in the nurse clinic and other areas the student has been present.

Step 5:

All information regarding the situation, treatment and notification will be entered into SIMS in a timely manner.

Step 6:

Follow up and update information regarding student or situation as needed (depending on each situation).

Step 7:

All communicable diseases should be recorded onto the RIVOSAFEGUARD system.

Step 8:

SLT to consider if notification to the wider school community about the situation is required to ensure appropriate symptom monitoring of others in the school community. The nurse will inform SLT if this is one of the communicable diseases needed to be reported to the Hong Kong Health Authority.

Appendix I: Accident Report Form

We use Rivo as the place for recording Accidents and incidents. These are also recorded onto the individual child's iSAMS record. Where appropriate, a NAIS HK staff member will take a child to the hospital and meet the parent(s) there.

Parents are informed by phone in case of serious accident and illness, otherwise in the student's diary.

Appendix J: Hazardous Materials Policy & Procedure

Incident Occurs in School

- Notify Premises Manager.
- Office staff alert Principal, Assistant Principals and Premises Manager.
- Premises Manager should alert the police and fire service.
- Evacuate persons in the immediate vicinity to an upwind location, taking class register. Teachers take attendance after evacuation.
- Seal off area of leak/spill. Close doors.
- Fire Officer in charge will determine additional need for further evacuation.
- If further evacuation is required follow emergency evacuation plan.

Incident Occurs near School Property

- Fire Brigade or Police will notify School.
- Consider shutting down air-conditioning.
- Consider cancelling break times, physical education activities and other outdoor activities.
- Consider evacuating students to parts of the building away from the hazard.
- Principal will consult Fire Brigade and police on need for full evacuation.
- If full evacuation required follow emergency evacuation plan.
- If evacuation is not ordered, be aware of and alert to any change in health conditions of students or staff, especially respiratory problems. Seek medical attention if necessary.
- Resume normal operations when fire officials and police approve.

TYPHOON AND HEAVY RAIN PROCEDURES

In the event of an approaching typhoon, details of class dismissal times will be posted on the front page of the school website and Facebook.

BEFORE SCHOOL STARTS:

EVENT	SITUATION	ACTION TO BE TAKEN
TYPHOON	Hoisting of No.1 Signal	School operates as normal.
	Hoisting of No.3 Signal	Primary and secondary school will operate as normal, unless advised otherwise.
	Hoisting of No.8 Signal or above	School will close.
	Lowering to No.3 Signal	Primary and secondary school will operate as normal, unless advised otherwise.
	Lowering to No.1 Signal or lowering of all signals.	Primary and secondary school will operate as normal, unless advised otherwise.
RAINSTORM	Raising of Amber Rainstorm Warning	School operates as normal.
	Raising of Red/Black Rainstorm Warning	School will close.

Radio, television and online announcements are made when schools are closed due to typhoon or red/black rainstorm warnings. If children have already set off for school, NAIS will accept the children who arrive when school is closed. These children will be retained until it is safe for a parent or helper to collect them.

WHILST AT SCHOOL:

EVENT	SITUATION	ACTION TO BE TAKEN
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TYPHOON	Hoisting of No.1 Signal	School operates as normal.
	Hoisting of No.3 Signal	Primary and secondary school will operate as normal, unless advised otherwise.
	Hoisting of No.8 Signal or above	School will close.
	Lowering to No.3 Signal, No.1 Signal or cancellation of all signals	Primary and secondary school to resume the following day, unless road or other conditions remain adverse.

Primary pupils:

- Pupils who take the school bus will wait in their classrooms and then sent down to their respective buses.
- Pupils who are collected by their older sibling, parent or carer will wait in the classroom.
- Pupils who are not collected will wait in the Administration Office on the G/F for collection.

Secondary pupils:

- Pupils who travel home by public transport will be dismissed directly from their class.
- Pupils who are required to collect their younger sibling(s) should report to the relevant primary classroom.

If we are unable to reach you or your spouse – or your emergency contact – we will look after your child until you arrive. Please ensure that you are able to pick up your child in the event of inclement weather.

