



## Major Incident Procedures

### General Guidance for Staff

In the event of a major emergency (e.g. traffic accident, fire, explosion) all staff should follow these basic guidelines:

1. Take control of the situation until the emergency services take over – you are responsible for the safety and security of the students in your group
2. Assess the situation
3. Your first priority is to the safety of your group – ensure that they are all safe and supervised before you attempt to do anything else. Don't allow any of member of your group to wander off.
4. Check if there are any injuries (see below)
5. Contact the Head Office or school/centre emergency number for support

### Dealing with Injuries

If you call emergency services (999 or 112) they will often give you advice over the phone while waiting for an ambulance to arrive. General guidelines:

- DO NOT ATTEMPT TO MOVE INJURED PEOPLE. The only exception to this is if they are only slightly wounded and they are in danger where they are.
- Find out who is injured and who needs your help the most. As a guide, prioritise unconscious people first.
- Perform basic first aid if you know how e.g. apply pressure to wounds, keep airways open
- Injured people need to be supervised at all times; keep them awake and talking
- Keep checking everyone periodically – there could be injuries you didn't see at first or someone you thought was only slightly injured could get worse
- If anyone is taken to hospital, find out which hospital before they leave. A Group Leader or a member of staff should accompany them.

### Looking after a group at an accident scene

If your group is present at an accident you may have to look after them for some time.

- Keep them calm and comforted, and keep them updated about anything we are doing to help them.
- If possible, and the group members are uninjured, take them to a safe place away from the scene of the accident.
- Remember to consider their emotional needs but also consider potential conduct issues e.g. stop them taking photos, keep them from getting in the way.

### Communications

In the event of any accident affecting your group:

- Call the School/Centre/Head Office emergency number to report the incident. Head Office will deal with calls to/from clients and make arrangements to help you.

- Keep your phone line open and preserve battery life. Avoid making/receiving unnecessary calls and keep calls brief.
- You will need to provide a report on the incident later so try to keep notes, especially names/phone number of witnesses/police etc.
- Do not speak to the press or allow any students to. Also, ask students not to post anything on social media sites. Apart from worrying their family, it could cause distress to others

## Specific Emergency Scenarios

### Terrorist Attacks

While the chances of being directly involved in a terrorist attack are quite low, we must be prepared for the possibility of being caught up in one, or in the effects of one. This guidance covers actual or suspected terrorist attacks; in 2005 we were initially told there was a fire on the underground, so if there is any doubt, we must play safe.

### Guidance for staff on excursion

- Call the centre/school to report in as soon as possible. Remember that you may not have mobile phone coverage (the security services turn off the network) so you may have to find a landline. Keep checking in for information and to keep the centre/school informed.
- If you need to wait for pick up, find a safe place to wait in, such as a park. Be careful not to lose anyone!
- In cities, any incident usually has a major effect on the transport network and roads may be blocked for a considerable period of time, so you may need to walk to a pick-up point. If you do, avoid potential terrorist targets such as Parliament, palaces, train/underground stations, Harrods etc.
- Try to keep everyone calm and encourage them to be patient – if it is a real terrorist attack, they may experience major delays.

### Guidance for staff at the school or centre

- You must account for all your groups/students as soon as possible. Stop any groups from leaving the campus.
- If you have groups in the affected area, contact them and tell them to return to the centre or designated place. Tell them to check in every 30 minutes.
- Keep the centre phone lines clear and staffed – you can expect calls from the agents and worried parents but aim to keep these calls as short as possible so that you can communicate with HO and the people on excursion.

# POLICE ADVICE



**In the unlikely event of a terrorist or weapon attack ...**



**RUN** - to a place of safety. Take your friends with you. If there's no where to go then...



**HIDE** - Stay out of sight and keep quiet. Turn your phone to silent and turn off vibrate. Barricade yourself in if you can.



**TELL** - If you need help from the police call 999, or ask a member of the public to help.

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