

Crisis Management Procedure

Contact your manager immediately when you receive news of such an incident, irrespective of the time of day or night. If your manager is unavailable for any reason then immediately phone:

- Ward Lincoln 07748335905 or 01865 883414
- Geoff Hardy-Gould 07855 779545 or 01273 477334
- Jozef Windsor 07970709580 or 07503040552
- Angela Radford 01865 258317
- Till Gins 07802 262138 or 01865 407875 or 0207 401 9915

In detail, the following procedure must be followed:

1. Contact your manager as soon as possible (if not available, see above)
2. The manager contacts the Senior Manager immediately who in turn will inform Till Gins or other Directors and other members of the Management Team as the situation dictates
3. The manager will coordinate practical steps to address the crisis, e.g. alternate premises, repatriation etc
4. The Senior Manager in consultation with Till Gins will coordinate communication as follows:

CONTACT	MAIN RESPONSIBILITY	BACKUP
Emergency Services	Centre Manager, Supervisor	Programme Coordinator
Course staff	Centre Manager	Director of Education, Programme Coordinator
Next of kin (parents, spouse)	Principal or Till Gins	Director of Education, Programme Coordinator
Course students	Centre Manager	Director of Education, Programme Coordinator
Host school Bursar / representative	Centre Manager	Director of Education, Programme Coordinator
Other schools	Director of Education	Other Senior Manager
Corporate Office	Director of Education	Other Senior Manager
Agent (if agency student is involved)	Director of Education	Other Senior Manager
Embassy	Director of Education	Other Senior Manager
Media/ Press	Till Gins	Senior Manager
Insurance company	Director of Education	Other Senior Manager
British Council	Director of Education	Other Senior Manager
English Uk	Director of Education	Other Senior Manager
Health & Safety Executive (report within 24 hours)	Ward Lincoln	Other Senior Manager
Company Solicitor	Till Gins	Other Senior Manager

In the event that communications are affected and the above contacts are unreachable, all enquiries should be directed via the Regent schools group Corporate Office: email summerschools@regent.org.uk, tel: +44 (0) 1865258340

The back-up person is to act in the absence of the person with main responsibility. The person with main responsibility MUST ensure the back-up person is aware of their absence. Senior Managers must leave emergency contact numbers with all members of the Management Team during absences

Explanation of roles (in table above)

- **Senior Manager:** Member of Group Management Team (Till Gins, Geoff Hardy-Gould, Ward Lincoln, Angela Radford and Jozef Windsor)
- **Supervisor:** The person supervising at the time of the accident/incident

Non-executive Director's contact details

Bonnie Dean 07768300201 / 01225471427 / 02077923224 / other mobile 07884183 350