

EMERGENCY ACTION PLAN

The St Giles International Emergency Action Plan is intended to assist agents, students, parents and staff to understand our procedure during an emergency situation if any St Giles centre is closed due to extenuating circumstances, such as disasters, either natural (e.g. hurricane), or man-made (e.g. terrorism). Please note that this procedure is intended as a guideline only, as every situation is different and may require a different response.

Responsibilities of Key staff

Center Director or Principal

- To coordinate emergency response and liaise closely with other key staff members
- To inform and update St Giles Head Office as the situation develops
- To ensure at all times that they maintain a record of home telephone numbers, mobile/cell phone numbers and email addresses of all administrative staff and management to contact in the event of the emergency. This information should be kept confidential to the Center Director/Principal and Director of Studies. An updated list should be sent to the Managing Director's PA quarterly. □

Director of Studies

- To contact all academic staff and instruct them accordingly, considering such issues as when to return to work, whether the school buildings are safe to use and accessible
- To liaise with registrar and student services to establish the well-being of existing students
- To maintain a list of all teachers' contact details and to provide an updated copy to the Centre Director/Principal quarterly.

Assistant Director of Studies

- To assist or deputize for the Director of Studies as required

Student Services

- To contact all current students and update them on the nature of the emergency and how it affects the school including whether we are running classes and whether the building is safe to use and accessible
- To pass on to the registrar emergency contact information of any students who are unaccounted for

Registrar

- To contact agents, and wherever possible the students' families and/or prospective students who may be affected by the emergency and keep them informed about our response and the well-being of their students
- To contact agents or emergency contacts of students who remain unaccounted for

Accommodation – Homestay & Residences

- To contact and update host families and residences about the emergency and the way we are dealing with it
- To liaise with student services to establish the well-being of existing students
- To advise on whether and when it is safe to return to the school for classes

Head office

- To update group website with a special notice on the homepage providing information or contact details in event of emergency
- To provide email and telephone responses with an update on the latest information we have
- To liaise with local centre management to ensure we have the latest information

Information for Staff

All efforts will be made to keep staff updated on the status of the emergency and staff should check emails regularly for the latest information on closure of the school and when it is expected to reopen. Where there is a breakdown in communication staff should follow official advice on TV and radio as to whether or not it is safe to travel. At all times, staff should exercise discretion and not travel if they feel it is unsafe to do so.

Contacting Existing Students, Their Agents, and Their Emergency Contacts

Our students are typically far from home and St Giles has a duty of care to keep their families fully informed about their welfare. Therefore, it is essential that accurate information about the emergency, and those affected, is passed on to agents and/or emergency contacts at the very earliest opportunity. Those contacted will need to know the nature of the emergency, how the students are affected, when to expect the school to reopen, and how to contact the school.

Emergency Point of Contact for Agents, Students, and Other Concerned Parties

School	Emergency Email	Emergency Telephone (24 hours)
St Giles London Central	Studentservices.londoncentral@stgiles.co.uk	+44 (0) 7804 919788
St Giles London Highgate	Studentservices.londonhighgate@stgiles.co.uk	+44 (0) 7796 552488
St Giles Cambridge	Studentservices.cambridge@stgiles.co.uk	+44 (0) 7943 631947

St Giles Brighton	Studentservices.brighton@stgiles.co.uk	+44 (0) 7816 414660 +44 (0) 7879 033142
St Giles Eastbourne	Studentservices.eastbourne@stgiles.co.uk	+44 (0) 7833 788118
St Giles Vancouver	Studentservices.vancouver@stgiles-canada.com	+1 604 831 4006
St Giles Juniors	Studentservices.juniors@stgiles.co.uk	+44 (0)7896 113327

Note: In the event that communications are affected and the above contacts are unreachable, all enquiries should be directed via St Giles International Head Office:

Email: hq@stgiles.co.uk
Tel: +44 (0)20 7837 0404

Additional Measures

Publicity

The Centre Director/Principal will keep Head Office updated and messages will be posted on the St Giles website and Facebook page. Head Office may also take additional steps as necessary to inform/contact students and their agents.

Important Note

In the event of an emergency, the Centre Director/Principal and other key staff members are able to access the CLASS database remotely to access student information. However, the effective implementation of this procedure requires up-to-date information on students and staff. Therefore it is vital that details of current students are entered weekly following intake of new students and that regular checks are made to ensure that these details remain up-to-date.

(November 2022)