



# Global Educational Guardians Emergency Plan

## Statement

The safety of our students is our main priority. Global Educational Guardians acknowledges that there may be situations out of their control that require planning for. This plan outlines what Global Educational Guardians will do in the event of an emergency. (Please note that the scenarios are not exhaustive.)

## Emergency Procedure

### Dealing with an emergency

It is important that staff who receive an emergency call keep calm and remember to note all of the information provided. You may need to provide reassurance and support to the informant as they may be upset, suffering from shock or may panic.

- Ascertain what has happened, gathering as much information as you can;
- Discuss with the informant what action needs to be taken and by whom;
- Keep a written record of the information and of any actions taken. (A template for recording incidents is included at end of this plan);
- The Director Mrs Irina Gay should be informed immediately about the situation.

### Specific scenarios

Please note that specific scenarios may require a bespoke plan that will include further details on how we will handle the issue. Where this is the case Global Educational Guardians will circulate the plan to all relevant parties.

### Cancelled Flights

When a student's flight is cancelled in the UK Global Educational Guardians will arrange for suitable care. If necessary, students will be accommodated in an emergency homestay until it is possible to travel. Where a student is waiting at an airport without a member of our staff, students are required to contact Global Educational Guardians as soon as they are aware that their flights have been

cancelled. Parents will be kept fully informed of the situation. Global Educational Guardians will liaise with the airline and parents to rearrange the flights.

## Pandemic/ Contagious Outbreak

Pandemics can cause major disruption to travel and schooling. It is important in such events to take advice from the government, UK Health Security Agency and the World Health Organisation. AEGIS provides guidance for members to follow. This is regularly updated as a situation develops. Usually, in a pandemic it is important to restrict movement so as not to spread the disease further. That means boarding school students would usually remain at school. In the event of a pandemic Global Educational Guardians may not be able to offer homestay accommodation as this could place students, homestay families and the wider community at risk. Global Educational Guardians will work with parents to find flights to home countries where required. Global Educational Guardians will work with schools to meet students' needs during a pandemic. This could be by helping to support students to learn remotely as directed by the school. Global Educational Guardians will work with parents and schools to find suitable quarantine accommodation for students where required.

Global Educational Guardians has a specific Pandemic Response Protocol that outlines our procedures for dealing with a pandemic.

## GEG Pandemic Response Protocol

### 1. Purpose

To ensure the health, safety, and continuity of care for students during a pandemic, in line with UK public health guidance and AEGIS safeguarding standards.

### 2. Activation & Leadership

This protocol is activated by a UK Government or WHO pandemic declaration.

### 3. Core Procedures

- **Communication:** Issue clear, regular updates to parents, students, and homestays via email/portal, using only official UKHSA/DfE guidance.
- **Student Placement:** If schools close, activate pre-arranged homestay placements for all students. Designate specific "isolation homestays" for any symptomatic student.
- **Homestay Support:** Provide homestays with written infection control and isolation guidelines. Implement supplemental payments for extended care.
- **Welfare & Safeguarding:** Conduct mandatory welfare checks via secure video call. The DSL must be notified immediately of any concern. Remote safeguarding monitoring remains paramount.

- **Travel/Repatriation:** Arrange repatriation case-by-case in consultation with parents. Guarantee continuous UK care for students who remain.

#### 4. Key Principles

- Prioritise student welfare and public health guidance.
- Maintain business continuity through remote operations.
- Ensure clear, consistent communication.
- Uphold all safeguarding duties throughout.

#### Serious injury or death of a student

Serious injury or death of a student is distressing for all concerned. Global Educational Guardians will:

- Liaise with medical staff and police
- Keep parents informed
- Help parents arrange flights
- Handle any media enquiries
- Liaise with schools and any other external agencies (such as LSP) where required
- If required, assist parents with rehabilitation and flights home
- If required, assist parents with funeral arrangements

#### Terrorist incident

Schools will have their own lockdown procedures to ensure the safety of students in the event of a terror attack. In the event of a terror attack taking place in the UK when a student is staying at a homestay, Global Educational Guardians will follow the guidance provided by the UK government and the police. Unless instructed otherwise, students will be asked to remain in the homestay and not to go out unaccompanied by their homestay. In such a situation Global Educational Guardians will assess the risks and act accordingly.

#### Fire

In the event of a fire at a homestay, after dealing with the emergency by calling the fire brigade, the homestay is expected to inform Global Educational Guardians. Students will be moved to a different homestay until the accommodation is refurbished. Global Educational Guardians will visit the homestay to check the suitability of accommodation before any students return.

#### School closures

There are many reasons why a school may close. These could be temporary, such as due to weather or a staff shortage, or permanent, for example due to bankruptcy. Unless closure is due to a

contagious disease (see pandemic guidance above), Global Educational Guardians will provide accommodation for students with their homestays\*.

### Requests from schools to remove a student

Global Educational Guardians has a plan in place for any student who cannot be accommodated by the school due to illness, disciplinary action or any other cause. *[Add details here of plan to demonstrate who would be responsible for the student and what action would be taken.]*

## GEG Emergency Accommodation Protocol

### 1. Purpose

To provide immediate, safe accommodation and continuous guardianship for any student who cannot remain at school due to illness, discipline, or welfare concerns.

### 2. Immediate Action (Within 2 Hours)

- **Notify:** GEG on-call guardian contacts school for full details, then informs parents.
- **Place:** Activate pre-approved Emergency Homestay.
- **Transfer:** Arrange and fund secure transport from school to homestay with full handover.

### 3. Care Management

- **Medical:** Homestay follows NHS/GEG isolation guidelines. GEG arranges/pays for required tests. Guardian conducts daily welfare calls.
- **Disciplinary:** Homestay provides supervised, structured stay with enforced study timetable. Guardian mediates with school/parents.
- **Welfare:** Placement with pastoral-specialist homestay. GEG DSL coordinates with school/support services.

### 4. Review & Reintegration

Guardian coordinates regular reviews with parents, student, and school to plan safe return or transition.

## Emergency Homestay Accommodation\*

Please note that emergency homestay placements may not necessarily be with the students' usual homestay, but will be with one of our vetted homestays who provide high levels of care. These homestays may be a greater distance from the school. Wherever possible we will place students with their usual homestay.

## Emergency Contact Details - Guardian Organisation staff

| Organisation | Contact details  | Comments      |
|--------------|--|---------------|
| GEG Ltd      | +44 7848 995858,<br>co-ordinator@globalguardians.co.uk | Director, DSL |

## Contact Details- other organisations

| Organisation                  | Contact details  |
|-------------------------------|--|
| Police                        | Tel: 999 (24 hour)<br>Tel: 101 (24 hour, non-emergency number)   |
| Fire & Rescue service         | Tel: 999 (24 hour)   |
| Ambulance service             | Tel: 999 (24 hour)   |
| National Health Service       | Tel: 111 (24 hour)   |
| AEGIS                         | Tel: 01453 821 293   |
| Foreign & Commonwealth Office | Tel: 0207 008 1500 (24 hour, consular assistance)  |
| Environment Agency            | Tel: 0345 988 1188 (24 hour Floodline)   |
| Met Office                    | Tel: 0370 900 0100 (24 hour, weather desk)   |
| Health and Safety Executive   | Incident Contact Centre: 0345 300 9923 (Monday to Friday 8.30am until 5pm)<br>Out of hours duty officer (24 hour): 0151 922 9235<br><a href="#">HSE: Information about health and safety at work</a> |
| UK Health Security Agency     | <a href="#">UK Health Security Agency - GOV.UK (www.gov.uk)</a>  |

|                                |  |
|--------------------------------|--|
|                                | Main Switchboard: 020 7654 8000<br>Email: <a href="mailto:enquiries@ukhsa.gov.uk">enquiries@ukhsa.gov.uk</a> |
| World Health Organisation      | <a href="#">World Health Organization (WHO)</a>  |
| Insurance company              | <i>Marsh Ltd</i>   |
| Local Safeguarding Partnership | 0118 937 3641 Reading, 029 2078 8570 Cardiff   |

## Incident record form

Staff should complete this form when receiving information about an emergency incident. Please ensure that you obtain and record as much information as possible.

|   |                          |   |                          |
|---|--------------------------|---|--------------------------|
| <b>Name of informant:</b>   |                          | <b>Date and time of call:</b>               |                          |
| <b>Contact details of informant:</b>  |                          |   |                          |
| <b>Date and time of incident:</b>   |                          |   |                          |
| <b>Nature of Incident:</b>  |                          |   |                          |
| <b>Location of incident:</b>  |                          |   |                          |
| <b>Who is involved?</b>   |                          |   |                          |
| <b>Ascertain whether anyone has injuries and if so, where have they been taken to?</b>      |                          |   |                          |
| <b>Have the emergency services been informed? If so, what instructions have they given?</b> |                          |   |                          |
| <b>Who has been informed:</b><br><i>(Tick which apply)</i>                                  |                          |   |                          |
| <b>Owner/Director of Guardianship Organisation</b>  | <input type="checkbox"/> | <b>Police</b>                               | <input type="checkbox"/> |
| <b>Parents</b>  | <input type="checkbox"/> | <b>Ambulance services</b>                   | <input type="checkbox"/> |
| <b>Homestays</b>  | <input type="checkbox"/> | <b>Fire services</b>                        | <input type="checkbox"/> |
| <b>Agents</b>   | <input type="checkbox"/> | <b>Local Safeguarding Partnership/ LADO</b> | <input type="checkbox"/> |
| <b>School</b>   | <input type="checkbox"/> | <b>Health and Safety Executive</b>          | <input type="checkbox"/> |

|                            |  |                                   |  |
|----------------------------|--|-----------------------------------|--|
| <b>Students</b>            |  | <b>Media</b>                      |  |
| <b>AEGIS</b>               |  | <b>Other: <i>(Please add)</i></b> |  |
| <b>Action to be taken:</b> |  |                                   |  |

### Incident record: Specific Contact Details - for completion during an emergency

This table can be used to record any additional contact details required for a specific emergency.

| Organisation | Contact details | Comments |
|--------------|-----------------|----------|
|              |                 |          |
|              |                 |          |
|              |                 |          |

### Review

We are committed to reviewing our plan and good practice annually.

This emergency plan was last reviewed on: 21/12/2025



Signed:

Mrs Irina Gay, Director

Date: 21/12/2025