



7th February 2020

MAJOR INCIDENT CONTINGENCY PLAN AND GUIDANCE

ELITE ANGLO CHINESE SERVICES **SAFEGUARDING EMERGENCY CONTACT**

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EMERGENCY CONTACT DETAILS

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Company No: 11632695 Registered in England and Wales

This plan is designed to be implemented in the case of a major incident affecting the transportation of students within the UK, leaving the UK returning home or coming back to the UK.

Policy: Major Incident Contingency Plan

Summary: This plan is designed to be implemented in the case of a major incident affecting the transportation of students within the UK, leaving the UK returning home or coming back to the UK.

Policy Owner: Eve Leung (Designated Safeguarding & Prevent Deputy)

Next Review Date: February 2021

1. Plan

This plan applies to Elite Anglo Chinese Services (EACS) students who are travelling unaccompanied and who are affected by a major incident. For example, severe weather which closes an airport or an incident that closes an airport whilst in transit, deeming their onward journey impossible or subject to major delays.

The plan is to ensure that the child is in a safe place and where required to a safe and suitable accommodation, which will be dependent upon whether the incident takes place within the UK or at a transport hub or location outside the UK. All plans will be made in cooperation with the school, parents, transport companies and any authorities involved in the incident.

2. An incident within the UK

EACS as a standard policy allows significant extra time to travel to airports, allowing for those times when check-in delays occur, for example when enhanced security checks are required, or travel problems en route occur due to traffic accidents and or bad weather.

If a student's flight is cancelled or missed due to an incident, EACS make it their responsibility to keep the student safe always. If a student needs to be accompanied at the airport, EACS will arrange an EACS representative to sit and supervise the child until they can continue with their journey.

3. An incident outside the UK at a transport hub

Elite Anglo Chinese Services will remain in contact with parents, schools and students in a situation where the student is stranded at an airport and unaccompanied, whilst attempting to travel back to the UK or on their outward journey. Whilst it would not be possible for EACS to

travel to be with them, we will do all that is possible to liaise with authorities, ascertain all relevant information and help with contingency arrangements, providing constant updates for parents, schools and students. In certain extreme circumstances International helplines will be set up for all enquiries and details of these will be available via the internet and social media, as important points of contact with the statutory authorities. Where there is no direct assistance with accommodation and if it appears likely they child requires overnight accommodation, we will under the direction of parents, arrange for a hotel or alternative accommodation as instructed.

Elite Anglo Chinese Services emergency telephone + (44) 01865 600288 and+ (44) 07787 536030 will remain live and available to anyone involved 24/7. In the event of our telephone being overloaded with calls, we will provide and announce alternative telephone numbers to be used in addition, maintaining our 24/7 contact accessibility.

Throughout the incident period Elite will communicate with all parties concerned including the schools, drivers, parents and especially the students ensuring they are and feel safe and reassured.

4. All contacts

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