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## CRITICAL INCIDENT MANAGEMENT

### INTRODUCTION

This policy and plan is designed to prepare Governors, academic and support staff to deal with situations (critical incidents) that may turn into a major incident for the School. The plan must be reviewed and rehearsed regularly. This policy should be read in conjunction with the Security Policy which also contains the Bomb threat checklist and any updates to Martyn's Law.

### POTENTIAL INCIDENTS

Potential critical incidents covered by the plan include the following:

- Fire and/or explosion in a boarding house or crowded School building.
- Minibus, coach, ferry, train, plane crash involving a School party.
- Suicide of a boy or member of staff, perhaps involving a scandal.
- Violence to staff or boys, hostage taking or intruder access (e.g. Dunblane type incident, a hostage situation, or a serious/violent assault).
- Death or serious injury of boys or staff (e.g. while driving to or from School, as a result of an end of term prank that went wrong, resulting from sport, or in the laboratories, or as a result of an incident that could imply negligence on the part of Tonbridge School).
- Civil disturbance (e.g. demonstration, riot, or strike).
- Natural disaster (e.g. Aberfan).
- Credible bomb threat.

### PRIORITIES

Should a critical incident occur, the priorities for the School are to:

- Minimise or eliminate any danger or risks to individuals.
- Ensure that the School acts in a lawful manner.
- Facilitate effective recovery.
- Take reasonable steps to provide appropriate factual information, to minimise any adverse publicity and to ensure all external enquiries are handled consistently by nominated personnel.

### OVERALL PROCESS

Should a critical incident occur:

1. The necessary emergency services should be called immediately and would take control of the situation; staff and boys should comply with their instructions.
2. Staff and boys should be alerted to the incident in the appropriate way should it occur on School premises (see Response to a Critical Incident).
3. The Safety and Security Manager, Facilities Manager, Community and Safety officer and Duty Porters will form the operational response to any ongoing incident or support required by Boys and Staff. This will include in person liaison with the emergency services Commander and timely updates for the Critical Incident Management team. The Facilities Manager or Safety and Security Manager will nominate themselves as Initial Incident Manager and report to the Senior team when able.
4. The Headmaster, Second Master or Chief Operating Officer (COO) should be called, and they may activate the Critical Incident Plan and assemble the Incident Management Team (see The Critical Incident Management Team).

## **ADMINISTRATION**

The Critical Incident Plan should be reviewed or rehearsed once per Academic Year after appropriate training of any new staff that may be involved; a tabletop discussion will suffice. This plan updated in Lent Term 2024.

The Critical Incident Plan includes the following components:

- A. The Incident Management Team (IMT).
- B. IMT initial meeting and tasks.
- C. The Incident Management Office (IMO).
- D. Community communication guidelines.
- E. Critical incident on a trip or excursion.
- F. Critical incident during School holidays.
- G. Property and asset management.
- H. Media response guidelines.
- I. Long term issues.
- J. Practical Guidelines and Contact List.
- K. "First 60 Minutes" checklist.

The Incident Management Office is the Chief Operating Officer's Office. Copies of the Incident Management Plan are held in the following places:

- 5x individual copies with the Headmaster, Second Master, Chief Operating Officer, Commercial and Operations Director and Safety and Security Manager.
- 10x action copies in the Headmaster's office (with the Headmaster's PA).
- 1x secure copy in the Reception safe.
- 2x Governors' copy with the Chairman of Governors and Chairman of the Pastoral Committee.
- 1x insurance copy with the insurers.
- Electronic copies circulated in confidence to the CIM team.

**In the event of the Critical Incident Plan being activated, the procedure described in Section B (IMT Initial Meeting and Tasks) should be followed.**