



Garden International School
Kuala Lumpur

Emergency Response Plan



November 2012



GARDEN INTERNATIONAL SCHOOL**EMERGENCY RESPONSE PLAN**

ISSUE: November 2012

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GENERAL INFORMATION

Safety and Security

The safety of students, staff and campus visitors is of paramount importance. The School utilises a number of important measures to ensure that safety and security.

Security Guards

The School employs a highly reputable security company, which provides twenty-four hour security protection. The security guards also provide traffic control and pedestrian crossing patrol.

Royal Malaysian Police

The School has a very good relationship with the RMP who make regular patrols and school campus visits.

USA & UK Embassies

Liaison with independent security advisors from the USA & UK embassies.

CCTV

A close circuit television system is in operation on the school campus. The system covers all entry and exit points as well as a number of key areas.

Identity Badges

All visitors to the school campus must provide photographic proof of identity and must have a legitimate purpose for being on campus.

All staff and Sixth Form students have an identity badge and must wear it whilst on campus. Entry to the campus may be denied if the badge is not worn in a prominent position.

All parents are asked to obtain a **photographic parent identity tag** which is available from the admissions office. This tag must be worn in a visible location whilst on campus.

Identity tags for those maids and drivers who have a legitimate need to enter the campus are also available from the admissions office. A letter of application, copy of i/c and a statement of employment, signed by the employer, must be provided.

All visitors who do not have a school issued photographic identity badge are issued with a visitor's pass, which must be worn at all times whilst on school premises.

The school management retains the right to refuse entry to the campus for whatever reason it deems fit.

Times of Entry

The school gates open at 7.00 am each school day. Students should not arrive before this time. Parents, maids and drivers are required to leave the campus by 8.30 am. Re-entry for Early Years/Foundation parents is at 1.15 pm and at 2.15 pm for parents of all other students.

Staff who wish to be on campus outside of normal working hours must obtain permission from their line-manager.

Car Park Access

The school car park gates are opened at 6.50 am each morning and closed at 8.30 am. Parents of Early Years/Foundation students are able to re-enter the car park at 1.15 pm, but must display a valid EYD car sticker which is available from the Primary Office. The car park gates are opened again for the collection of all other students at 2.15 pm. To avoid congestion, drivers should not arrive before this time. Only those parents and visitors with appointments are able to enter the car park at other times.

Staff may park their cars in a dedicated staff parking bay. All staff cars must display a GIS Staff identity sticker.

EMERGENCY RESPONSE PLAN

1 Who Declares an Emergency?

Campus emergencies may only be declared by the following persons:

- **Civil Authorities:** The police, fire officials or other government agencies may declare an emergency which would involve the school campus. Notification of such conditions will activate the School's emergency response plan.
- **The Principal:** The Principal is primarily responsible for declaring a campus emergency. In the absence of the principal the designated member of the School's Senior Management Team will act on behalf of the Principal. The School has an Emergency Response Team who will assist the Principal or his designee in responding to an emergency.
- **All Faculty and Staff:**

Critical Situations: All faculty and staff are responsible to sound the appropriate alarm or notification on discovering a critical situation. A critical situation includes events such as fire, bomb threat, violent act, and observation of a person on campus carrying a weapon. If a fire is observed, the break glass fire alarm system should be activated. In any critical situation the school's administration must be notified immediately so that the Primary secretary, Secondary Secretary or Receptionist can alert the emergency services.

Non-Critical Situations: Non-critical observations and rumours should be reported immediately by phone to the administration without sounding an alarm. An example of this type of situation includes a student reporting that he/she saw another student put a knife in his pocket. The Principal or in his absence, the most senior member of staff will determine whether to declare an emergency or not.

2 Emergency Response Team

The School's Emergency Response Team consists of:

- The Principal
- Head of Secondary School
- Head of Primary School
- Facilities Manager
- ICT Manager
- Admissions Manager
- Finance & Administration Manager

The team will meet at the beginning of each school year to review procedures and to prepare information, which will be sent home to families during the first few weeks of the new school year.

In the event that The Principal and Heads of School are off campus, the most senior member of the academic staff will assume overall responsibility for calling together the school's emergency response team.

Responsibilities

The Emergency Response Team is responsible for maintaining contact and discussing the local situation with respect to potential crises with some or all of the following individuals:

- Local Police
- Local Fire Brigade
- Local Public Health Officials
- Security Officers from British High Commission, US Embassy and Australian High Commission

The Emergency Response Team is also responsible for the following:

- Establishing and maintaining an emergency communication system with parents
- Handling the media
- Designating the duties of administration, teachers and support staff in an emergency
- Ensuring that adequate warning/alarm and public address systems are in place and functioning
- Establishing evacuation procedures and safe havens
- Cordoning off exit routes in the event of fire and directing staff and students along a safer alternative route.
- Providing the necessary supplies and equipment for each type of emergency
- Providing directions for student behaviour
- Establishing a chain of command and the dissemination of information
- Establishing an agreement with local medical practitioners and ambulance service
- Ensuring the presence of on-campus first aid and CPR trained personnel
- Providing contingency plans and follow up with teachers, staff, students and community

Before an Emergency

- Formalise composition of team before each new academic year
- Meet regularly to review roles
- Designate one member to communicate with the media and others in the community during an emergency
- Ascertain that the Emergency Response Procedures are up to date
- Provide regular staff training on fire fighting equipment
- Meet with staff to discuss emergency procedures at the beginning of each academic year
- Meet with representatives of the school community (e.g. PTF) to share relevant aspects of emergency procedures
- Ascertain that student family contact information is current
- Ascertain that the SMS emergency contact system is operational
- Plan emergency evacuation practices during the academic year (at least 1 per term)

- Plan emergency 'lock down' practices during the academic year
- Oversee the distribution of all relevant information.

During an Emergency

Once a crisis has been declared, the Emergency Response Team will do the following:

- Assume overall direction of the school emergency procedures: issue information and directives to the staff.
- Take Emergency Response Team Box to the assembly area.
- Account for the presence of all students and staff.
- Assume overall direction of internal and external communications.
- Direct the evacuation of the school if necessary.
- Dispel rumour.
- Contact next of kin, where appropriate.

After an Emergency

A post-emergency debriefing and an opportunity for the school community to share experiences and offer feed-back is an important part of the healing process after an emergency. Just as important, this feedback and exchange will provide important lessons for future emergencies.

The Emergency Response Team must meet with the school staff and discuss exactly what happened, the consequences involved and the follow up procedure. It will then be necessary to meet with the students. (this may take the form of a school wide assembly, or smaller groups as deemed necessary).

- Meet to ascertain what worked and what didn't
- Solicit feedback from teachers, students, parents, school community
- Lead efforts to de-brief
- Lead follow up work
- Incorporate any appropriate changes into Emergency Response Plan Manual
- Make written report to include in manual for future reference.

3 Responsibilities of Teachers & Staff during an Emergency

Teachers are responsible for the supervision of students in their charge. Teachers who do not have a class at the onset of an emergency should report to the emergency team for instructions or use their common sense in making themselves useful.

During an emergency teachers will do the following:

- Respond to the specific emergency as prescribed and direct the students in the appropriate emergency procedures.
- Contact the school, in the event that the emergency occurs during a field trip or other off-campus school sponsored activity.
- Give clear calm instructions to their students during the emergency.
- When leaving the classroom ensure all windows are shut and doors are closed, not locked.
- Remain with the students until released by the Emergency Response Team.
- Direct the evacuation of students under their supervision to designated areas according to signals, warnings, written notification or common sense.
- Take a register and roll of students as soon as conditions allow.
- Report missing students to the Emergency Response Team and wait for instructions.
- Assess the physical condition of the students. Any student requiring first aid should receive it as soon as conditions allow.
- Keep order.
- Dispel rumour.

After an Emergency

- Debrief with the school administration
- Work with colleagues and administration to determine what worked and what didn't
- Debrief and work with students
- Follow up with students
- Watch for counselling needs among the students and colleagues
- Follow up with parent / teacher conferences if necessary

4 The Emergency Communication SMS System (Mobile Telephone Short Message System)

The safety of students during the school day (which includes bus journeys to and from the school campus) is of paramount importance. Of equal importance is the need to reassure parents and guardians of that safety and to ensure that parents are kept informed of all actions taken by the school in the event of an emergency. Such an emergency might include civil unrest, acts of terrorism, a natural disaster or any other instance when a school must make immediate contact with parents or guardians.

Objective

The objective of the emergency communication SMS system is to:

- Provide the school with the ability to make personal contact with the majority of parents within one hour of the Principal issuing an emergency notice;
- Provide parents and guardians with the necessary reassurance that they will be kept fully informed of developments during any crisis which poses a potential threat to the safety of students;
- Provide parents with specific instructions on particular emergency actions that are being taken by the school.

Responsibility

The responsibility for implementing the emergency communication SMS system rests with the Principal or delegated Senior Manager if the Principal is away from the campus. The responsibility for maintaining the system rests with the ICT Manager and the Admissions Manager.

Implementation

The Principal will inform the ICT Manager to activate the SMS system. The Principal will supply the ICT Manager with the appropriate message to be sent to parents. The Principal will identify the particular group of parents to whom the message should be sent.

In the absence of the Principal the designated senior manager will take responsibility.

In the absence of the ICT Manager a designated member of the ICT technical team will take responsibility.

5 Fight / Disturbance

- Ensure safety of students and staff first.
- Notify Principal, Heads of School or other Senior Managers. Work as a team especially when separating participants.
- Don't let a crowd incite participants. Disperse onlookers and keep others from congregating in the area.
- When participants are separated, do not allow further visual or verbal contact.
- If victim requires medical attention send him/ her accompanied by a teacher to the Medical Centre. If necessary request that the nurses attend the scene of the incident.
- Do not leave the victim alone.
- Document all activities witnessed by staff.
- Deal with the event according to the schools disciplinary policy.

6 Emergency Evacuation of School Premises

Emergency evacuation of the school premises may be necessary in the event of fire, bomb threat or natural disaster. The following plan has been drawn up and agreed by the Senior Management of the school and the Health and safety Committee.

The fire alarm bell will be rung continuously and will signal that an emergency evacuation is taking place.

Evacuation of Students (Under Review)

Upon hearing the alarm, teaching staff will accompany their class by **one of the** designated evacuation route(s) to the initial assembly point on the school field. (The evacuation routes are posted in every classroom, workshop and laboratory).

1. If the Principal or Heads of school are off campus the responsibility for making the risk assessment prior to a possible evacuation, will be taken by the two Senior Deputies. They will immediately contact the Heads and Principal by mobile phone.
2. Students to evacuate to the field by the shortest route as indicated on evacuation plan displayed in classrooms. Secondary students take their bags with them. Primary students leave their possessions in the classroom.
3. Student who are swimming or at PE take their bags that are in the sports area they are using to the assembly area. No student goes back to the changing rooms to collect possessions.
4. Senior personnel will wear fluorescent jackets for easy identification. The Principal or in his/her absence the most senior staff member will wear an orange **jacket, other** senior staff members will wear yellow **and Medical personnel will wear red. Spare yellow bibs are available in the Emergency Response Box in the event of additional personnel being required to assist.**
5. On arrival at the field the students line up in class groups facing the car park. Their backs will be towards the school building. Class groups will line up facing their class sign on the covered walkway.
6. All administrative, cafeteria, cleaning and technical personnel evacuate to the field and wait by the gates leading to the car park.
7. Primary & Secondary Secretaries take registers, parent contact lists, emergency pass out forms and admin staff signing in book to the field.
8. IT Manager will set up the emergency SMS system at the No.2 Guard House using wireless linked notebook.
9. All Admin Managers take that day's staff attendance lists.
10. Medical Centre staff **are to take the** evacuation first aid kit, wheel chair(s) and oxygen **tank(s) and set up emergency first aid point near to the assembly point so that any casualties can be treated at the earliest possible opportunity. In order to prevent undue stress and potential psychological trauma to staff and students the first aid point must not be located in direct sight of the assembly point.**
11. **The following areas have been designated Emergency Response First Aid Points:**
 - Point A Year 1 and 2 eating area.
 - Point B School main entrance.
 - Point C Sixth Form Common Room.
 - Point D Vista Kiara Condominium
12. Admissions Manager to take central parent contact list. The Student Services Officer takes bus drivers contact list.
13. Principal and Heads have the Police Emergency Response number programmed into their mobile phones and inserted in the back of their school ID badges.
14. Heads of School and Principal take loud hailers and spare batteries to the assembly area.
15. Upon Hearing the Alarm the guards **are to** prevent anyone from entering the campus. They also unlock gates A, B & C, leading to the car park.
16. Communications Manager has a prepared press statement that will be given to the press.
17. The most senior member of staff present will undertake negotiations with the emergency services.

- 18 In the event of a full scale evacuation or if it likely that students will have to wait in the sun, or in the event of heavy rain, EYD and KS1 and KS2 students will be taken to the Vista Kiara sports hall, Secondary students will be taken to the Vista Kiara covered car park underneath the sports hall. **The Medical team will be directed to a suitable area by the Vista Kiara staff.** Dispersal to parents and buses will take place from there.
- 19 **To ensure a safe relocation to Vista Kiara the senior members of the Emergency Response Team can nominate additional staff to assist. These additional personnel are to be given yellow bibs for higher visibility and should be used to mark the route from the school campus to the new assembly area.**
- 20 No student will be allowed to leave with a driver/maid/parent until the senior member of staff has given permission and only after the parent/maid/driver has completed an emergency pass out form and the child has been checked off the central register. Permission to leave will only be allowed once all students have reached the emergency dispersal point. No student will be allowed to leave before then.

In the Event a Student is missing

In the event that a student is missing and is not at the initial evacuation point the Heads of Primary and Secondary must be informed immediately. The Heads will carry out a risk assessment of the situation before sending two members (one with radio) of staff to search the building. All attempts to locate the whereabouts of missing students must take place before a search is initiated. If in the judgement of the Heads of School the risks are too great to carry out a building search the emergency services must be informed.

Evacuation of Non-Teaching Staff and Visitors

All non-teaching staff and visitors must follow the evacuation procedure and assemble by Gate A. The head of each section will check that all staff members are present. Missing persons must be reported to the Principal or most senior member of staff present. Staff from the cafeteria, bookshop and cleaning staff must be checked as being present by their supervisor. If a person is missing the most senior member of staff follows the same procedure as for missing students.

Medical Staff

The school has two nurses. One nurse will evacuate near to the initial assembly point and remain highly visible at the front of the group. The second nurse will have with them a wheel chair, first aid kit, oxygen bottle and water at the first aid point located in accordance with Paragraph 6 point 10 of the Emergency Response Plan.

Contacting the Emergency Services

Upon hearing the evacuation alarm, the receptionist will contact both the Fire Brigade and Police, giving exact location of the school and, if known, details of the incident. In the event of a bomb threat she will also contact the Police Bomb Squad. In the event of an evacuation practice drill the receptionist will receive prior warning so that the emergency services will not be contacted unnecessarily.

Role of Security Guards

Upon hearing the alarm the security guards will do the following:

- Immediately unlock gates A, B and C.
- Man the main gate of the School to prevent visitors and parents entering the school and prevent unauthorised exit from the school.
- If evacuation is caused by fire, identify the source of the fire and if possible carry out fire fighting controls.
- If the evacuation is the result of a bomb warning the security guards will begin a preliminary search under the direction of the senior security officer.
- Direct emergency service vehicles as necessary.

- Liaise with Malaysian security services.

Role of Maintenance Staff

Upon hearing the alarm, the Facilities Manager and Head of the Maintenance Team will check the emergency alarm controls identify the reason for the alarm and if necessary identify the source of the fire. Once this has been done they immediately report their findings to the senior member of staff.

In the event of evacuation caused by a bomb threat the maintenance personnel will report to the senior member of staff on duty and stand by for further instructions. (ie purchase of drinking water, liaison with safe haven, assisting Malaysian security services, etc.)

All Clear - Permission to Return to the Building

Permission to return to the building can only be given by the most senior member of staff present once a risk assessment has been carried out. In the event of a real emergency the senior staff member will be guided by the judgement of the emergency services.

7 Fire Safety

Each of the GIS campuses has been issued with a fire safety certificate from the fire brigade (Jabatan Bomba). The certificate is renewed annually following an inspection by the fire brigade. Fire officers will also make periodic inspections of the premises at other times.

The School's Emergency Response Team has a responsibility to ensure that adequate precautions and practices are carried out in relation to fire safety. The school carries out the following tasks:

- Assesses the risk of the likelihood of fire and the consequences of fire;
- Ensures that there are adequate means of detection and that people within the premises will be warned quickly;
- Provides appropriate fire fighting equipment and alarms and ensures that fire fighting equipment is easily accessible, simple to use and indicated by signs;
- Ensures that staff, students and visitors can exit the building quickly and ensures that emergency routes are kept clear;
- Ensures that those in the buildings know what to do if there is a fire by providing information and training to staff, and arrange contacts with external emergency services;
- Arranges for checks and maintenance of alarm and fire fighting systems and emergency exits.

The school's **FIRE RISK ASSESSMENT** takes into consideration the following points:

- Structural features and the way in which a fire may spread and the passage of smoke;
- Materials used within the school and the way in which combustible materials are stored;
- Sources of ignition which may cause fire, such as electrical equipment, laboratory equipment etc;
- People who may be particularly at risk because of the nature or location of their work or because of disabilities.

The school's fire prevention plan and evacuation plan take the above points into consideration.

Fire Alarms

The school is equipped with a fire alarm system which has emergency access points distributed throughout the building.

The alarm system provides fast warning to the occupants of the building ensuring that evacuation of the premises can take place without delay.

The fire alarm system is tested at regular intervals to ensure that the system is working effectively.

Fire Fighting

The main purpose of fire precautions is to safeguard the lives of students, staff and visitors. In cases of fire, the first priority for teachers is to raise the alarm and ensure that students, teachers and visitors are safely evacuated. The use of fire fighting equipment must take into account that the raising of the alarm and the evacuation of persons in the building has to be the overriding priority.

The schools security guards have all been trained to use the schools fire fighting equipment.

Fire extinguishers are only for dealing with small fires. If teachers are in doubt about the situation, they should concentrate on evacuation rather than fire fighting.

The school's fire fighting equipment is checked annually and extinguishers are refilled and certified on an annual basis. All fire fighting equipment is readily accessible, extinguishers are kept in unlocked containers and their location is clearly identifiable through highly visible signage.

Fire blankets kept in workshops and laboratories are made of glass fibre and not of asbestos.

The main gates of the school are kept clear of obstructions to allow fire fighting and other emergency vehicles to enter.

Emergency Routes and Exits

Maintenance personnel are to be given bibs from the Emergency Response Box in order to assist teachers in evacuating the students. Their role will be to cordon off exit routes that are in the pathway of the fire and directing them along a safer alternative route.

All emergency routes to the evacuation assembly points are kept clear and free from obstruction. The initial assembly point is the school field from where students, staff and visitors evacuate to the car park via the three field gates A, B and C.

Alternative evacuation routes are available if one particular route is blocked by fire.

Planning For Emergencies

Instructions for emergency evacuation are posted in each classroom. Staff and students are made aware of emergency evacuation procedures and regular full-scale practices are held at least twice each term. Some practices are held with notification given to staff in advance whilst others take place without warning. The timing of evacuation drills during the school day varies to allow for differing circumstances such as lunchtimes and the end of the school day.

An evacuation practice log is maintained by the Principal.

General Fire Safety Tips

- A fire larger than one in a waste paper basket should be left to professionals. Staff members should not try to fight larger fires unless they have special training.
- One should not run if one's clothing catches fire - running fans and spreads the flames. A person on fire should stop, drop and roll. Rolling in a coat or blanket helps smother the flames. Fire blankets are provided in all laboratories and workshops.
- When planning to enter a closed room in a burning building the door should first be felt with the back of the hand - if it is hot it should not be opened.

8 Bomb Threats

The person receiving the bomb threat will calmly engage the caller in a conversation to get as much information as possible, using the Bomb Threat Report Form.

- Ask what time the bomb is set to go off.
- Ask questions regarding the specific location, building, room, cupboard, locker, hallway etc.
- Ask about the appearance of the bomb package.
- Listen for background noise, stereo, radio, other people, traffic sounds etc.
- Was the caller calm or hysterical?
- Was the caller's voice young or old?
- What language was the caller using?
- Was his use of language good?
- Did the caller speak with an accent?

The person receiving the call should immediately notify The Principal or designated deputy. A Bomb Threat Report Form should be filled in by the call taker.

The Principal or designated deputy will then assess the risk. Whatever the risk, the Principal or designated deputy will call the Malaysian Emergency Services and Bomb Squad.

The Principal will give the order for the evacuation alarm bell to sound.

The evacuation procedure will follow that of a fire evacuation remembering that that staff and Secondary students will take their bags and possessions that are in the immediate vicinity. (students should not be allowed to go to their lockers, if the lockers are not nearby). Primary students will leave their bags in the classrooms. Students should then line up quietly and prepare to exit.

Once the evacuation has been successfully completed the Principal will contact the security services at the British High Commission and The US Embassy.

If the School's Emergency Response Team deem it appropriate and with the permission of the Malaysian Security Services, members of the maintenance team and cleaning staff may be asked to search the building.

Bomb Checking Tips

- Personnel should be familiar with the area they search.
- The checker should not move, jar or touch anything throughout the search process.
- The initial search should be conducted in those places generally accessible to the public.
- The checkers should search from the outside and work inside, from the lowest level up.
- Bomb removal should never be attempted by inexperienced personnel.
- A suspicious device should never be immersed in water.
- If a suspect package is found, remove yourself immediately from the packages line of sight. Cordon off all entry routes that can lead to the package and remain in a safe area until the Emergency Services arrive.

It must be remembered that the probability of a bomb being placed in the school or in the school grounds is very remote. At this in time, no group anywhere in the world has ever placed a bomb in a school. This fact should be taken into account during the risk evaluation but erring on the side of caution to ensure the safety of student, staff and visitors is always necessary. The safest place for evacuation is the school field. In the event that a bomb has been placed in the school building it is likely to be small and will cause minimal damage. The school field is a safe place as long as students are kept away from the building to lessen the risk from flying glass.

In the event that students are further moved to Vista Kiara Condominium access shall be through the pedestrian Gate C, which keeps students as far away as possible from the car park. Evacuation to Vista Kiara Condominium should be carried out in a controlled manner and must not be rushed.

9 Hazardous Materials

Incident Occurs in School

- Notify Primary or Secondary Office.
- Office staff alert Principal, Heads of School and Facilities Manager.
- Facilities Manager alerts Fire Brigade (Bomba).
- Evacuate persons in the immediate vicinity to an upwind location, taking class register. Teachers take attendance after evacuation.
- Seal off area of leak/spill. Close doors.
- Fire Officer in charge will determine additional need for further evacuation.
- If further evacuation is required follow emergency evacuation plan.

Incident Occurs near School Property.

- Fire Brigade or Police will notify School.
- Consider shutting down air-conditioning.
- Consider cancelling break times, physical education activities and other outdoor activities.
- Consider evacuating students to parts of the building away from the hazard.
- Principal will consult Fire Brigade on need for full evacuation.
- If full evacuation required follow emergency evacuation plan.
- If evacuation is not ordered, be aware of and alert to any change in health conditions of students or staff, especially respiratory problems. Seek medical attention if necessary.
- Resume normal operations when fire officials approve.

10 Terrorism / Civil Disturbance

The School is regularly updated on matters of security by the security services of several foreign Embassies and High Commissions about existing or potential security threats. The primary method of communication is by telephone. Should the telephone system be inoperative, the School's Emergency Response Team has access to the US Embassy via a radio link.

- **Civil Disturbance**

Civil disturbance does not flare up without reason, and residents of Kuala Lumpur are likely to notice signs of increasing tension which will no doubt be reported in the media. During these initial stages, the School will keep in close contact with the Malaysian Security Services, The British High Commission, The US Embassy, the Australian High Commission and other international schools in Kuala Lumpur. Depending upon the situation the Emergency Response Team will decide if the school will remain open or closed.

If the School remains open, the following course of action will be taken.

- The School will notify the appropriate Embassies and High Commissions and request that the Malaysian Security Services be notified.
- The Emergency Response Team should determine if there is to be a change in transportation (e.g. change in times, parental pick up, or change in bus routes).
- All doors, windows and gates should be secured. Curtains, blinds and shutters should be closed.
- Break times, physical education and other outdoor activities should be cancelled.
- The Management of Vista Kiara Condominium, (safe haven) should be notified so that they will be prepared to accept students.
- The Emergency Response Team should arrange to have 'check-in' times with the various embassies and High Commissions and with the Malaysian Security Services.
- The Emergency Response Team should arrange for someone to make frequent checks on the situation if the disturbance is expected in the vicinity of the school.
- The Emergency Response Team should assign the School's security guards and the Facilities Manager to watch the perimeter of the school for approaching crowd or suspicious vehicles.

If the school is to be closed the following action will be taken:

- The Emergency Response Team will notify The Malaysian Security Services, The US Embassy and The British High Commission.
- The SMS emergency contact system will be activated.
- The Emergency Response Team will determine the pick up arrangements for the students and the need for evacuation to the Vista Kiara safe haven. Should evacuation to Vista Kiara be required the emergency evacuation plan should be followed.

Transportation by School Bus

All official GIS school buses are fitted with seat belts and video surveillance equipment. Each driver carries a mobile telephone. Buses are contactable at all points between pick-up and drop-off. Drivers will contact the school and can be contacted by the school in the event of severe traffic congestion, civil disorder, breakdown or accident. In the event of an emergency all international schools within Kuala Lumpur have agreed that their school can be used as a 'safe haven' for school buses in transit.

11 Imminent Danger / Armed Person on Campus (Lockdown procedure)

If an armed person is discovered on the school campus or if there is threat of imminent danger and there does not appear to be time for an evacuation of the school the following 'lock-down' course of action should be taken.

- The Principal or Head of Secondary or Head of Primary or, in their absence, the designated deputy will set off the alarm siren. (activation switches in the offices of the Principal, Head of Primary and Head of Secondary).
- The Principal or Head of Secondary or Head of Primary or, in their absence, the designated deputy will immediately call the Malaysian Security Services.
- The building should be immediately secured by locking exterior doors and gates, closing all windows, drawing any curtains or blinds. Teachers will be responsible for securing their own rooms. Students not in a classroom at the time will, under the instructions of their supervising teacher make their way to the nearest classroom.
- Throughout the period of Lockdown there must be no noise or signs of activity coming from the classrooms.
- The security guards will seal off the campus not letting anyone except the security services have access.
- The Heads of the Primary and Secondary Schools will sweep the building to determine where the immediate areas of danger are.
- The Principal or Head of Secondary or Head of Primary or, in their absence, the designated deputy will, after consultation with the security services, decide if the threat of danger has passed.
- All staff and students should remain in the 'lock-down' situation until the siren is again sounded as an 'all-clear' signal. An announcement will be made over the PA system.

12 Weapons

Staff or Students who are Aware of a Weapon Brought to School

- Immediately notify the Principal, Heads of School or Teacher.
 - Give them the following information:
 - Name of person suspected of bringing the weapon
 - Location of the weapon
 - Whether the suspect has threatened anyone
 - Any other details that may prevent the suspect from hurting someone or himself / herself.
- Teachers who suspect that a weapon is in the classroom: **STAY CALM**
 - Do not call attention to the weapon.
 - Notify the Principal, Heads of School or neighbouring teacher as soon as possible.
 - The teacher should never leave the classroom.

Principal, Heads of School

- Call the police to report that a weapon is suspected in school.
- Ask another Senior Manager or a police officer to participate in questioning the suspected student or staff member.
 - Consider the best time and place to approach the person, taking into account these factors if possible:
 - Need for assistance from police.
 - Type of weapon.
 - Safety of persons in the area.
 - State of mind of the suspected person.
 - Accessibility of the weapon.
- Separate student/staff member from weapon if possible.
- If suspect threatens with the weapon, stay calm, DO NOT try to disarm him / her. Back away with your hands up. STAY CALM.
- If the suspect is a student notify parent(s) or guardian(s).
- Document all activities related to weapons incident

13 Suspected Letter, Package

All incoming mail will be handled only by the secretary to the Principal and by the secretary to the Executive Vice President.

1. All letters and packages will be viewed by the secretary for suspicious signs. Suspicious incoming mail would include mail with:
 - Damaged packaging
 - Signs of tampering
 - Oil stains
 - Traces of powder
 - Feel excessively heavy with uneven weight distribution
 - Unusual odour
2. Particular care must be given to packages in padded envelopes
3. All letters or packages addresses to the school must be opened in either the Principal's Offices or the offices of the Executive Vice President.
4. Particular care must be given to letters and packages from unfamiliar sources.
5. The secretaries should always err on the side of caution. If a suspicious letter or package is detected or if the secretaries become suspicious when opening a letter or package , the following precautions must be taken:
 - a. Never touch or move.
 - i) if holding the item put it down gently
 - ii) do not hide it; leave it in a place where it will be visible to the police response team.
 - iii) do not place in sand or bucket of water
 - b. Leave the room and close the door behind you.
 - i) clear everyone away from the area and get a security guard to prevent access.
 - c. Do not use electrical equipment in the vicinity of the item, this includes radios and hand phones.
 - d. Inform Facilities Manager, Student Services Officer, Principal, or Heads of School. Try to provide the following information:
 - i) description as well as a sketch of item
 - ii) who has seen and touched it
 - iii) why you consider it to be suspicious
 - iv) location and how to distinguish it from other items
 - e. The senior member of staff to whom it has been reported should take the following action:
 - i) shut down the office air conditioning system in case of a possible chemical biological hazard
 - ii) inform Police Operations Centre KL Tel: 03 2115 9999
 - iii) when the police response team arrives, provide them with the information of:
 - where the item is located, a sketch of the room
 - details of when and how it arrived
 - when it was first identified as suspicious and why
 - what search, evacuation security or shelter measures have been taken.
 - f. The School's Emergency Response Team will decide whether to continue normal business or instigate emergency evacuation procedure.

14 Student / Staff Injury

Student and staff injury should be handled carefully and sensitively. The following course of action will be taken whenever a student or member of staff is injured on campus.

- A staff member should remain with the injured person and send another staff member (or a reliable student if no other staff member is present) to the schools Medical Centre to fetch a nurse.
- Staff members or reliable students should move any gathering students away from the area. Any students not directly involved should be sent to their next class, the library or a supervised area.
- The school nurse should determine if additional medical treatment is necessary. If the school nurses are off campus the Principal, Head of Primary or Head of Secondary should decide whether or not to call an ambulance.
- If the injured person is a student, the student's parents should be called. If the student is conscious and the injury not very serious, the parents can decide whether to pick up their child and take him/her to the doctor or let him/her finish the school day. If the injury is extremely serious and ambulance should be called immediately. The student should not be moved in the meantime. Get the students to move away from the area to allow free access to the ambulance crew on their arrival.
- A school nurse or member of staff should accompany the injured person in the ambulance.
- Circumstances concerning the accident should be documented and an Accident Report Form filled out.
- An announcement should be made about the incident to dispel rumours. If the incident is very serious, teachers should discuss it with their students. Time should be allowed for grief and discussion.
- Any student who is upset by the incident should be allowed to talk to their teachers or pastoral staff.

When NOT to move an injured person:

- The person is unconscious, not breathing or severely bleeding
- A back or neck injury is suspected
- An arm, leg or pelvis is suspected to be broken.

15 Death in the School Community

If a death occurs on campus, the following course of action will be taken:

- A staff member should remain with the deceased person and send another staff member (or responsible students if no other staff member is present) for the school nurse and a senior teacher to assist.
- Staff members or reliable students should move any gathering students away from the area. Any students not directly involved should be sent to their next class, the library or a supervised area.
- The police and an ambulance should be called.
- Students who witnessed the incident should be gathered into an appropriate office or room for counselling. (Primary or Secondary Pastoral staff should be called and the School's counsellor and/or Taylor's College counsellor should be contacted).
- Students who are in a class at the time should be kept in their classroom, especially if the body is in a visible area. Students who are not in class at the time should be gathered in either the Grand Hall or Sports Hall. Students will be allowed to leave their classroom after the situation has been resolved.
- The Emergency Response Team will determine the schedule for the remainder of the day and the next day's schedule and this should be made know to all students, in writing if possible.
- The Emergency Response Team will determine what information is given to the parents and students.
- Following the dismissal of all students a staff meeting will be called to give accurate information regarding the death. Staff will be informed about the procedures to be followed when the students return. Staff should be allowed to express their grief and openly discuss their feelings, fears and concerns.

The Principal or designated deputy will:

- Contact the immediate family of the deceased.
- Close the campus to the media.
- Inform the Executive Vice President, President and Chairman.

When students return to school after the incident, the following course of action should be taken.

- Students should be directed to their form rooms and classrooms. Each teacher should announce the death of the students or members of staff to their students and any of the known facts concerning the death.
- Time should be allowed for grief or discussion. Students should be allowed to express grief and openly discuss their feelings, fears and concerns.
- The Pastoral Team shall set up a crisis centres in the school. If students react strongly and/ or appear to be very upset by the news of the death, they should be sent to one of the crisis centres with an escort if necessary.
- If individual students are extremely upset, their parents should be called.
- Students should be encouraged to attend regular classes as soon as possible; however, individual students will be allowed more time for grieving, if necessary. Staff members should be especially sensitive to and aware of the student's needs and concerns throughout this period.
- If a funeral is to be held, the time and location should be announced. Particular funeral customs in relation to the deceased person's culture should be explained.

16 Suicide

Suicide Threat

- Consider any student reference to suicide as serious.
- Do not leave the student alone.
- Notify the Head of School, Deputy Head of Pastoral (Secondary).
- Stay with the student until a senior manager arrives.
- Do not allow the student to leave the school without parent, guardian or other appropriate adult supervision.

Suicide Attempt at School

- Notify Principal, Head of School, School Nurse or other appropriate professional staff.
- Ask the Primary or Secondary Office to call for an ambulance or police if the person needs medical attention or has a weapon, needs to be restrained or parent or guardian cannot be reached.
- Try to calm the suicidal person.
- Stay with the suicidal person until senior staff arrives.
- Isolate the suicidal person or the area, if possible.
- Initiate First Aid if necessary.
- Do not allow the student to leave school without parent, guardian or other appropriate adult supervision.

Principal / Head of School

- Call parent(s) or guardian(s) if the suicidal person is a student. Call family or emergency contact if suicidal person is a staff member.
- Notify members of the Board of Governors.
- Implement post-crisis procedures.

17 Media Procedures

No member of staff should contact the media or comment on the incident to members of the media. All staff must refer media contacts to the Principal. The Principal may designate a member of staff to act as the liaison person with the media.

Say “I am sorry but I am unable to answer that question but what I can do is direct you to our Principal who will be able to deal with any questions you may have” or words to that effect.

Media Checklist

- Principal relays all factual information to the Board of Governors.
- Establish a media and information centre away from the affected area. Consider:
 - Media need timely and accurate information. However, protect the privacy of staff and students when necessary and justified.
 - Media will want to be close enough to shoot video footage and photographs, but they should not be allowed to hinder responders.
- Before holding a press conference, seek clearance from Board of Governors, brief the participants and coordinate information.
 - Determine the message that is to be conveyed. Create key messages for target audiences: parents, students and the wider community.
 - Emphasise the safety of students and staff
 - Engage media to help distribute important public information. Explain how the emergency is being handled.
 - Respect privacy of victims and families of victims. Do not release names to the media.
- Update media regularly. DO NOT say “No Comment”.
- Maintain log of telephone enquiries for future use.

18 Post Crisis - Intervention Procedures - Investigation

Intervention Procedures

- Assess the situation to determine the need for post-crisis interventions for staff, students and families.
- Provide post crisis briefing for staff, students and families as appropriate.
- Re-establish school and classroom routines as quickly as possible.
- Consider interventions:-
 - Defusing - Providing defusing sessions for students and staff as quickly as possible after the emergency.

Defusing are brief conversations with individuals or small groups held soon after an incident to help people better understand and cope with the effects of the incident.
 - Debriefing - Conduct critical-incident stress debriefings three or four days after the incident.

These are formal group discussions designed to help people understand their reactions to the stress of the event and to give referral information. It must be modified for student's developmental level. **This should only be carried out by trained professionals.**
 - Provide grief counselling from trained professionals.
- Provide on-going support as necessary for staff, student and families.

Investigation

- Ensure that full investigation of incident is carried out by senior managers and if necessary members of the Board of Governors.
- A full report of incident must be written by the Senior Manager in charge at the time and by any other members of staff directly involved in the incident. All reports must be dated and signed.
- If the incident is of an accidental and serious nature involving possible threat to life or possible serious injury the Occupational Health and Safety Executive must be informed.
- Remedial procedures arising from investigation must be fully implemented.

19 Emergency Closure of the School

1. The need to consider closing the whole school or part of the school and sending some or all of the students home can arise for a variety of reasons, in particular failure of services or extreme weather or climatic conditions. The only certainty is that the occasions will be unexpected and unpredictable.
2. The most senior person on the site, usually the Principal, is the only person who can make the decision to close all or part of the school.
3. School closure is always to be avoided if at all possible. However through the procedure for sending students home, there are inevitably always issues of security and safety of students.
4. The school has identified some likely causes leading to partial or full closure of the school and has established procedures and back up equipment to minimise the risk of this happening.
5. The senior member of staff must remain optimistic and always assume that things will get better (ie services will be reconnected, weather conditions will improve) and delay the decision for as long as possible, whilst preparing for the worst.
6. It is not always assumed that all students will need to be sent home, partial closure is better than complete closure.
7. Sending students home does not mean that staff go home too! A totally separate decision on the release of staff needs to be made if necessary.
8. Students can only be released if parents have been informed and arrangements made for Primary children to be collected by the parent, or notification is received that a Primary child may be collected by another parent or named adult. In the case of Secondary student parents must be informed prior to the release of students. Notification can be given by telephone or SMS.
9. Students should never be sent home from individual classrooms. They should be assembled in central locations (i.e. Sports Hall, Grand Hall, Covered play area, Cafeteria etc) and released in an organised manner under the direction of a senior member of staff.
10. The senior member of staff releasing students needs to ensure they are given clear consistent instructions before they leave.
11. It is essential that an up-to-date list of emergency parent contact numbers is available in each school office.

GIS Bomb Threat Report

Date of Call: _____ Time of Call: _____

Name of Person Receiving Call: _____

Office Location: _____

Be calm, be courteous. Listen, do not interrupt

1. Time Call Received

2. Time Call Ended

Exact Wording of Threat

Questions to Ask

4. When is the bomb going to explode?

5. Where is it right now?

6. What does it look like?

7. What kind of bomb is it?

8. What will cause it to explode?

9. Did you place the bomb?

10. Why?

11. What is your name?

12. What is your address?

13. Are you calling from a pay phone or mobile phone?

14. What is your location and number?

Sex of Caller

Race of Caller

Age of Caller

Male Female

Number call received at

Time call reported to supervisor

Callers Voice

Calm Accent Disguised

Slow Angry Familiar

Loud Rapid Excited

Normal Laughter Soft

Nasal Distinct Crying

Raspy Stutter Spurred

Clearing Throat Lisp

Cracked Voice Deep Breathing

If the voice is familiar, what did it sound like?

Background Sounds

Street Noise Long Distance Booth

PA system Crockery Voices

Motor Office machinery Static

Factory Noise Animals Clear

Computer House Noise Music

Threat language

English Bahasa Chinese Tamil

Well Spoken Foul Irrational Taped

Message Read by Threat Maker

Incoherent