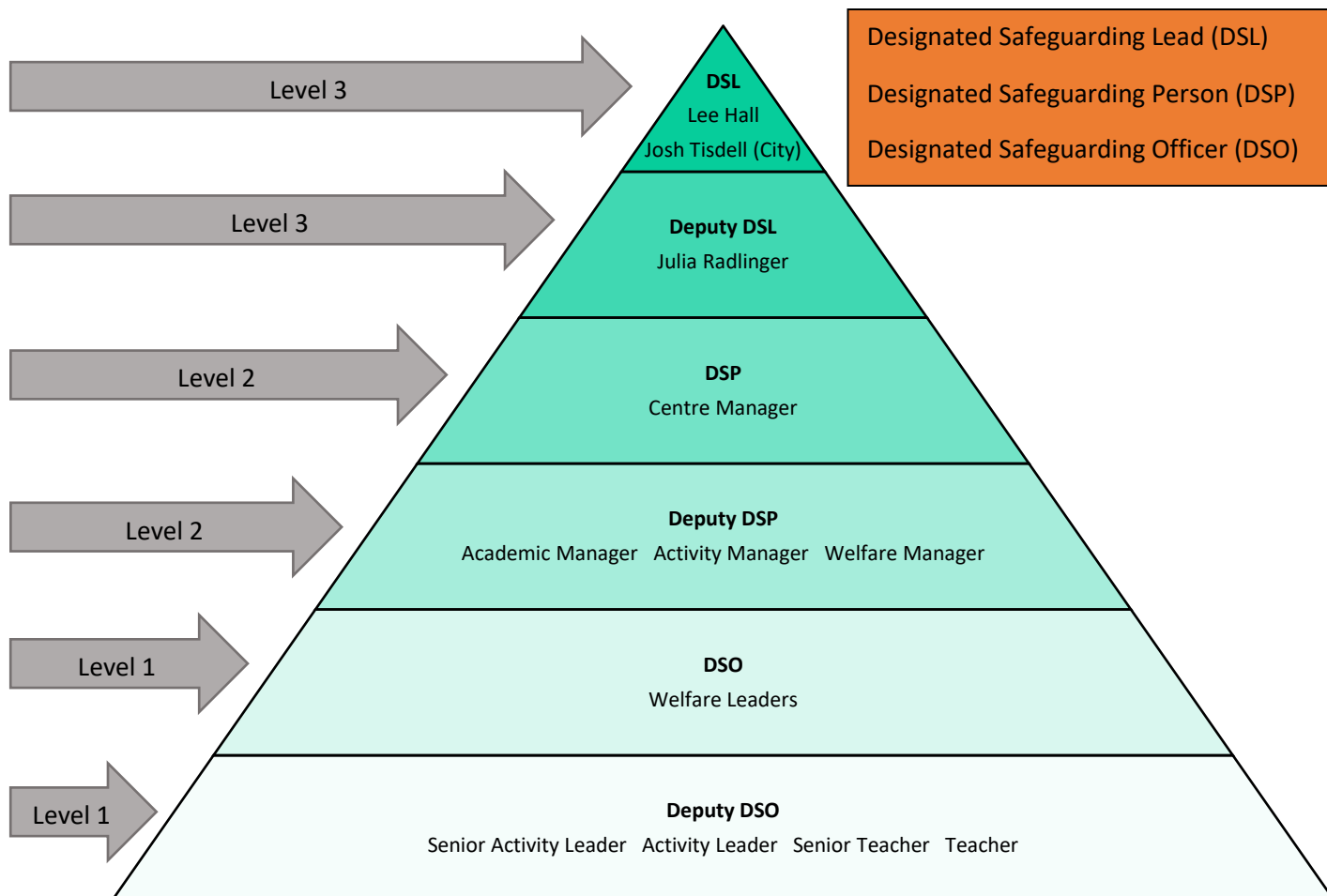


Emergencies can be challenging and require a rational and decisive response. To assist in such events, BSC YL team members must abide by the following escalation protocols.

Escalation Structure



DSL:

The highest possible contact of escalation when addressing any issue. Ultimate decision-making sits with the DSL. *Please note Lee Hall is the DSL for the all YL Operations apart from Manchester City Football Academy. DSL responsibilities will be led by Josh Tisdell.

DDSL:

A higher form of escalation when assistance, advice or further escalation of a situation is required in regard to any welfare or safeguarding concern or accusation.

DSP:

The Centre Manager (CM) is responsible for the welfare and safeguarding of everyone on their site. This includes all adults as well as students. All welfare and safeguarding concerns are to be referred to the centre's CM.

DDSP:

Any concerns may be discussed within the management team. All concerns and accusations are to be discussed with the DSP.

DSO:

Residence Supervisors report directly into the CM (DSP). Concerns regarding safeguarding are to only be discussed with the DSP. In the event that the DSP is not available, concerns may be discussed with a Deputy DSP.

DDSO:

Any concerns or accusations are to be brought to the attention of a Deputy DSP or the DSP.

Please note:

It is not for anyone to determine in which BSC YL employee a student may confide. As all BSC YL employees have a duty of care to the students in BSC YL's care, the entire team has a safeguarding role.

Concerns and accusations are not to be discussed and are to be handled in confidence.

Should a student request a private conversation with a BSC employee, or should the need for a private conversation arise, this is to be held in an open area with another member of staff present; in a classroom (with the door open and another BSC employee in attendance or at the very least waiting outside) or with the student's IGL present. The DSP should be made aware of any such conversations and a confidential incident report should be written and filed in the relevant log.

Escalation of any concerns or accusations are at the discretion of the DSP, Deputy DSL and/or DSL. For more information about the Escalation Structure and Emergency Protocols, please refer to the [BSC YL Safeguarding and Child Protection Policy](#).

Emergency Contact

Any emergency situations regarding travel and transport for operations at all centres should be referred to the YL Transport Coordinator.

Typical examples include, but are not limited to:

- A taxi has not arrived for an UM collection
- A marshal at a port has not released the coach for a pickup

Any emergency situations relating to safeguarding and welfare issues at operations at Bradfield, Brighton, King's College, New Hall and Wycliffe should be referred to the Young Learners Operations Manager (South).

Typical examples include, but are not limited to:

Escalation Structure & 24-Hour Emergency Contact

- Repatriation issues
- Escalation of safeguarding breaches
- Reporting and escalation of concerns and accusations
- Students lost on excursions

Student and IGL emergency contact number: [0044 \(0\) 7767 100 580](tel:0044207767100580)

Emergency contact information is vital for all BSC team members and students.

The centralised BSC YL Emergency number will be widely circulated to all students, staff, IGL's, partner agents and parents before arrivals and during the student journey as well as clear sign posting on the BSC website.

Lockdown Procedure (terrorism)

As unfathomable as it seems, unfortunately all possible scenarios need to be considered. Therefore, in the event of a terrorist attack BSC YL have procedures to be followed.

On site (day):

1. Remain calm.
 - a. All students are to make their way into their classrooms/common rooms (if not already inside).
 - b. A klaxon, different from the fire klaxon, should sound.
 - c. If the fire klaxon sound is used to initiate a lockdown, centre management will assist staff in moving students and IGLs.
2. Staff to immediately barricade and lock any access points to the room, and close all windows and blinds/curtains.
3. Everyone must set their mobile phones to silent (including turning off vibration).
4. Wait for DSP/DDSP to give all clear. DSP to wait for all clear from DDSL/DSL/centre liaison.

On site (night):

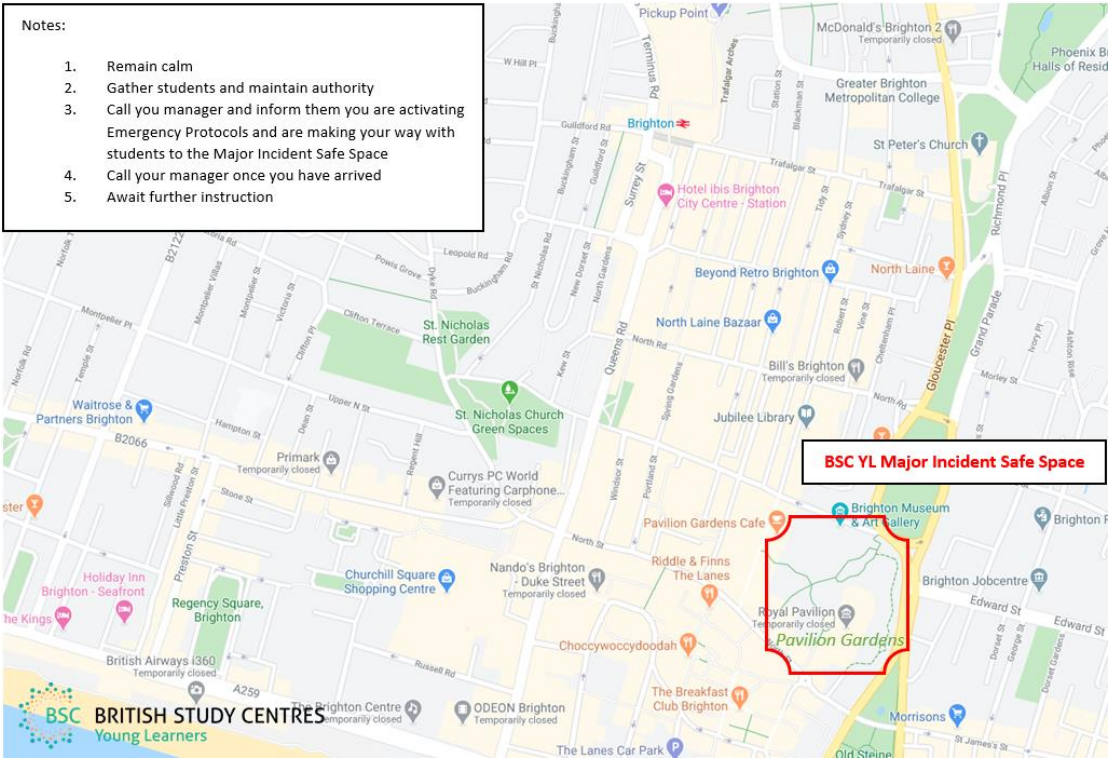
1. Remain calm.
2. All students are to make their way into their common rooms.
 - a. A klaxon, different from the fire klaxon, should sound.
 - b. If the fire klaxon sound is used to initiate a lockdown, centre management will assist staff in moving students and IGLs.
3. Staff to immediately barricade and lock any access points to the room, and close all windows and blinds/curtains.
4. Everyone must set their mobile phones to silent (including turning off vibration).
5. Wait for DSP/DDSP to give all clear. DSP to wait for all clear from DDSL/DSL/centre liaison.

Off site:

If visiting one of the cities in which BSC have (low season) schools, follow the below protocols.

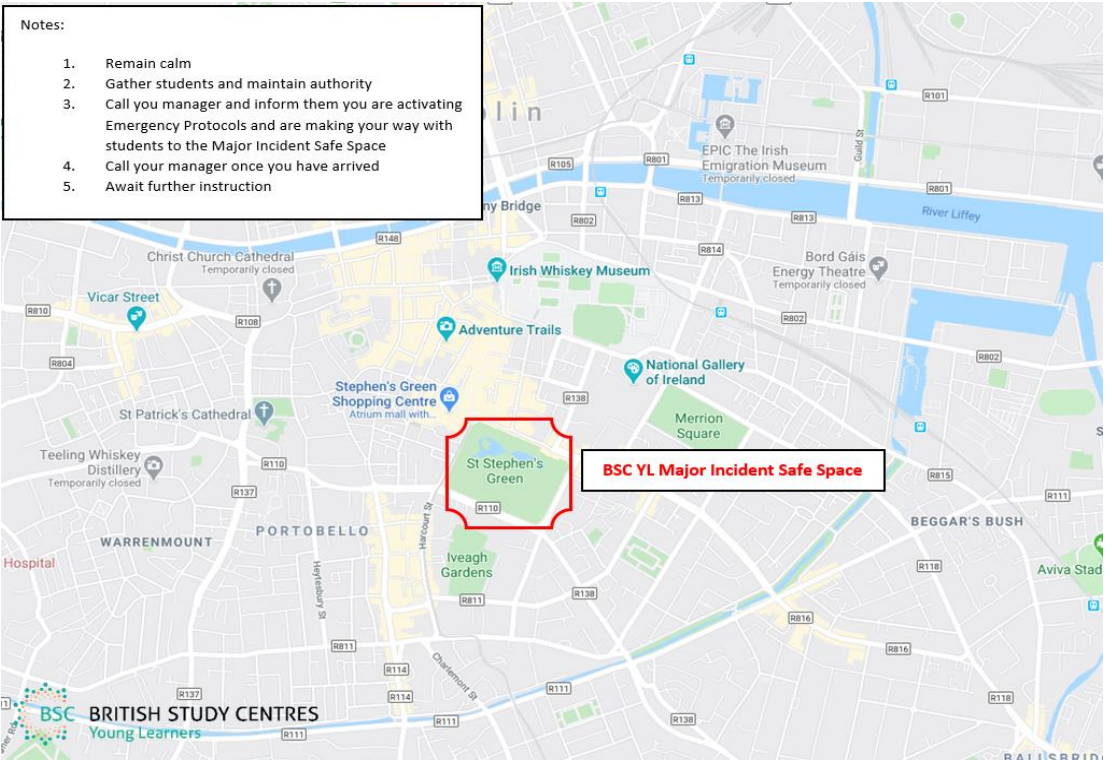
Brighton

- Notes:
1. Remain calm
 2. Gather students and maintain authority
 3. Call you manager and inform them you are activating Emergency Protocols and are making your way with students to the Major Incident Safe Space
 4. Call your manager once you have arrived
 5. Await further instruction



Dublin

- Notes:
1. Remain calm
 2. Gather students and maintain authority
 3. Call you manager and inform them you are activating Emergency Protocols and are making your way with students to the Major Incident Safe Space
 4. Call your manager once you have arrived
 5. Await further instruction



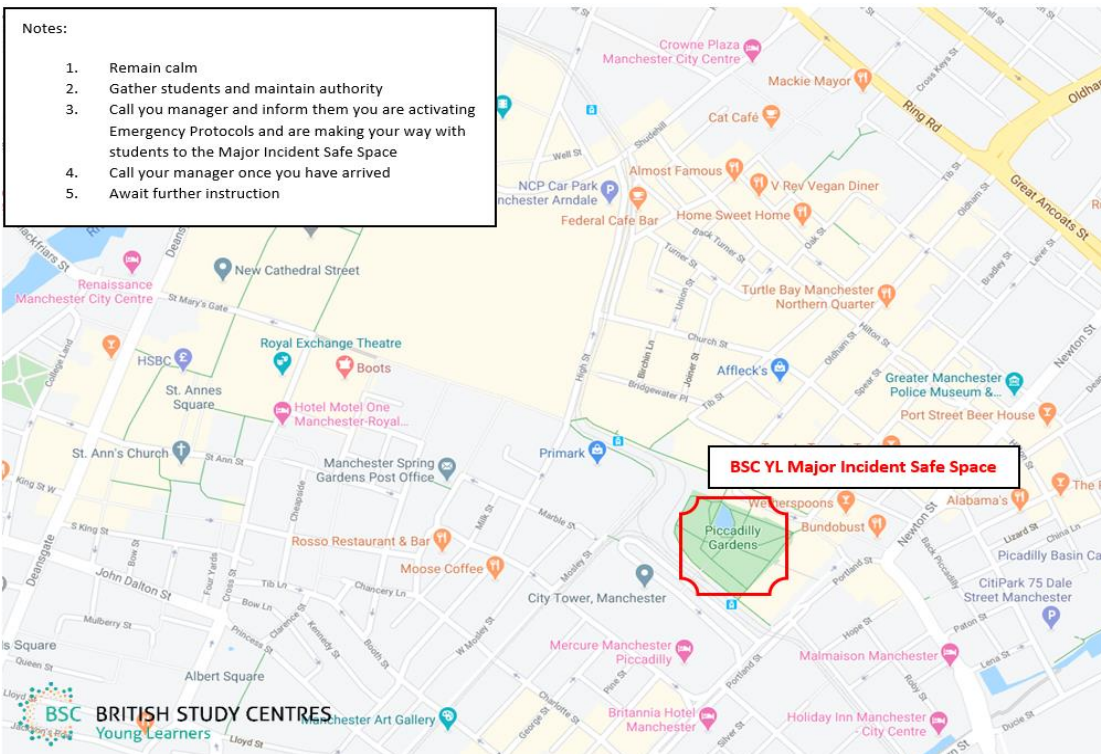
London

- Notes:
1. Remain calm
 2. Gather students and maintain authority
 3. Call you manager and inform them you are activating Emergency Protocols and are making your way with students to the Major Incident Safe Space
 4. Call your manager once you have arrived
 5. Await further instruction



Manchester

- Notes:
1. Remain calm
 2. Gather students and maintain authority
 3. Call you manager and inform them you are activating Emergency Protocols and are making your way with students to the Major Incident Safe Space
 4. Call your manager once you have arrived
 5. Await further instruction



York

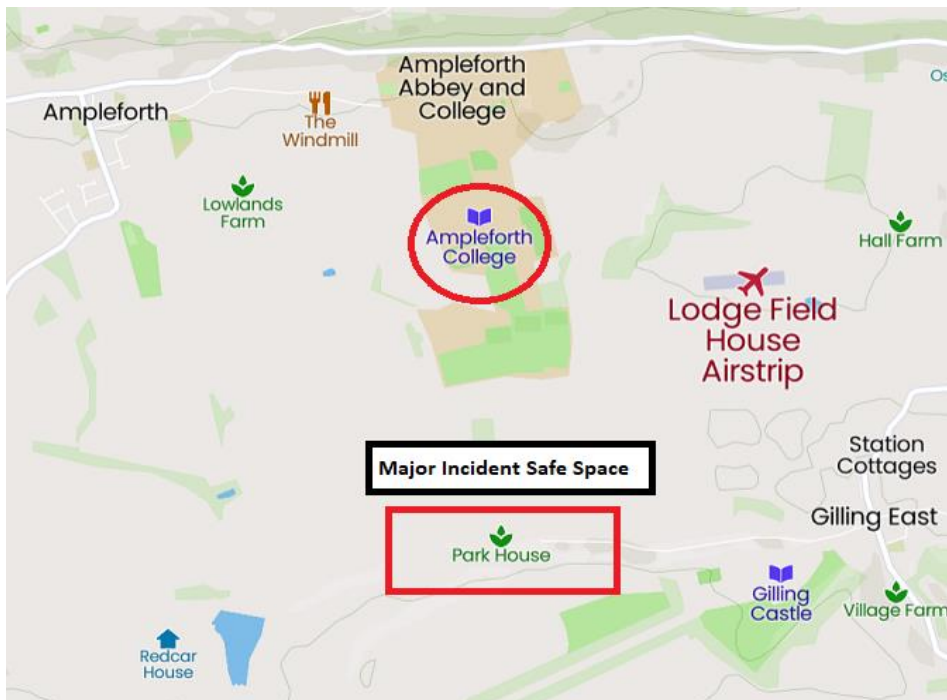


RESIDENTIAL CENTRES

If visiting our residential centres, always use the following procedure:

1. Remain calm.
2. Gather students and maintain authority.
3. Call the centre's DDSP/DSP and inform them that Emergency Protocols are being activated.
 - a. Inform DDSP/DSP of current location.
 - b. Inform DDSP/DSP of where students will be taken or ask for advice on where to go.
 - i. This will, ideally, be a centrally located space in which students will be safest while awaiting assistance.
 - ii. The Activity Manager will have pre-planned a 'safe space' to which to go and will have informed the centre team prior to the excursion during the team briefing.
 - c. Try to communicate with other centre staff members to ensure all students are taken to the same location.
4. Inform DDSP/DSP once arrived and give update.
 - a. DSP will need to provide DDSL with constant updates.
5. Await further instruction.

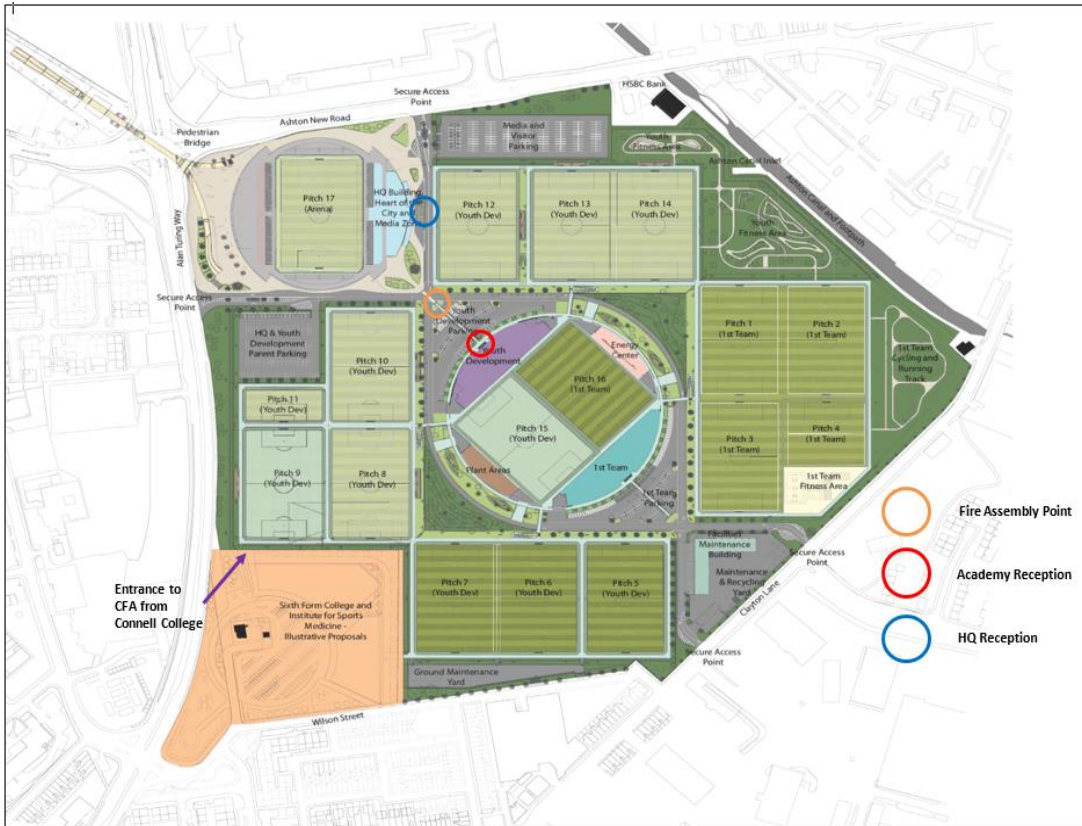
Ampleforth College



Bradfield



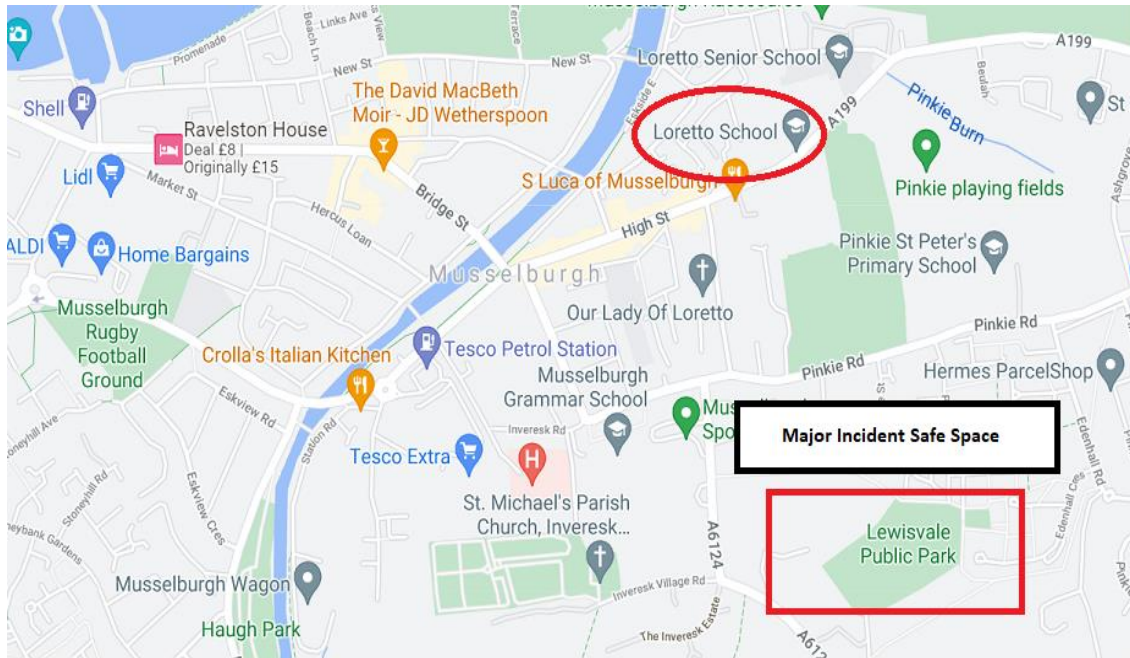
City



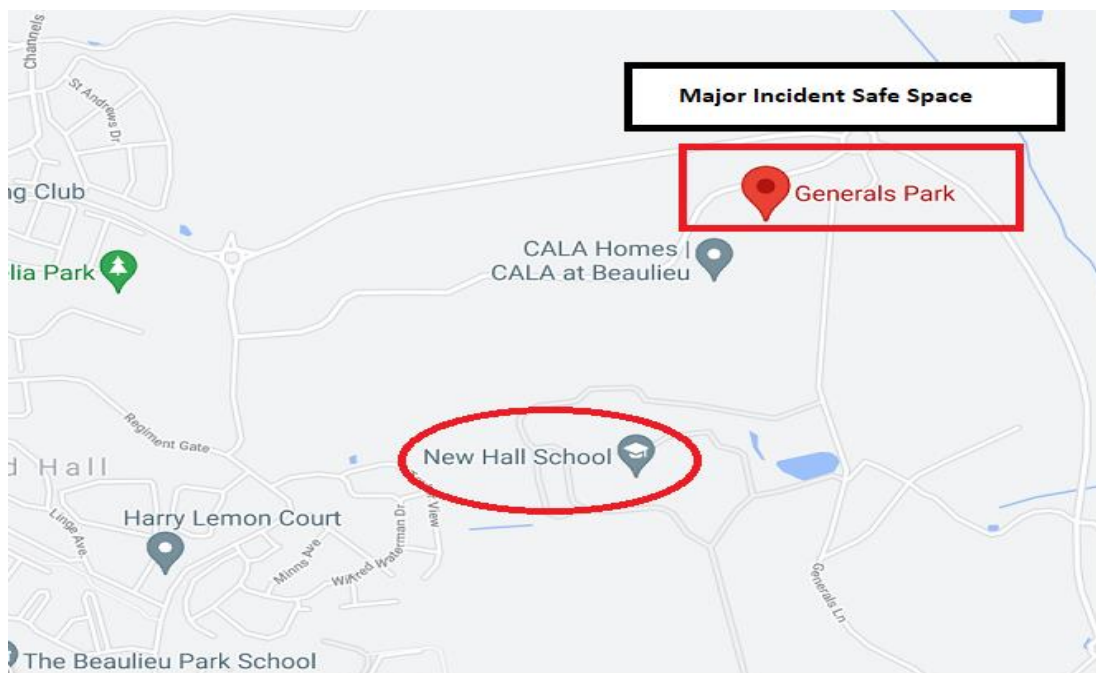
Kings College London



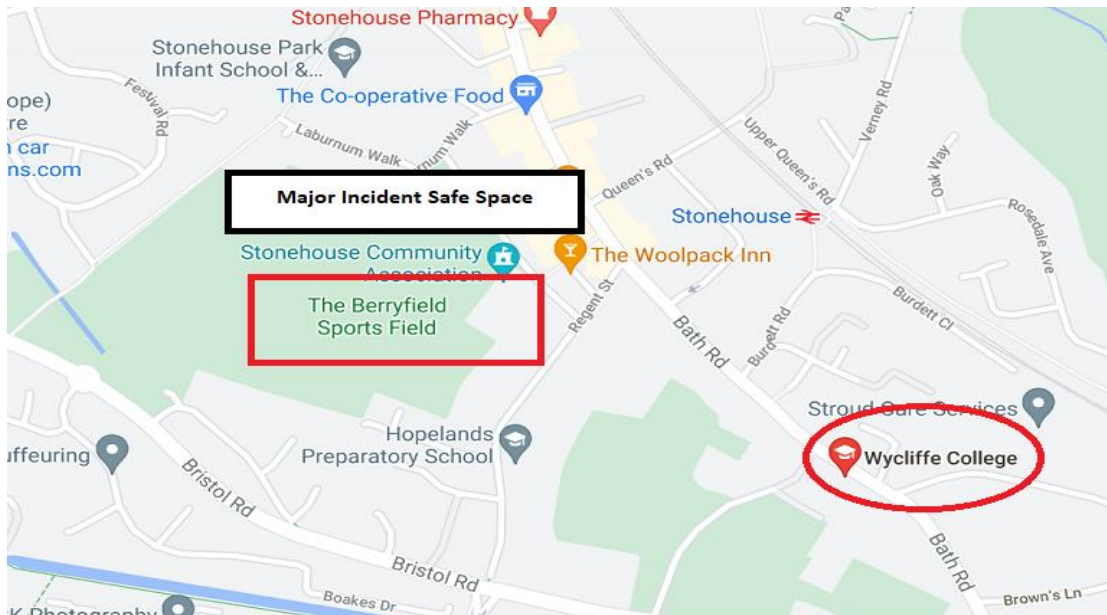
Loretto School



New Hall School



Wycliffe College



More information, instructions, directions and comprehensive tours about Major Safe Spaces will be provided by Centre Management to all seasonal team members during centre inductions.

COVID-19 outbreak procedure

In the event of a COVID-19 outbreak at the centre, irrespective of whether suspected or confirmed, contact the centre's DDSL immediately for further instruction. BSC YL's Covid Contingency Plan, and BSC YL's COVID-19 risk assessment is constantly being updated to include the most current information. BSC YL's Health & Safety Policy Annex COVID-19 should be referenced prior to contacting the centre's DDSL.

Centre closures are at the discretion of the BSC YL DSL and BSC Young Learners Ltd – Managing Director, Charlie Tweddle.

Quarantine and self-isolation procedures, if required, should be followed as outlined in the BSC YL's Covid Contingency Plan, and BSC YL COVID-19 Risk Assessment and the BSC YL Health & Safety Policy Annex COVID-19), in accordance with governmentally mandated requirements.