



National
Guidance

Employer Senior Manager Critical Incident Action Card

If an Employer decides to adopt this card, it should be available to any Manager who may be alerted to an emergency on an off-site visit.

It is recommended that this card is printed, laminated, and a copy placed visibly in the Employer's office.

On receiving a call

In the event of being alerted to a Critical Incident on an off-site visit, please follow the actions below:

1. STAY CALM – consider the actions you need to take and the people you need to contact to help you. Decide what immediate help you need and contact these people.
2. Establish communications with the Establishment's Incident Controller and agree the support needed and the protocol for keeping communications open.

It is essential that one person is clearly designated as Controller of the incident response and that it is clear to all who this is. It is therefore the immediate priority to agree whether control lies with you as the employer's representative or whether you are acting in support of the establishment.

Delegate tasks, as and when possible/appropriate, to allow you to manage the situation and to allow for 'concurrent' activity.

Some or all of the following will need to be considered in conjunction with the actions of the establishment:

- Create a Critical Incident Response Team (CIRT)
 - Possible required roles/staff to include (combine if insufficient people – these roles may be shared with the establishment)
 - Incident Controller – with responsibility for overall control
 - Communications (a number of people dealing with different aspects?)
 - Resilience team/emergency planning officer
 - Press officer

- Logistics – arranging transportation, accommodation etc. for group and any travelling team, arranging payment for this
- Resources – e.g. office space, reception for any visitors (parents, media etc), refreshments/food
- Record/log keeper
- Travelling Team leader
- Establish a control room with unrestricted internet access and multiple telephone lines capable of calling worldwide. Consider other means of communication such as internet, email, text, amateur radio nets, etc.
- Agree with the Establishment Incident Controller a protocol for contacting the group and for maintaining links with emergency services, media, tour operators, insurance companies etc. - as appropriate.
- Keep a log of all actions, communications and decisions including people involved and times.
- For Local Authorities - Inform the Chief Executive's office and relevant elected members.
- Consider whether a 'Travelling Team' is needed to provide support at the scene/in country? (e.g. Outdoor Education Adviser, counsellors, translator/linguist).
- For an overseas incident - inform the Foreign & Commonwealth Office Consular Assistance team (020 7008 1500).
- If appropriate, contact the British Red Cross.
- Make arrangements for the return or onwards travel of the party.
- Arrange for the transport of parents (including provision of a suitable escort) to the scene/hospital.
- Control communications and flow of information to the affected group, parents, Establishment staff (beware of other staff inadvertently starting rumours circulating).
- Control information to the media – via Press Officer (you and the establishment need to be clear about who is issuing press releases, holding press conferences etc., and agree a protocol to agree any statements).
- Make arrangements for meeting the group on its return to base and for returning children to parents.
- Consider the possible need for future emotional support and care for anyone involved (don't forget other staff, young people and the incident response team as well as those directly involved).

