



## **Emergency Plan**

**Updated: 20/03/2025**

UK2Learn Guardianship Ltd “UK2Learn” provides a personal, yet professional guardianship service for international students studying in the UK. We are a small, family company that knows all our students personally and our high level of experience means we can cope with all demands.

We aim to make sure that each student can fulfil their academic potential in a safe, caring environment as a member of the UK2Learn family.

## Emergency Plan

UK2Learn strives to create a safe and caring environment for everyone but there is always a risk of an emergency situation occurring. This could include, but is of course not limited to:

- Fire or terrorism act close by or inside the UK2Learn office “Crossways”
- Health Pandemic
- Missing student
- The death of a student or member of a host family
- School unable to accommodate student

## Purpose of the Emergency Plan

This plan provides guidance to UK2Learn staff and partners on responding to emergency situations to ensure the safety, wellbeing, and protection of students, staff, and host families.

Key priorities during any emergency:

- Remove students and staff from danger as quickly as possible.
- Inform and assist emergency services where appropriate.
- Treat any casualties when necessary.
- Support those displaced but not injured.
- Liaise with emergency services and, where required, hand over control of the situation.

**In all situations, UK2Learn’s Managing Director, Alex Mackie will be the dedicated team member to have overall responsibility for the duration of any emergency. Alex Mackie is also UK2Learn’s Designated Safeguarding Lead (DSL) and can be contacted at anytime on +44 (0) 7917820033.**

If it is not possible for Alex Mackie to be contacted or for him to lead in an emergency, the position will be filled by, Joo Young Choi.

## Fire or Terrorism at Crossways

Potential hazards: Fire, flood, bomb threat, suspicious package, or act of violence/terrorism.

### Protective Actions:

1. Evacuation – leave the building immediately using the nearest safe exit.
2. Shelter / Shelter-in-Place – remain in a safe location if evacuation is unsafe.
3. Lockdown – secure doors, hide, and barricade if there is an active threat.

### Run, Hide, Tell (National Counter-Terrorism Guidance):

- **Run:** Move to a place of safety.
- **Hide:** If escape is not possible, hide and silence phones. Barricade doors if possible.
- **Tell:** Contact the police by calling 999 when it is safe to do so.

**Students at School:** Follow school guidance and emergency procedures. Staff should assist students in adhering to these instructions.

## Health Pandemic

### Procedure:

- Follow guidance from UK Government, Department of Education, Department of Health, and the World Health Organization.
- Ensure all staff, students, and host families are informed of updates.
- Implement necessary measures such as remote support, isolation, or protective hygiene measures.

**Reference:** <https://www.gov.uk/guidance/pandemic-flu#sector-specific-guidance>

## Missing Student

### Procedure:

1. Contact the **DSL immediately**.
2. Follow the **Absent and Missing Student Policy**, including Cause for Concern and Missing Student Risk Assessment.
3. Gather relevant information to support emergency services.
4. Notify parents and school as appropriate.

**Policy Reference:** <https://www.uk2learn.com/policies/>

## Death of a Student or member of a host family

### Procedure:

1. DSL and ADSL coordinate with parents, school, host family, and emergency services.
2. Respect privacy and confidentiality at all times.
3. Provide support to other students and staff who may be affected.

## School unable to accommodate Student

### Procedure:

1. Provide emergency accommodation through UK2Learn's network of host families.
2. If necessary, offer accommodation at the Crossways office.
3. In extreme cases, after consultation with parents and school, UK2Learn may temporarily relinquish responsibility while ensuring the student's safety and wellbeing.

## Communication and Contact

<b>Emergency Services:</b>	999	
<b>DSL / Managing Director:</b>	Alex Mackie,	+44 (0) 7917 820033
<b>Deputy DSLs:</b>	Joo Young Choi,	+44 (0) 7735 781585
<b>Parents / Guardians:</b>	Contact information recorded for each student.	

### Communication Principles:

- Share information securely and appropriately.
- Keep records of all actions taken.
- Maintain clear lines of communication with all parties involved.

## This Plan Review

Handbook published date:	20/03/2025
Handbook review by date:	20/04/2026
Responsibility for handbook review:	Joo Young Choi/Alex Mackie