



# High March

## CRITICAL INCIDENT POLICY

Person responsible for latest revision:	Mrs K Gater
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This policy applies to the Early Year Foundation Stage,  
Key Stage 1 and Key Stage 2

Useful Websites	
<a href="http://www.dfe.gov.uk">www.dfe.gov.uk</a>	

## Critical Incident Policy

The purpose of this policy is to minimise the impact of crises on pupils, parents and staff in the event of an emergency. It aims to deal with the immediate, short, medium and long-term phases. This will enable staff to move into action without having to waste time making decisions, and without having to wait for clarification about tasks to be done. The SLT will review and up-date the plan annually and will make it easily accessible to all members of staff in digital format which can be printed if they wish.

### 1. Potential Critical Incidents

The following are examples of crises that may occur either in or out of school:

- Sudden death of a pupil or teacher.
- Death of a pupil or a teacher in an accident.
- Violence and assault in school
- Destruction or vandalism of part of school.
- Gas Leaks.
- Fire.
- Pupil or teacher being taken hostage.
- Road, sea or air traffic accident involving pupils.
- Natural disaster in the community.
- Death or injuries on school journeys.
- Civil disturbances and terrorism.
- Extreme adverse weather conditions necessitating closure of the School.
- Cyber-attack.

If any incident occurs within school during normal school hours, resulting in the need for pupils and staff to seek shelter/safety, the Lockdown procedure will be followed (see Appendix 6).

### 2. Support Agencies & Personnel

Please remember to dial 9 to get an outside line.

Emergency Services:	999
Anti-Terrorist Hotline:	0800 789 321
Wycombe General Hospital:	01494 526161
Wexham Park Hospital:	0300 614 5000
First Response Team:	01296 383962
CRUSE Bereavement Care:	01494 511117 (Bucks Area)
British Red Cross:	0344 871 111
Bucks Free Press:	01494 755000

## Leadership Team

The School Leadership Team will have copies of the telephone numbers of all key holders, Directors and other key staff. See Appendix III.

The Bursar's telephone number will be designated for emergency calls in the event of a critical incident. The emergency services only should be given this number. (01494 685744).

### 3. Responsibility for the following tasks will fall to assigned members of staff:

	<b>Task</b>	<b>Time Scale</b>	<b>Staff Member</b>
<b>First Priority</b>	Obtain factual information at start of crisis	Within hours	Headmistress
	Senior Leadership and Directors are briefed	Within hours	Headmistress
	Establish intervention team to contact emergency services and insurers as necessary	Within hours	SLT and Directors
	Contact families	Within hours	Headmistress's PA and relevant SLT at Upper School/Junior House
<b>Secondary Priority</b>	Call a staff meeting to give information	Same day if possible	Headmistress
	Inform pupils in small groups (if appropriate)	Same day if possible	Teaching Staff
	Arrange a debriefing meeting for staff involved in the crisis (if appropriate)	Same day if possible	Headmistress
	Debrief pupils involved (if appropriate)	As soon as possible	Teaching Staff
	Identify high risk pupils and staff	As soon as possible	SLT

<b>On-going Tasks</b>	Promote discussion in pupil groups	Within days and weeks	Under the supervision of Teaching Staff
	Identify need for individual/group counselling or other help	Next few days and weeks	SLT / Form Teachers
	Organise any counselling/support	As required	SLT /Form Teachers

#### 4. Breakdown of immediate, short, medium and long-term tasks:

##### Immediate action:

- Disasters happening away from school premises may be unclear for many hours, but there is a need to convey as much accurate information as possible – uncertainty breeds rumour, which adds to distress.
- Set up of designated telephone line to ensure accurate information can get into and out of school.
- Where pupils have been involved in an accident outside the school, the party leader needs to make contact with the school on 01494 675186 and speak to the Headmistress if possible. If school phone lines are down, the Headmistress or Directors should be contacted on their mobile numbers (see Appendix 3 below).
- Enquiries: The school will be staffed to deal with distressed and worried enquirers. Staff answering the phone should keep notes and have them checked against school records so that there is certainty about who has phoned in and who should still be contacted. Ensure there is always an up-to-date list of pupils' and staff next of kin/emergency contact and their contact details. When groups of pupils and teachers go off school premises, the Bursar should have a copy of the list and other members of staff should know where to find it. As soon as an incident is reported, parents should be informed by a nominated member of staff and advised how further information will be conveyed, and by whom (this is likely to be a member of SMT).
- Inform parents: The Office can use our text messaging and email system to pass on information. Some pointers to pass on information effectively and sensitively:
  - Brief the member of staff (probably admin staff) making the contact.
  - Note those parents who still need to be informed.

- Offer help with the arrangement of transport.
  - Check parents are not left alone in distress, perhaps making suggestions for making contact with relatives or neighbours.
  - Offer useful phone numbers, e.g. emergency disaster number or hospital number.
- Media: The Headmistress is the press officer (with authority to delegate elsewhere) and will deal with the media. All enquiries should be directed to and through the Headmistress who can arrange a briefing session with the press if necessary. Members of the press should not be allowed in the building. No one but the Headmistress should speak to the press. In the absence of the Headmistress, the Bursar is the delegated press officer.
- Informing staff: As soon as an incident is confirmed, the SLT (or some of the SMT if appropriate) will meet to decide their strategies. They will appoint a small team, e.g. class teacher, Deputy Head, another, relieve them of other duties and allow them to manage the crisis over the next few hours. The rest of the staff, both teaching and ancillary, will be informed together as soon as possible at a specially convened staff meeting, so that unfounded rumours do not circulate.
- Informing pupils: Pupils will be informed simply about what has happened (via their class teachers). If the school is to close, children and parents will be informed by the Headmistress by the end of the school day.
- The Headmistress will inform the School Directors as soon as possible. The Directors will take responsibility for cascading information down to the Governing Board, and for contacting the School's insurers as necessary.

A Critical Incident Communications prompt sheet is provided in each administrative office and the Staff Rooms at US and JH. This can be found [here](#).

All group leaders and staff on day and residential visits are provided with an emergency and critical incident guide to which they can refer if the need arises. This can be found [here](#).

## 5. Action Plan:

### 5.1. Short-term action:

- Re-unite children with parents as soon as possible, either at the scene of the accident or when brought home. If a disaster happens outside school, in order to ensure the physical safety of the children, obtain any necessary first aid or other medical help needed, and then inform the parents.
- Activate those on outside list of contacts.

- Arrange briefing meeting for staff.
- Arrange de-briefing meeting for directly affected staff, and one for children, to:
  - Clarify what happened.
  - Allow for a sharing of reactions.
  - Reassure the participants that such reactions are not abnormal.
  - Mobilise resources.

A de-briefing meeting will be held in school and led by a member of the SLT.

- Check that procedures for monitoring staff and pupils are in place.
- Contact families of those hurt or bereaved and express sympathy. If appropriate, someone from school will be designated to act as liaison between the school and family. This may involve visiting the injured in hospital, sharing cards and messages from other children etc. A representative from the school (usually the Headmistress) will attend funerals.

## 5.2 Medium-term action

- Ensure a member of staff makes contact with the children at home or in hospital.
- Make sensitive arrangements for the return to school.
- Arrange support for affected staff using the Support Agencies and Personnel listed above.
- Arrange consultation so staff can better support children.
- Ensure clear understanding of consultation, especially its confidentiality.
- Clarify procedures for referring children for individual help.
- Liaise with parents, to include the sending of bulletins/updates/email messages and SMS.
- Decide about attendance at funerals.
- Plan a special assembly or memorial service.
- Check that monitoring procedures are in place and followed.

### 5.3 Longer Term Planning

- Introduce strategies to continue monitoring vulnerable pupils and staff.
- Consult and decide on whether and how to mark anniversaries.
- Ensure that new staff are aware of which pupils were affected, and in what way, and that they know how to obtain further help if necessary.
- It should be remembered that legal processes, enquiries and even news stories may bring back distressing memories and cause temporary upset within the school.
- Ensure staff have undertaken bereavement training which is refreshed periodically.

## 6. Short Term Closure of the School in Exceptional Circumstances

If the school is obliged, in exceptional circumstances, to close in the short-term, due for example to adverse weather conditions, High March parents and staff are requested to monitor closely the School website which will display a message at the earliest possible opportunity informing the School community whether the School is (1) open for business as usual; (2) open subject to constraints in the curriculum due to staff absence or (3) open to provide basic childcare to the children of parents who are unable to organise childcare at short notice in the event of such an emergency closure.

In the event of a short-term closure e.g. because of extreme weather, a pack of prepared work will be available for children to access via Teams (US) or will be sent by email to parents (JH), the exception to this will be occasions when there is short-term snowfall. In this instance children will be encouraged to enjoy the moment! Communications will be sent as early as possible on the morning of any day of School closure via text, email messages to parents and via our website.

Guidance will be followed and the plans re-evaluated on an hourly or daily basis. The intervention team (Headmistress, SLT and anybody else co-opted onto the team) will include all or any of the following matters in the event of such an incident:

- Consider whether a lockdown of the School is necessary.
- Prepare for the evacuation of school buildings if required. Alternatively consider how an area of the school site might be cordoned off if necessary.
- Take a roll-call of staff and pupils and all those known to be on the school's premises.
- Ensure utilities can be shut off quickly and safely if required (see Appendix 5).

- Implement the school's crises and media checklist below at Appendix 1 if required (including alerting staff, pupils and parents and preparing a media statement).
- Ensure one of the Directors contacts the School's insurance company and/or other relevant third-party suppliers.
- Consider how continuity of school business might be achieved e.g. how quickly could the ICT network be recovered etc.
- If ICT capabilities are intact, in the first instance teaching would move online using relevant technology (currently MS Teams and Zoom).
- In the event that ICT is not functioning, where possible, work for children to complete at home could be given out in person or posted in the traditional way. Post boxes could be put up outside Junior House and Upper School to receive work that has been completed at home or work could also be posted to the School, provided the postal system is running.
- Work could include television and radio programmes of an educational nature, educational websites and ICT widely used.



## Appendix 1

### Crises and the Media Checklist

No hard and fast rules will cover every crisis, but this checklist should help avoid the compounding of disaster by ill-informed reporting or the inflation of a minor incident into a serious embarrassment for the school.

**Know all the facts:** The last thing you want is to be told things you didn't know by a reporter.

**Take Charge** and clear lines of communication. Only the Headmistress or a senior member of staff nominated by the Headmistress, e.g. The Deputy Head or The Bursar, should speak to reporters. Have a clear and efficient system for filtering calls. Let staff know what is happening and advise them not to speak to reporters. If appropriate, give pupils similar instructions. Keep the School Directors and Chairman of Governors informed.

**Prepare a Statement:** It should be (a) brief, (b) factual (c) correct. Include positive information, which is relevant to the incident (precautions, rules, sanctions, etc.). Don't sound complacent; emphasise any appropriate action being taken. Be prepared to change the statement if circumstances change. Be clear about the limits of any additional information, which might be given.

**Contact out of the blue:** Find out how much the reporter knows, what response is wanted and when the deadline is. If necessary, play for time. Promise to ring back and use the time to prepare your response. Always ring back when you say you will, preferably within the hour.

**Stick to the Statement:** Correct any facts which are wrong, but otherwise make it clear that the statement contains all you want to say. Don't get trapped into conversations over which you have no control.

**Never "No Comment":** Reporters will assume, rightly or wrongly, that you have something to hide.

**Journalists on Site:** Treat them with courtesy but don't let them wander round unsupervised. You have little control over journalists outside the school gates (but newspapers do have a code of practice for the treatment of children).

**Law-Breaking:** If illegal activity has taken place, the police should be informed. If criminal charges have been laid or are imminent, the Press is limited in what it can report before the case comes to trial. Keep in contact with police and other agencies over what they say to the Press.

**Parents:** Let them know by letter what has happened, if possible before damaging publicity has appeared.

**After the Event:** Don't try to correct every minor inaccuracy. Least said, soonest mended, is often a good rule. If there has been a serious misrepresentation, seek an apology or correction.

This checklist was supplied by the Independent Schools Council from whom advice and help is always available.

Contact for help and advice:

- Legal Help on +44 (0)20 7766 7044.
- Julie Robinson (Chief Executive) on +44 (0)20 7766 7049 ([julie.robinson@isc.co.uk](mailto:julie.robinson@isc.co.uk)).
- Sarah Cunnane (Head of Media and Communications) on +44 (0)20 7766 7062 or +44 (0) 7825 806017 ([sarah.cunnane@isc.co.uk](mailto:sarah.cunnane@isc.co.uk)).
- Staff may also wish to contact our employee assistance programme (provided by Education Support) for emotional support or counselling. They can be contacted on 08000 856148.

## Appendix 2

### Debriefing pupils involved in the crisis

#### Breaking sad news to an individual child

- Who should tell the child?
  - Someone who is known and trusted by the child.
  - Someone who can maintain contact with the child in the time ahead.
  - Someone who has sound knowledge of how children respond to loss, change and grief.
  - Someone who allows the child to express their feelings.
- Where should the child be told?
  - In a familiar place.
  - In safe and comfortable surroundings.
  - In a private place.
- How should the news be given?
  - In a language which is easily understood.
  - In language which is factual.
  - With opportunities for the child to ask questions.
  - With opportunities for the child to show emotional responses.
  - With an opportunity for the adult to establish the child has understood the news which has been given.

#### Breaking sad news to groups of children

- Who should tell the children?
  - Someone who is known and trusted by the children.
  - Someone who is confident speaking to the group.
  - Someone who has sound knowledge of how children respond to loss, change and grief.
  - Someone who respects children's confidentiality.
- How should children be told?
  - In a familiar setting, preferably a classroom, rather than a large hall.
  - In a language which is easily understood by them.
  - By giving them factual information, which is consistent with information which other children in the school are given.
  - With sufficient time available to answer questions and raise concerns.

**Appendix 3**  
**Telephone numbers of all key holders and other key staff**

Name	Telephone number
Mrs B Avery	07813 837225
Mr M Chapples	07500 664964
Mrs K Gater	07930 686491
Mrs K O'Shaughnessy	07734670353
Mrs M Honiball	07852 560842
Mr P Honiball	07773 946350
Miss S Walker	07957 551848
Mrs A Dale (DSL)	07968 110654
Mr D Perry	07828 411345
School Office	01494 675186
Bursar's Office	01494 685744

## Appendix 4

### Procedure for a Pandemic

Current guidance from the Government is that people should try to continue their everyday (essential) activities as normally as possible during a pandemic, while taking personal responsibility for reducing their risk of exposure to the disease and social responsibility to lessen the spread of the disease. High March will be guided by advice from the DfE, ISC and the LA and will implement any model plan/checklist for schools when guided to do so. As required, a detailed risk assessment to accompany our policies and procedures will be produced and shared with appropriate stakeholders. There are some specific issues to consider concerning children. There may, therefore, be circumstances in which the Government would advise the closure of schools and group childcare settings during a pandemic.

High March will be guided by the DfE and ISC regarding the opening and closing of the school, subject always to the discretion of the Headmistress and Governors. The World Health Organisation recommends that all schools and childcare settings plan both for staying open and for possible closure, for some or all of a pandemic. Closure could either be very localised and brief – for example, if there were too few staff to operate safely – or more widespread and for a longer period, in order to reduce the spread of infection among children or the wider community. If the school were to close to pupils for child welfare reasons, High March would still ask staff to work; this is consistent with advice to employers in all sectors.

#### Communication

The Headmistress and the Governors will take responsibility for disseminating this information to staff and parents. Any relevant leaflets will be distributed to parents. The school website will be kept updated and email messages will be sent to all parents. Those parents who do not have internet access will be asked to keep in close contact with another parent in the class, normally the Form Parent(s).

All the pupils and staff contact details are kept up to date and will be used in line with data protection. These include addresses, telephone numbers (both home and mobile) and email addresses.

#### Staffing

In the event of many staff being unable to work due to illness or being carers within their family, the Headmistress and the Governors will make the decision as to whether the school has enough staff to open safely. High March will provide support to staff who are sick or bereaved, and deal sympathetically with requests for leave to care for sick dependents.

Staff or children who start to develop related symptoms will be told to stay at home, check the symptoms on the NHS Choices website [www.nhs.uk](http://www.nhs.uk) and, if still concerned, contact their GP or NHS on 111.

#### In the event of illness in School

At Upper School the First Aid Room will be the designated room for an ill child to be placed. At Junior House the designated room will be the first aid area. Children who are ill should be removed from the classroom, taken to the designated room and collected by their parents at the earliest possible opportunity, in their best interests.

Should it be necessary to isolate a child due to a possible infectious illness, the child will be placed in the Administrators Office (adjacent to the Medical Room) at Upper School and The Study at Junior House.

#### In the event of closing the School

If the school is obliged, in exceptional circumstances, to close in the short-term, High March parents and staff are requested to monitor closely the School website and messages from the School.

#### Re-opening of the School

High March will follow the DfE and ISC guidelines for re-opening the School, subject always to the discretion of the Headmistress and the Governors. The School will re-open at the earliest practicable opportunity, if in the best interests of the pupils and subject always to Health and Safety policy and procedure.

## Appendix 5

### Location of Utility Shut-off Points

If, for any reason, utilities (gas, electricity or water) need to be shut off, the location of each shut-off point may be found as follows:

#### 3 Ledborough Lane – “Upper School”

- Water
  - Low down on the wall in the passageway between the downstairs girls’ toilets and the boiler room.
  - In the boiler room in Acacia.
  - Under the sink in the Art Room – this is the shut-off to the Music Block.
  
- Gas
  - In the cupboard in the corner of the downstairs girls’ toilets.
  - In the Science Lab there is an emergency gas isolation valve which shuts off the gas supply to the counter top gas taps.
  
- Electricity
  - In the cupboard beside the front door – the electricity meter for the whole of Upper School is in here too.
  - In the Art Room there is an emergency electricity cut off point which shuts off the electricity supply to socket where the pillar drill and belt sander are connected.

#### Music Block – “Linden” (to the rear of 3 Ledborough Lane)

- Water
  - Under the sink in the Art Room.
  
- Gas
  - On the ground outside to the left of the entrance door.
  
- Electricity
  - Up on the wall just inside the entry door.

#### 23 Ledborough Lane – “Junior House”

- Water
  - In the low cupboard next to the Office photocopier.
  
- Gas
  - In the low cupboard next to the Office photocopier.

- Electricity
  - In the cupboard in the corner of the Headmistress's Study – the electricity meter for the whole of Junior House (#23) is in here too.
  - In the boiler / laundry room in the Anderson Wing.

#### Kitchen at Junior House

- Water
  - As per 23 Ledborough Lane – “Junior House” - In the low cupboard next to the Office photocopier.
- Gas
  - As per 25 Ledborough Lane – “Carngray” - In the green cabinet outside the door to the Head of Junior House's Study.

In the kitchen there is an emergency gas isolation valve which shuts off the gas supply to the gas appliances in the kitchen only.
- Electricity
  - In the cupboard in the corner of the Headmistress's Study – the electricity meter for the whole of Junior House (#23) is in here too.
  - In the boiler / laundry room in the Anderson Wing – consumer unit with distribution to the kitchen supply.

#### 25 Ledborough Lane – “Carngray”

- Water
  - In the corner, down low near the floor of the Head of Junior House's Study.
- Gas
  - In the green cabinet outside the door to the Head of Junior House's Study.
- Electricity
  - In the cupboard in the corner of The Den – the electricity meter for the whole of Carngray (#25) is in here too.

#### Swimming Pool (to the rear of 23 Ledborough Lane)

- Water
  - In the Plant Room near the chemical dosing system.
- Gas
  - In the green cabinet beside the exit gate of the car park.
- Electricity
  - In the cupboard in Plant Room.



## Maintenance Department Workshop (to the rear of 23 Ledborough Lane)

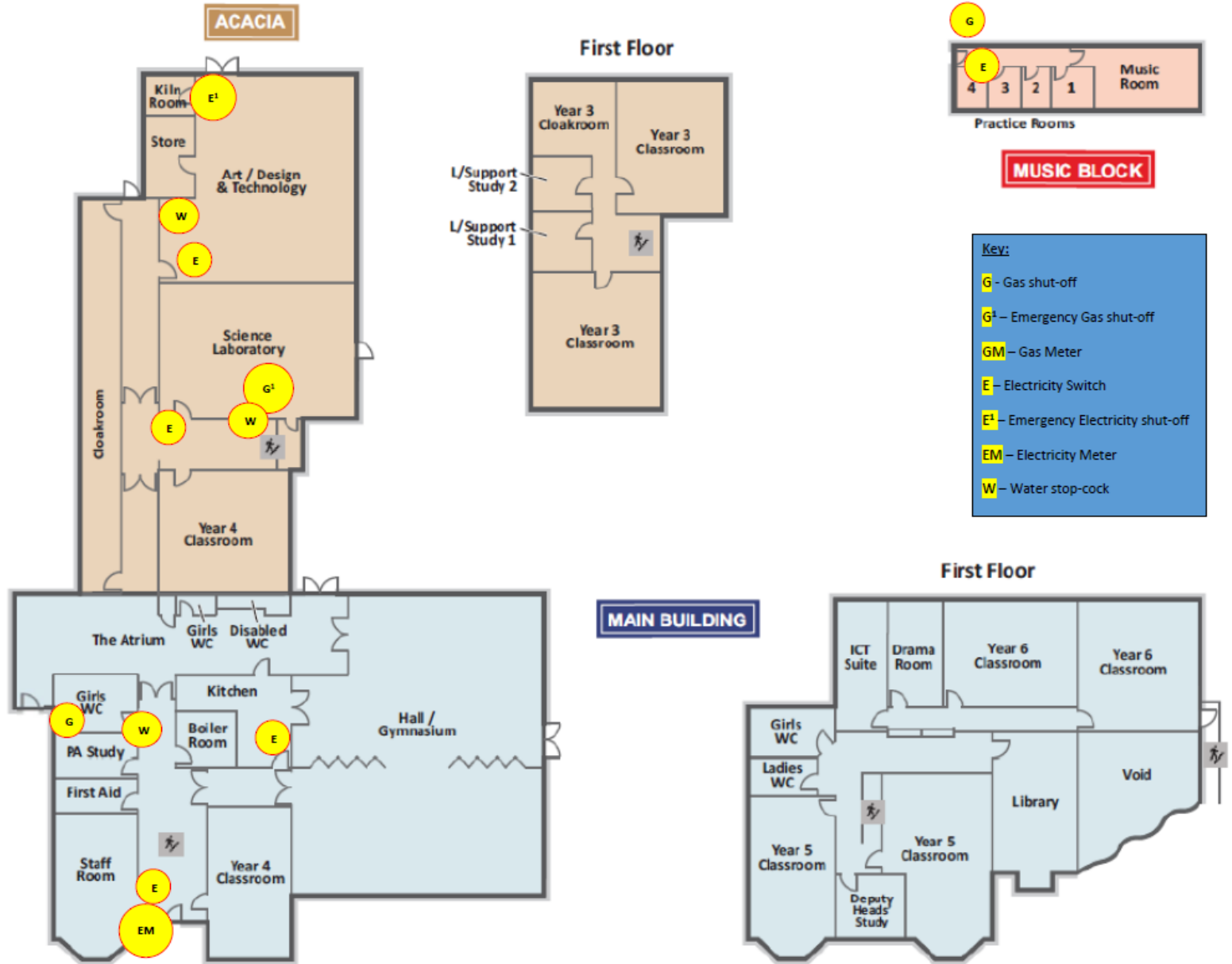
- Electricity
  - In the Workshop – two consumer units.
    - One consumer unit fed from the distribution board in the Anderson Wing boiler / laundry room.
    - The other consumer unit fed from the distribution board in the Swimming Pool Plant Room.

The following floor plans provide a schematic location of the shut-off points.



High March School - 3 Ledborough Lane, Beaconsfield Buckinghamshire HP9 2PZ

Location of Utility Shut-off Points

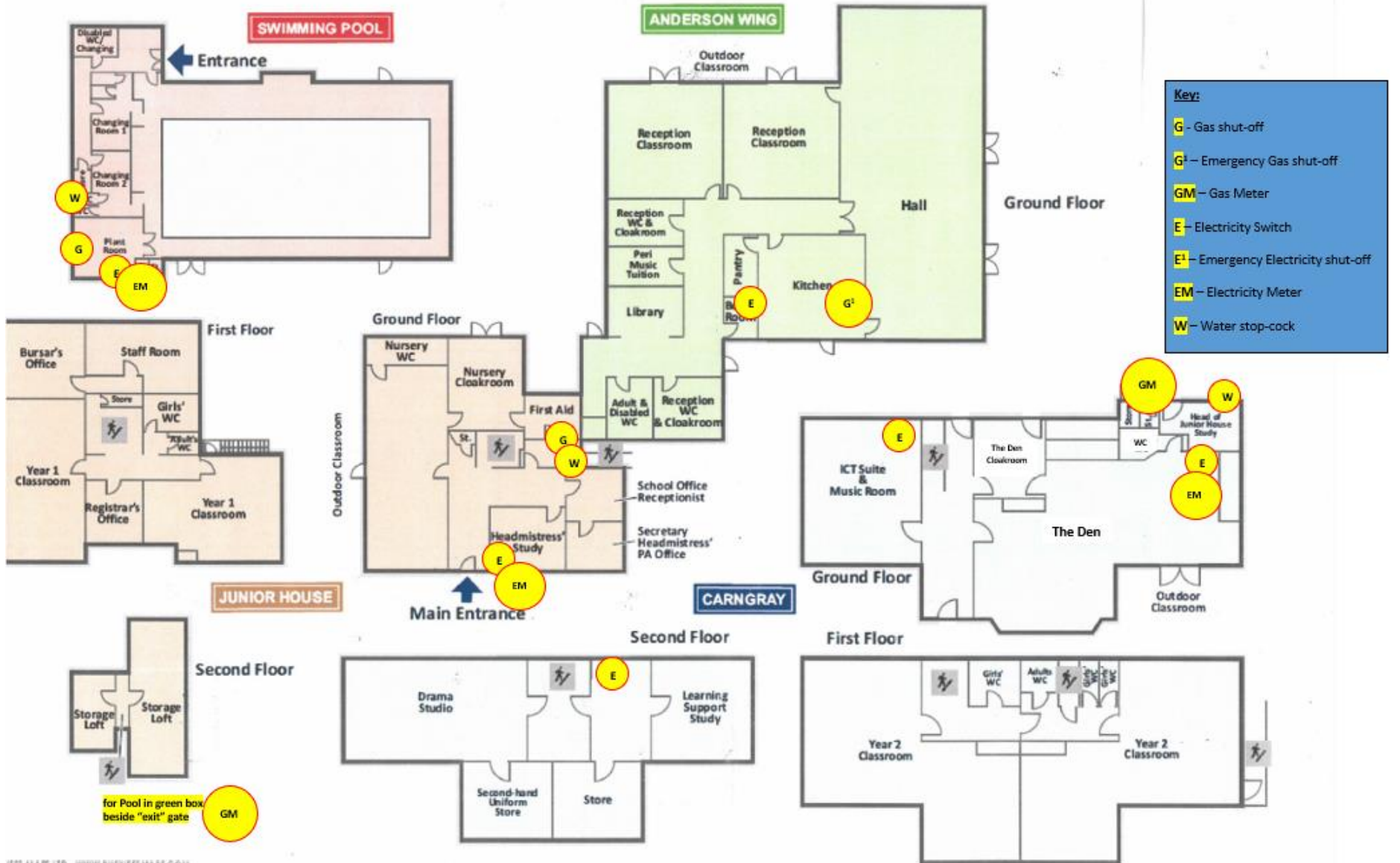


High March School - 23 Ledborough Lane - Beaconsfield - Buckinghamshire HP9 2PZ

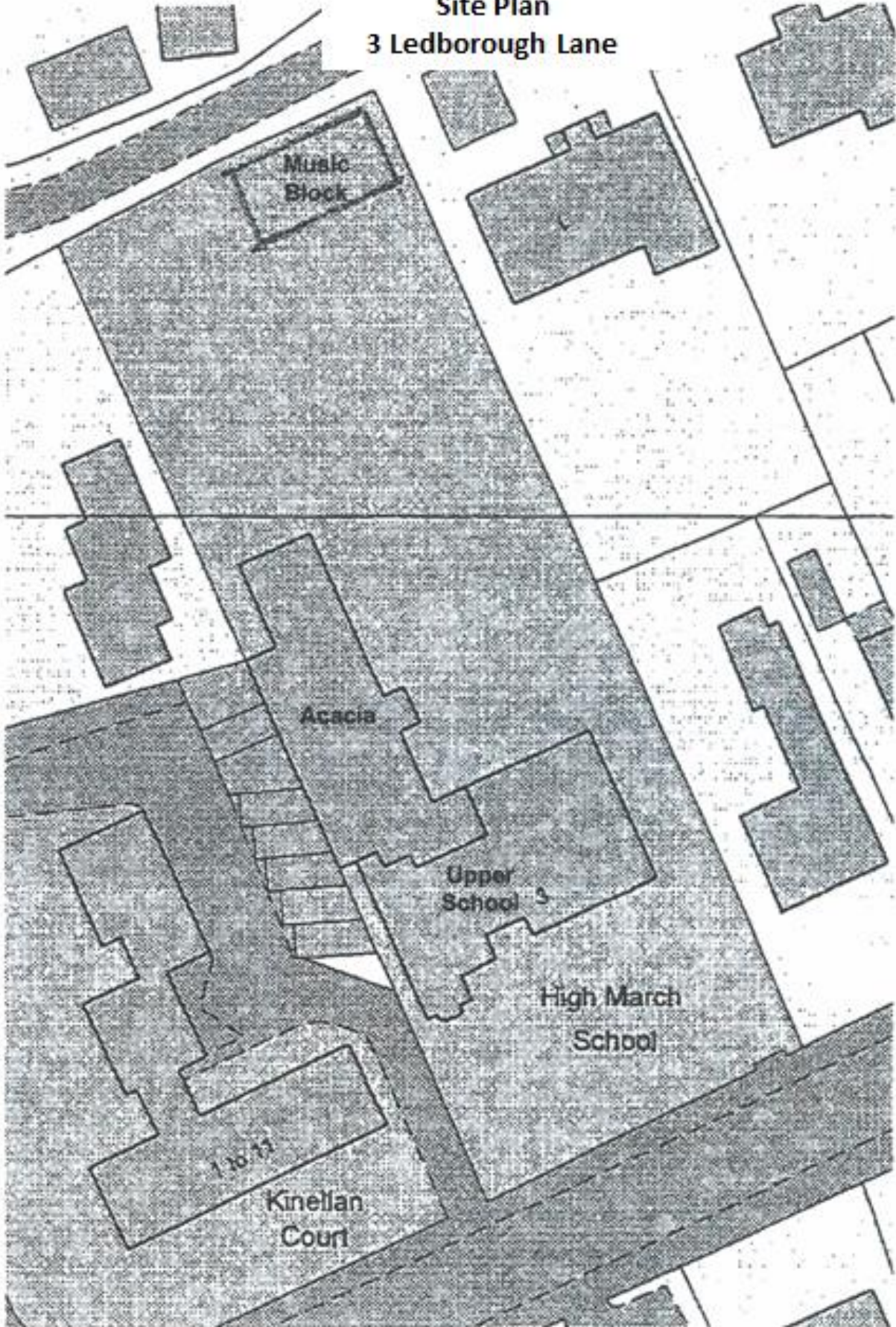
Location of Utility Shut-off Points



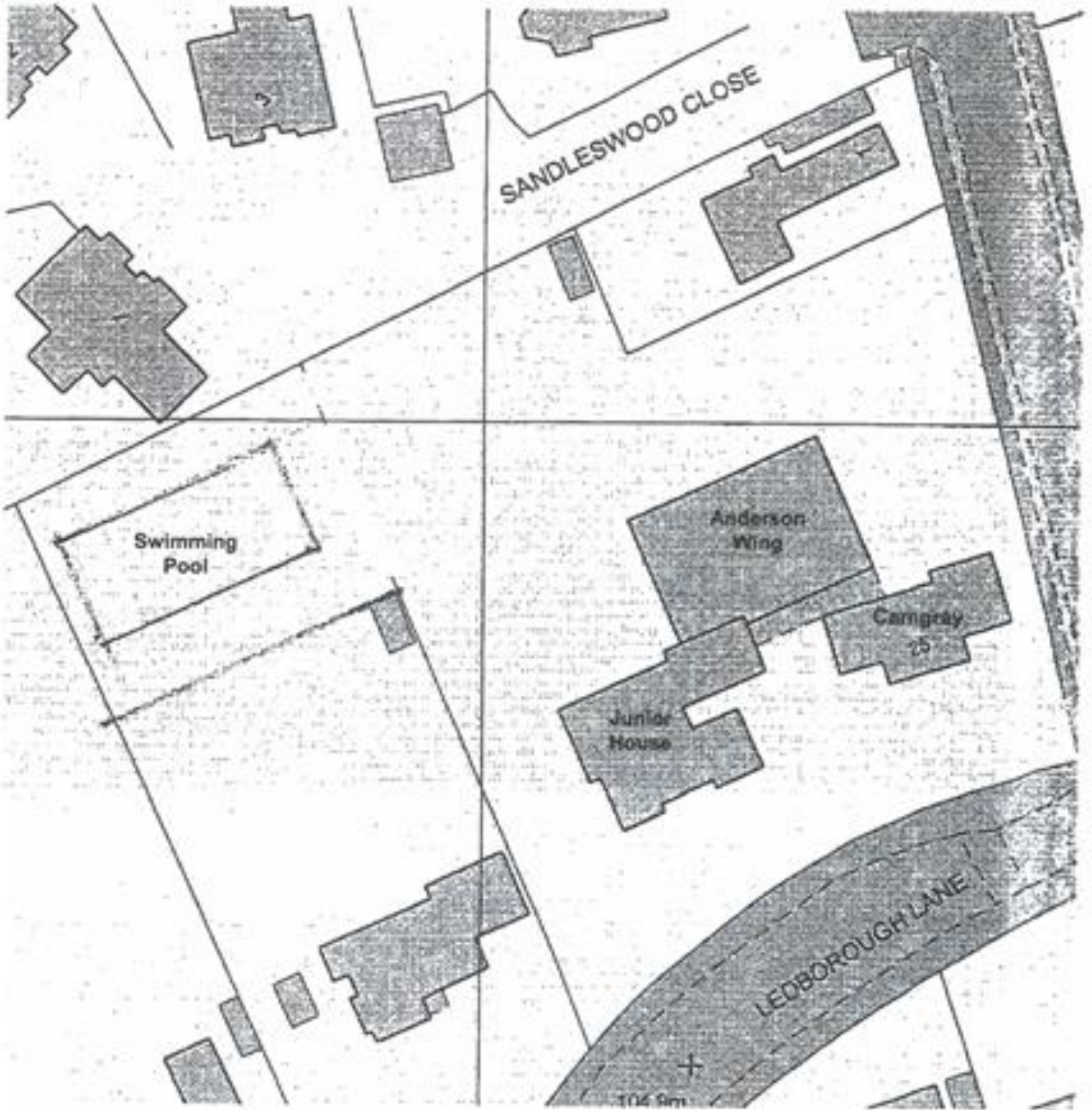
**E** MAINTENANCE DEPT.



**Site Plan  
3 Ledborough Lane**



# Site Plan 23 Ledborough Lane



## Appendix 6 Lockdown Procedure

All staff will be notified that lockdown procedures are to take place immediately on hearing the lockdown alarm signal. An email will be sent to staff if possible concurrently with this to inform staff of any information that can be disseminated about the situation.

If it is safe to do so:

1. The alarm will activate a process of any pupil in the grounds being ushered into the nearest school building as quickly as possible.
2. The lockdown alarm signal sounds similar to the fire alarm, the difference being that the fire alarm sounds continuously, whereas the lockdown alarm signal emits 4 or 5 alarm pulses followed by a two second silence. This sequence is repeated until the alarm is turned off.
3. Staff should lock any external doors once the pupils and adults are inside.
4. On hearing the alarm pupils will remain in the room they are in; all staff to ensure the windows and **EXTERNAL** doors are closed/locked and any blinds pulled down. Pupils should be positioned away from possible sightlines from external windows/doors. Lights and smartboards should be turned off. Staff should assess the need to move pupils to another area such as an upstairs classroom or away from the front of the school. If pupils are in the Junior House Library then the member of staff should direct them to the nearest safe classroom.
5. Pupils or teaching staff not in class for any reason should proceed to the nearest occupied classroom and remain with that class and teacher (e.g. pupils using toilets). Support staff should remain in their designated areas if it is appropriate to do so.
6. Each member of staff should take a register of the pupils and adults who are with them and email it to the following email address: [lockdown@highmarch.co.uk](mailto:lockdown@highmarch.co.uk) and a copy to [office@highmarch.co.uk](mailto:office@highmarch.co.uk). The Headmistress, SMT, the Office and Administrator at Upper School will all receive this email. The email can include individual names or could read as the example below:  
*All of form 5J with the exception of ?? who is absent from School are with Mrs ???, Mrs ??? and Miss ??? in the Lab. Please include the surnames of the adults in your email.*
7. Please put the form name in the subject box of any email you send.
8. Staff should reassure and support pupils and keep them calm and quiet. Staff are to remain in lockdown positions until informed by a member of SMT or the School Office that there is an all clear. The Headmistress, or in her absence a member of SMT, will determine this.
9. It can take up to 15 minutes to check that everyone is accounted for so prepare the children for this. The alarm should continue to ring for this entire period until the all clear is sent round.

10. If the alarm stops, please remain in lockdown until you receive an email or a member of staff comes round to tell you otherwise.
11. **Peripatetic Staff** – If the Director of Music is in the Music Block at the time, they will co-ordinate activity and ensure that procedures are followed. If they are not in the building, or Peripatetic Staff are in other areas of the School, the management of the school do need to know that you are safe, and you are requested, if you have internet access on your mobile 'phone to send a short message to [lockdown@highmarch.co.uk](mailto:lockdown@highmarch.co.uk) and a copy to [office@highmarch.co.uk](mailto:office@highmarch.co.uk) just to say that you are present, that you are safe and also to list any child(ren) that you have with you so that they can be accounted for. If you are in the midst of a lesson with a child, the child must remain with you until the all clear is received. If you do not have the email facilities to do this, and it is safe to do so, please could you make your way to the closest telephone extension and dial 221 or 201 – make sure you speak to someone – do not simply leave a voice message. If you aren't able to email, or get to a phone extension, please proceed to the nearest occupied classroom and remain with that class and teacher.
12. **Kitchen Staff** - If the Chef Manager is in the Kitchen at the time, they will co-ordinate activity and ensure that procedures are followed. If they are not in the building, or Kitchen Staff are in other areas of the School, please could you make your way to the closest telephone extension and dial 221 or 201 – make sure you speak to someone – do not simply leave a voice message. If you aren't able to get to a phone extension, please proceed to the nearest occupied classroom and remain with that class and teacher. If there are a group of kitchen staff together, then one of them should either phone or email as per the instructions. If a kitchen staff member is working alone either at JH or US, then they should join the nearest occupied classroom to be accounted for.
13. **Maintenance Staff** – use your mobile phone to send a short message to [lockdown@highmarch.co.uk](mailto:lockdown@highmarch.co.uk) and a copy to [office@highmarch.co.uk](mailto:office@highmarch.co.uk) just to say that you are present and that you are safe. Alternatively, you may use your two-way radio to communicate details to the centre of operations. If you are unable to email, or use your two-way radio, and it is safe to do so, please make your way to the closest telephone extension and dial 221 or 201 – make sure you speak to someone – do not simply leave a voice message. If you aren't able to email, or use your two-way radio, or get to a phone extension, please proceed to the nearest occupied classroom and remain with that class and teacher.
14. **Swimming Pool** – On hearing the alarm, all to exit the water, poolside and foyer and assemble out of sight in the changing rooms. Please ensure the windows and **EXTERNAL** doors are closed and locked.
  - a. Take a register of the pupils and adults and email it to the following email address: [lockdown@highmarch.co.uk](mailto:lockdown@highmarch.co.uk) and a copy to [office@highmarch.co.uk](mailto:office@highmarch.co.uk). The Headmistress, SMT, the Office and Administrator at Upper School will all receive this email. The email can include individual names or could read as the example below:  
*All of form 5J with the exception of ?? who is absent from School are with Mrs ???, Mrs ??? and Miss ??? in the Poolhouse.* Please include the surnames of the adults in your email.
  - b. Please put the form name in the subject box of any email you send.



- c. If you aren't able to access the desktop computer in the foyer and have internet access on your mobile 'phone, send a short message to [lockdown@highmarch.co.uk](mailto:lockdown@highmarch.co.uk) and a copy to [office@highmarch.co.uk](mailto:office@highmarch.co.uk) just to say that you are present, that you are safe and also to list any child(ren) and adults that you have with you so that they can be accounted for.
- d. If you do not have the email facilities to do this, and it is safe to do so, please dial 221 or 201 from the phone extension in the foyer – make sure you speak to someone – do not simply leave a voice message.

No one should move about the site once the school is in Lockdown.

The School Office will be the centre of operations. In the event that this is inaccessible, the backup will be either the Bursar's Office or the Administrator's Office at Upper School.