

P O L I C Y	Owner	Head of Operations
CRITICAL INCIDENT MANAGEMENT	ID (Version)	DU/2.2.4. (v5)
	Published	11/02/2025
	Valid Until	11/02/2027

POLICY STATEMENT

The Arbor School (“Arbor”, “we”, “the school”) characterises critical incidents as sudden or unexpected events with the potential to cause serious physical harm, emotional trauma and / or stress, often resulting in a significant disruption to the school’s operations and activities.

Critical incidents include, but are not limited to, the following:

- Fire / explosion
- Bomb threat
- Violent attack / intrusion
- Serious accident requiring hospitalisation
- Unexpected death
- Missing child / abduction
- Widespread illness / outbreak
- Building malfunction / damage
- Extended power outage
- Severe weather

We will make every reasonable effort to prevent such incidents from occurring.

In the unfortunate event that a critical incident does occur, the school will respond through the activation of clear, effective and regularly tested critical incident management structures and procedures so as to:

- Ensure, to the extent possible, the health, safety and wellbeing of all students, staff, parents, visitors and external service providers under our care.
- Minimise any related physical damage to school buildings, facilities, resources and equipment.
- Communicate calmly and effectively with students, parents, relevant emergency service providers, and other key stakeholders during and following incidents, mindful of individuals’ needs; and
- Return the school to its normal routines in a timely and organised manner.

APPLICATION

1. CRITICAL INCIDENT MANAGEMENT TEAM

The school’s Critical Incident Management Team (“CIMT”) is responsible for the detection, escalation and management of critical incidents, including emergency communication with all key stakeholders and impacted persons.

Led by the school’s Principal, the CIMT is comprised of members of Arbor’s Leadership Team (“ALT”), as well as representatives from Facilities, Security, HR, IT and the Medical Care Team, who are suitably well-positioned and empowered to achieve the CIMT’s purpose and objectives.

When the situation calls for, the CIMT will be supported by a pool of Safety Wardens, comprised of identified staff in key roles, who the school will ensure are trained and certified in First-Aid provision and fire-fighting for this purpose.

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2. PROCEDURES AND TESTING

The school’s Head of Operations must ensure that the school maintains comprehensive procedures for the detection, escalation and management of the most relevant critical incidents, and that all staff and external service providers are aware (through regular training, awareness, drills and exercises) of how to effectively respond to critical incidents so as to protect students, parents, visitors and themselves.

The school’s *Fire Evacuation Procedure* and *Lockdown Procedure* must be tested at least twice per year in order to assess their effectiveness and the school’s readiness in reacting to these critical incidents. The school’s remaining critical incident procedures will be tested as required. The breadth and depth of testing should be commensurate with the likelihood of each scenario being tested, and, to the extent possible, should increase in scope and complexity over time in order to more closely simulate real-life conditions. The Head of Operations must maintain comprehensive records of all tests performed, and any lessons learned.

RELATED DOCUMENTS

Document Title	ID / Reference No.
Fire Evacuation Procedure	DU/2.2.4.2.
Lockdown Procedure	DU/2.2.4.4.

ABBREVIATIONS AND DEFINITIONS

Abbreviation / Term	Description / Definition
CIMT	Critical Incident Management Team
ALT	Arbor Leadership Team