

Klub Group Crisis Action Plan

In the event of a major accident or emergency that *'disorients the Centre and/or Company from its usual course of action'*, the management team and subsequently the Board of Directors must carry out the following:

1. First Responder

Ensure that the scene is controlled ensuring any dangers are removed and anyone not involved is removed from the area. Notify your Line Manager immediately (Office Manager, Site Manager or Senior Staff, etc)

If it is a first aid incident, a qualified First Aider must carry out treatment immediately to stabilise the injured / ill.

2. Manager / Senior Staff

Visually check the scene and inform the emergency services (if needed) and coordinate them once on site. Maintain the wellbeing of any injured / ill. Notify the designated Crisis Director if available or relevant Head Office if unavailable. The Crisis Director would then liaise directly with the MD.

The Site Manager should delegate someone else in Senior Management to carry on with the scheduled programme as far as possible. Inform all staff and clients not to comment to anyone about whatever has occurred. Reassure the situation is being dealt with.

Appoint an appropriate member of staff to accompany the injured to hospital. Obtain regular updates and pass on to the Crisis Director.

Obtain, in writing, the essential facts of:

- What happened?
- Full names of persons involved.
- The nature of the accident.
- Injuries sustained.
- Which hospital the casualties have been taken to.
- Statements from those involved, including any eyewitnesses.
- Photographs of the accident scene.
- Photographs of the injured showing their injuries (if possible).

Complete a RIDDOR form as required (or local equivalent) and forward to the Crisis Director for approval. Complete internal accident forms as well.

3. Head Office

Crisis Director - start a thorough investigation by gathering all information from the Site and carry out tests on equipment (if relevant). Also ensure that every possible action is taken efficiently.

Contact Parents and/or Group Leaders. Also inform the relevant insurance company. Then hold a staff meeting to inform staff of what has happened and prepare them for what will happen next. No one should speak to the press/media. Respond "No Comment" to all questions.

Managing Director

The Managing Director will establish if PR guidance will be required and liaise with relevant Directors to agree an approach to the incident. Likely to include preparing a statement for Press Release. When speaking to the Press only give them this information and nothing else! Find out who the journalists are, what paper they are from and log this in the diary.