



Emergency Plan

Guardianship Organisation · AEGIS Accredited

Document reference	Emergency Plan
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Date	September 2026
Policy owner	Victoria Barfoot-Saunt, Compliance Director
Approved by	Betty Ong-Stevens, Managing Director
Next review	September 2027
Applies to	All directors, staff, volunteers, homestays, students, parents and agents

Statutory basis. This policy has been written to align with Keeping Children Safe in Education 2026 (in force 1 September 2026), Working Together to Safeguard Children (current version) and the AEGIS Code of Practice and Quality Standards for Guardianship Organisations.

A note on applicability. Keeping Children Safe in Education, referred to throughout as KCSIE, is statutory guidance for schools and colleges. BOSSS UK is a guardianship organisation and is not a school, so KCSIE does not apply to it directly. BOSSS UK nevertheless adopts KCSIE as its safeguarding standard because AEGIS requires accredited guardianship organisations to align with it, and because our staff and homestays care for the same children outside term time. Where a KCSIE requirement is written for a school setting, we apply the equivalent proportionate arrangement and say so.

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Purpose

- 1 This is the Emergency Plan of BOSSS (UK) Limited. In this document, "we", "our" or "us" refers to BOSSS (UK) Limited.
- 2 The aim of this plan is to help BOSSS UK staff, volunteers and homestays respond effectively to an emergency. It is intended to cover a range of potential incidents, including:
 - serious injury to a student or member of staff, for example a transport accident;
 - significant damage to property, for example fire;
 - criminal activity, for example a bomb threat;
 - severe weather, for example flooding;
 - public health incidents, for example a pandemic;
 - a serious safeguarding incident, including a student who is missing or a student at immediate risk of self-harm; and
 - the effects of a disaster in the local community.
- 3 This plan must be read alongside the Safeguarding and Child Protection Policy 8.1. In particular, Part 8 of that policy governs a missing student and Part 5 governs a student at risk of self-harm or suicide.

In an emergency, dial 999 first. Do not wait to reach a member of BOSSS UK staff before calling the emergency services. If in doubt, dial 999.

Section 1 Contact details

1.1 Guardianship information

Name	BOSSS Guardians (BOSSS (UK) Limited)
Registered address	C/O The Cousins, Office No 216, Building 1 Chalfont Park, Chalfont St. Peter, Gerrards Cross, Buckinghamshire, England, SL9 0BG
Registered company number	4487010
Office telephone number	+44 (0)1202 980804
Office email address	bosss.guardian@outlook.com
Safeguarding email address	info@bosssguardians.com
ICO registration	ZA139160
Guardianship website	www.bosssuk.co.uk

Useful websites

National Health Service	www.nhs.uk/111
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Department for Education	www.gov.uk/dfe
Foreign, Commonwealth and Development Office	www.gov.uk/fcdo
Environment Agency	www.gov.uk/environment-agency
Met Office	www.metoffice.gov.uk
Health and Safety Executive	www.hse.gov.uk
Education Support, formerly Teacher Support Network	www.educationsupport.org.uk

1.2 Contact details: guardianship staff and DSL

Name	Job title	Contact number	Contact email
Tina Wong	Head of Student Coordination, Designated Safeguarding Lead and Prevent Lead	+44 (0)7776 206352	info@bosssguardians.com
Eva (Haiwa) Qui	Student Coordinator, Deputy Designated Safeguarding Lead and Deputy Prevent Lead	+44 (0)7922 152628	info@bosssguardians.com
Betty Ong-Stevens	Managing Director	+44 (0)7710 946398	info@bosssguardians.com
Victoria Barfoot-Saunt	Compliance Director	+44 (0)7767 201388	info@bosssguardians.com

Change in version 1.2. The Deputy Designated Safeguarding Lead and Deputy Prevent Lead is Eva (Haiwa) Qui. Earlier versions of this plan and of other BOSSS UK documents named a different person in this role. Eva (Haiwa) Qui is the current post holder. Candy Lam continues as Student Administrator and does not hold a safeguarding role.

Escalation during office hours

Step	Contact
1	Office: +44 (0)1202 980804
2	Designated Safeguarding Lead: Tina Wong, +44 (0)7776 206352
3	Deputy Designated Safeguarding Lead: Eva (Haiwa) Qui, +44 (0)7922 152628
4	Managing Director: Betty Ong-Stevens, +44 (0)7710 946398

Escalation outside office hours

Step	Contact
1	Designated Safeguarding Lead, 24 hours: Tina Wong, +44 (0)7776 206352
2	Deputy Designated Safeguarding Lead, 24 hours: Eva (Haiwa) Qui, +44 (0)7922 152628
3	Managing Director: Betty Ong-Stevens, +44 (0)7710 946398

These contact details should only be used in an emergency. Do not give them to the media, to students or to members of the public.

1.3 Contact details: other organisations

Organisation	Contact details	Notes
Police	Tel: 999, 24 hours. Tel: 101, 24 hours, non-emergency	
Fire and rescue service	Tel: 999, 24 hours	
Ambulance service	Tel: 999, 24 hours	
National Health Service	Tel: 111, 24 hours	
Pan-Dorset Safeguarding Children Partnership	Tel: 01305 221196 · pan-dorsetscp@dorsetcouncil.gov.uk	Confirmed 12/09/2026
BCP Safeguarding Children Partnership	Tel: 01202 093732 · safeguardingchildrenpartnershipbcp@bcpCouncil.gov.uk	Confirmed 12/09/2026
Hampshire Safeguarding Children Partnership	www.hampshirescp.org.uk	Confirmed 12/09/2026
Department for Education	Tel: 0370 000 2288, Monday to Friday, 9am to 5:30pm, general enquiries	Verified online 13/09/2026
Foreign, Commonwealth and Development Office	Tel: 020 7008 5000, urgent or emergency consular assistance. From abroad: +44 (0)20 7008 5000, 24/7 Consular Contact Centre	Verified online 13/09/2026
Environment Agency Floodline	Tel: 0345 988 1188, 24 hours	Verified online 13/09/2026
Met Office	Tel: 0370 900 0100, 24 hours, weather desk	Number verified online 13/09/2026; 24-hour wording not confirmed
Health and Safety Executive	Tel: 0345 300 9923, Incident Contact Centre for fatal and major injuries only, Monday to Friday, 8:30am to 5pm. Out of hours for qualifying serious incidents: 0151 922 9235	Verified online 13/09/2026
Anti-Terrorist Hotline	Tel: 0800 789 321, police anti-terrorist hotline. For an immediate threat to life or property, call 999	Verified online 13/09/2026
AEGIS	Tel: +44 (0)1453 821293 · secretary@aegisuk.net	Confirmed 12/09/2026

1.4 Contact details for completion during an emergency

This table is left blank so that it can be used to record additional contact details during an emergency.

Name	Contact details	Notes

Section 2 Activation

2.1 Notification of incident

Information about an incident may come from a number of sources, for example a member of staff, a school, a homestay, a student, a parent, a member of the public, the emergency services or the local authority. Whoever receives the alert should ask for, and record, as much information as possible.

- Maintain a written record of your actions using this form and a log book. You may wish to record any new contact details in section 1.4.
- Offer reassurance and support. Be aware that all those involved in the incident, both directly and indirectly, may be suffering from shock or may panic.
- Find out what has happened. Obtain as clear a picture as you can.
- Discuss with the informant what action needs to be taken and by whom.

Question	Record here
Name of informant	
Contact details of informant	

Question	Record here
Date and time of call	
Date and time of incident	
Exact location of incident	
Details of incident	
Where is the informant now and where are they going?	
People affected, including names, injuries, where they are and where they are being taken to	
What arrangements are in place for people not directly involved in the incident?	
What advice have the emergency services given?	
Does anyone else need to be informed?	
Are any other actions required?	

Who has been informed?

Guardianship organisation BOSSS (UK)		Police	
Homestay		Fire and rescue service	
Student		Ambulance service	
Parent		Local authority	
School staff		Health and Safety Executive	
Extended services		Foreign, Commonwealth and Development Office	
Insurance company		Media	

If the incident happened on an educational visit

You may already have these details, but it is useful to seek confirmation.

Question	Record here
Name of educational visit leader	
Nature of educational visit	
Number of students on the visit	
Number of staff on the visit	

Question	Record here
Location of the visit	
If the incident happened abroad, do the Foreign, Commonwealth and Development Office need to be notified?	

2.2 Initial action

Immediately inform the nominated emergency contact. If they are not able to respond, because they may be involved in the incident, the senior person present should follow the instructions below.

- Assess the situation and establish a basic overview of the incident.
- Take immediate action to safeguard students, staff and homestays.
- Attend to any casualties and administer first aid, if appropriate.
- If appropriate, dial 999 and provide the emergency services with an overview of the situation. If in doubt, dial 999.
- The emergency services notify each other of incidents, but consider speaking directly to each organisation required, so that each service has the information it needs to respond appropriately.
- Contact BOSSS UK using the escalation tables at section 1.2. Inform them of the situation and request help if required.
- Fetch any equipment that may prove useful, for example a first aid kit or grab bag.
- Log all communications and actions.
- Refer to the list of emergency contact numbers for additional support if required.
- Where possible, try to maintain normal routines.

Section 3 Roles and responsibilities

3.1 Co-ordination

Initial response

Ref	Action	Tick, sign, time
C1	Establish a basic overview of the incident.	
C2	If the incident occurred on an educational visit: liaise with the visit leader on a regular basis; consider sending extra staff to support them; discuss arrangements for notifying parents, homestays and the BOSSS UK representative; and consider how parents, homestays and students will be reunited.	
C3	Inform all other staff of the incident. Ensure staff are briefed, and given tasks, on a regular basis.	
C4	Take action to protect property.	

Ref	Action	Tick, sign, time
C5	Work closely with other organisations, for example the emergency services and the local authority, as required. Provide accurate and factual information to those arriving on the scene.	
C6	Ascertain the whereabouts of all students, staff and homestays. Ensure the emergency services are aware of anyone who is unaccounted for.	
C7	Inform parents, homestays, staff and students as appropriate.	
C8	Decide the most appropriate method of contacting relatives of students or staff affected. If the matter is very serious, such as a fatality, liaise with the police about informing next of kin. For a student, obtain the emergency contact details from the parent registration document in the student care plan.	
C9	Where the incident is or may be a safeguarding matter, ensure the DSL is informed and that Policy 8.1 is followed in parallel with this plan.	

Ongoing response

Ref	Action	Tick, sign, time
C10	Act as the main contact for co-ordination of the response. Continue to liaise with the emergency services and other organisations.	
C11	If the response is likely to last for a significant time, consider staff rotation and shift patterns.	
C12	Ensure that regular briefings are given to guardianship staff, students, parents, homestays, schools and extended services.	
C13	Work closely with the media management role to provide regular briefings to the media. Seek support from other organisations if necessary.	
C14	Check that everyone who should have been notified of the incident has been informed.	
C15	In the event of a serious injury or fatality, report the incident to the Health and Safety Executive as soon as possible.	
C16	Seek advice on legal and insurance issues, if appropriate.	
C17	If the incident is a crime scene, or subject to a fire investigation, seek advice from the police or the fire and rescue service.	

Recovery

Ref	Action	Tick, sign, time
C18	Act as the main contact for the recovery process.	
C19	Ensure that post-incident support is available to all who may require it. See	

Ref	Action	Tick, sign, time
	Appendix 1.	
C20	Work closely with the resources role in organising remedial work to property, and liaise with insurance companies, salvage specialists and loss adjusters as appropriate.	
C21	Complete any necessary forms and paperwork.	
C22	Initiate a review of this Emergency Plan.	

3.2 Log-keeping

Please refer to Appendix 7 for guidance on log-keeping.

Ref	Action	Tick, sign, time
LK1	Ensure that each member of staff keeps an incident log.	
LK2	Keep accurate records of anyone admitted to hospital or treated by the emergency services.	
LK3	Record details of any expenditure incurred by BOSSS (UK) Limited.	
LK4	Collate all incident logs, making copies if necessary.	
LK5	Ensure records related to the incident are archived securely, but make them available to authorised staff for future reference, for example in the event of a debrief or enquiry. Retention follows the Data Retention Policy.	

3.3 Media management

Ref	Action	Tick, sign, time
M1	Seek support from other organisations, for example the emergency services, the school or the local authority, in responding to media requests.	
M2	Ensure media access to the site, staff and students is controlled. Do not let the media onto the site or give them access to students unless there is a specific reason and permissions and consents are in place. Ask for support from the police if necessary.	
M3	Designate a specific area for the media, so they do not prevent or intimidate people entering and leaving the site.	
M4	Develop a brief media statement, designed to provide reassurance, on behalf of BOSSS (UK) Limited. Information given must be limited until the facts are clear and all parents, homestays, staff and schools have been notified.	
M5	Arrange for an appropriate member of staff to act as spokesperson, preferably someone who has received media training. If a suitable spokesperson is	

Ref	Action	Tick, sign, time
	unavailable, the police or local authority may be able to undertake this role.	
M6	Be prepared to be interviewed by the media.	
M7	Devise an ongoing strategy for responding to media requests. Establish what information the media require and when their deadlines are.	
M8	Provide regular statements. Ensure each message is accurate, consistent and reassuring. All press releases should be checked and agreed by the emergency services and other organisations as appropriate.	
M9	Advise staff on where to direct media enquiries. Ask staff, students, parents, homestays and schools to avoid speculation when talking to the media.	
M10	Try to prevent the spread of misinformation, especially through mobile phones and social media.	
M11	Never identify a student, or release an image of a student, to the media.	
M12	Keep the media informed of developments in the recovery process. Present a positive and reassuring image to the public.	
M13	Be aware of media interest in memorials or anniversaries of the event.	

3.4 Resources

Ref	Action	Tick, sign, time
R1	Take action to protect property. Consider turning off utility supplies.	
R2	Ensure the emergency services can access the site. Consider sending a member of staff to prevent people restricting access by parking in unsuitable places.	
R3	Advise the emergency services of any property-related issues or hazards, for example asbestos or chemical stores. Consider providing personnel with a site map.	
R4	Work with other staff and the emergency services to control access. Advise staff that they may have to prove their identity before the emergency services grant them access, provide authorised visitors with identification and ensure they sign in and out, and ensure media access is controlled.	
R5	Liaise with utility suppliers as required.	
R6	Establish safe and secure areas to assist the response, for example a briefing area for parents, homestays, schools and staff, and a media briefing room.	
R7	Work closely with staff and other organisations to provide access to facilities and resources as required.	
R8	Ensure the site is secure, for example provide temporary fencing around damaged areas and arrange for broken windows to be boarded.	

Ref	Action	Tick, sign, time
R9	Arrange temporary accommodation if required. Where students cannot return to their homestay, identify alternative approved homestay provision.	
R10	Work closely with the co-ordination role in organising remedial work to property, and liaise with insurance companies, salvage specialists and loss adjusters as appropriate.	
R11	Arrange a site visit with relevant personnel involved in the recovery phase.	

3.5 Welfare

Ref	Action	Tick, sign, time
W1	Establish arrangements to meet the welfare needs of students, staff, parents, homestays, schools and responders.	
W2	Identify students who may require additional support: those with special educational needs and disabilities; those with medical needs; those with personal emergency evacuation plans; and anyone who may be particularly vulnerable or badly affected, for example those who were involved in or witnessed the incident.	
W3	Assess the welfare and emotional needs of all those involved. Continue to monitor and support those who may be particularly affected.	
W4	Make arrangements for reuniting students with their parents or homestays. Ensure that a member of staff is present to meet and greet them.	
W5	In groups as small as practicable, inform students about the incident. Consider the best way to convey bad news. In the event of a tragic incident, consider seeking support from educational psychologists about the best way to inform and support students.	
W6	Where possible, every student should be spoken to and asked if they are all right.	
W7	Take account of religious and cultural factors. Consider contacting religious leaders within the community for support.	
W8	Consider language needs. Arrange interpretation for students and for overseas parents where required, and never use another student to interpret.	
W9	Ensure that staff take regular rest periods.	
W10	Refer to Appendix 1 for welfare arrangements and post-incident support after the emergency response.	

Appendix 1 Post-incident support

Assistance for students, parents, homestays and staff

Ref	Action	Tick, sign, time
P1	Introduce a strategy to monitor students and staff who may be particularly affected. Ensure staff are aware of the strategy.	
P2	Offer students and staff the opportunity for psychological support and counselling. Ensure they know that support is available and arrange access as necessary.	
P3	Consider which students need to be briefed, how, and by whom.	
P4	Provide opportunities for students to discuss their experiences. Do not discourage students from talking about what happened.	
P5	Arrange for a member of staff to visit those affected, at home or in hospital. Ask for consent from parents, homestays or the staff representative first.	
P6	Make arrangements to express sympathy to those who have been hurt.	
P7	Be sensitive about the demands that practical issues might make on students, for example coursework deadlines and imminent examinations.	
P8	Send a letter to parents, homestays and staff with information on the nature of the incident, how their child was notified, the arrangements for support organised by BOSSS UK, and who to contact for additional support.	
P9	Maintain regular contact with parents, homestays, staff and students.	
P10	Do not make public any sensitive or confidential information about individuals unless consent has been given.	
P11	Consider organising an event for parents, students, homestays and staff to discuss any issues or concerns.	
P12	Where students particularly affected leave school, consider, sensitively and confidentially, notifying the headteacher of the new school and the new homestay. Part 12.3 of Policy 8.1 governs the transfer of safeguarding information.	
P13	Be alert to delayed reactions, including signs of self-harm or suicidal thinking, in the weeks and months after the incident. Part 5 of Policy 8.1 applies.	

General actions

Ref	Action	Tick, sign, time
Tel: 0370 900 0100, main UK enquiries number. 24-hour phone availability	Request support from professionals trained in psychological debriefing, critical incident stress debriefing, bereavement counselling and trauma management if appropriate.	

Ref	Action	Tick, sign, time
y not confirmed on official contact page		
P15	Consider requesting support from other organisations, for example Samaritans or Cruse Bereavement Support.	
P16	Manage any distress caused by ongoing police enquiries, legal proceedings and media attention.	
P17	Cancel or rearrange any events which are inappropriate.	
P18	Plan appropriate support for staff to enable them to cope with questions or discussions students might have about the incident.	
P19	Ensure that any new roles given to staff do not place too great a burden. Over time, staff may need to be relieved of additional responsibilities.	
P20	Ensure that new staff are aware of the incident, which students were involved and how they were affected.	
P21	Consider any action which can be taken to support the local community if it has been affected.	

Returning after a period of absence

Ref	Action	Tick, sign, time
P22	Negotiate with parents, students, homestays and staff a suitable date for returning to school after a period of absence.	
P23	Consider whether additional support could make the return easier, for example initial part-time attendance, alternative methods of teaching, or a sanctuary the student could use if upset during the school day.	
P24	Brief students who may be able to help in the process of resettling, for example close friends.	
P25	Ensure that all staff are aware of the need for sensitivity. Put in place special arrangements for missed work, rescheduled projects and examinations.	

Funeral arrangements and remembrance

Ref	Action	Tick, sign, time
P26	Contact bereaved families to express sympathy on behalf of BOSSS (UK) Limited.	
P27	Take account of religious and cultural factors, for example that some faiths wish	

Ref	Action	Tick, sign, time
	to hold funerals within 24 hours of death. Consider contacting religious leaders within the community for support. Where the family is overseas, liaise with the relevant consulate and with the Foreign, Commonwealth and Development Office on repatriation.	
P28	Consult parents, homestays and staff sensitively about funeral arrangements. Establish whether representatives will be invited to the service, and consider a senior member of staff attending on behalf of the guardianship organisation, allowing staff and students time to attend, providing transport, providing students with information about what happens at funerals, and arranging floral tributes or donations.	
P29	Taking into account the wishes of the family, consider providing a suitable memorial where possible.	
P30	Be aware of important dates which may need to be prepared for, for example birthdays, religious festivals and the anniversary of the event.	
P31	Discuss with staff, parents, homestays and students how to mark anniversaries and other important dates.	
P32	Be aware of renewed media interest near anniversaries of the event.	

Appendix 2 Site information

BOSSS UK operates from a registered office and does not operate a school site, boarding house or other premises at which students are accommodated. Students are accommodated in approved homestays, and the site information for each homestay is held on the Homestay Interview and Assessment form for that household, which records the property, its layout, its evacuation routes and its utility arrangements.

2.1 Registered office

Address	C/O The Cousins, Office No 216, Building 1 Chalfont Park, Chalfont St. Peter, Gerrards Cross, Buckinghamshire, England, SL9 0BG
Telephone	+44 (0)1202 980804
Nature of premises	Registered office and correspondence address. No students are accommodated here

2.2 Homestay site information

In an emergency at a homestay, the following is obtained from the Homestay Interview and Assessment form for that household, which the DSL can access from the secure cloud drive at any hour:

Information	Source
Full address and access notes	Homestay Interview and Assessment form
Names and contact numbers for every household	Homestay Interview and Assessment form

Information	Source
member	
Location of gas, water and electricity isolation points	Homestay Interview and Assessment form
Evacuation routes and location of keys for locked doors and windows	Homestay Interview and Assessment form
Smoke and carbon monoxide alarm locations	Homestay Interview and Assessment form
Which students are placed there on the date in question	Placement record and student care plan

Change in version 1.2. This Appendix was blank in version 1.1 and was laid out for a school site with utility, hazard and pre-designated area tables. It has been rewritten to reflect how a guardianship organisation actually operates: the relevant site information is held per homestay, not centrally.

Appendix 3 School closure

A decision to close a school is made by the school, not by BOSSS UK. This Appendix sets out what BOSSS UK does in response to a school closure affecting students in our care, including an unplanned closure, a period of remote learning or a closure over which students cannot travel home.

Ref	Action	Tick, sign, time
SC1	Confirm the closure, its expected duration and the school's arrangements for boarders directly with the school.	
SC2	Identify every student in our care affected by the closure, and whether each is a boarder or a day student.	
SC3	Confirm homestay availability for each affected student for the full period of the closure. Where the allocated homestay is unavailable, identify approved alternative provision.	
SC4	Arrange transport from the school to the homestay. Where the closure takes place during the school day, arrange transport as a priority.	
SC5	Notify parents and agents of the closure, the arrangements made for their child and any cost implications for the student expense account.	
SC6	Notify homestays of the arrangements and of the expected duration.	
SC7	Where students are to undertake remote learning from the homestay, confirm that the homestay can provide a suitable study space and internet access.	
SC8	Confirm with the school what arrangements apply to examinations, and notify parents.	
SC9	Consider how students with special educational needs or medical needs may be affected if the closure is extended, and what additional support is required.	

Ref	Action	Tick, sign, time
SC10	Keep students, parents and homestays regularly informed of developments, even where there is no change.	
SC11	Where the closure arises from a contagious illness or public health incident, follow Appendix 8.	

Appendix 4 Communications

All relevant parties should be updated at regular intervals about the incident, even where no significant development has occurred since the last contact.

Group	Preferred method of contact	Contact details available from
Students	WeChat, or telephone	DSL
Parents	WeChat, or telephone	DSL
Homestays	WeChat, or telephone	DSL
Schools	Email, followed by telephone for anything urgent	DSL
Staff	Telephone	Managing Director
Agents	Email	DSL

Preferred methods may change depending on the exact nature of the incident. For anything time-critical, telephone rather than message, and confirm that the message has been received. Where a parent does not speak English, communication must be in their own language, and the student must never be used as the interpreter for bad news about themselves.

Appendix 5 Bomb threats

If you receive a telephone call from someone who claims to have information about a bomb, record as much information as possible.

Question	Record here
Time of call	
Telephone number you were contacted on	
Exact wording of the threat	

Stay calm. Being cautious, and without provoking the caller, try to ask the questions below.

Question	Record here
Where is the bomb right now?	
When will it explode?	
What does it look like?	
What kind of bomb is it?	
What will cause it to explode?	
Did you place the bomb, and if so, why?	
What is your name?	
What is your telephone number?	
What is your address?	

- Try dialling 1471. You may get information on where the call was made from. Record whether it worked, and the time the call ended.
- Contact the police on 999 and BOSSS (UK) Limited immediately.
- Carry out further actions based on police advice.

Details of the caller

Gender of caller	
Approximate age of caller	
Did the caller use a codeword?	
Did the caller have an accent?	
Did the caller sound familiar?	
Voice: normal, loud, quiet, whispered, clear, disguised, well spoken, poorly spoken, deep, high pitched, hoarse, nasal, impediment, stutter, lisp, slurred, other	
Pace: normal, quick, slow	
Manner: normal, calm, excited, laughing, upset, angry, rational, irrational, irritated, muddled, other	
Distinguishable background noises	
Notes	

Appendix 6 Suspicious packages

Postal bombs or biological or chemical packages might display any of the following signs:

- excessive wrapping;
- grease marks or oily stains on the envelope or wrapping;
- an unusual odour, including but not restricted to ammonia, almonds or marzipan;
- discolouration, crystals or powder-like residue on the envelope or wrapping;
- visible wiring or tin foil;
- heavy weight for the size of the package, or uneven weight distribution;
- too many stamps for the weight of the package;
- poor handwriting, spelling or typing;
- delivery by hand from an unknown source; and
- wrongly addressed, from an unexpected or unusual source, or with no return address or a postmark that does not match the return address.

The likelihood of a homestay or office receiving a postal bomb or biological or chemical package is low. However, if you do receive a suspicious package, carry out the actions below.

Ref	Action	Tick, sign, time
SP1	Remain calm.	
SP2	Put the letter or package down gently and walk away from it. Do not touch it further, do not move it, do not put it into anything including water, and do not put anything on top of it.	
SP3	Note its exact location.	
SP4	Evacuate the building, keeping people away from the room as far as possible. Ensure that assembly points are located away from the danger of flying glass.	
SP5	Notify the police on 999 and the nominated emergency contact immediately.	
SP6	Do not use mobile phones or two-way radios, and do not sound the alarm using break glass call points.	

If anyone is exposed to a potentially hazardous substance, carry out the actions below.

Ref	Action	Tick, sign, time
SP7	Keep all persons exposed to the material separate from others, and available for medical examination. Ask them to remain calm and to avoid touching their eyes, nose or any other part of their body.	
SP8	Ensure that ventilation and air circulation systems have been turned off and that all doors, including internal fire doors, and windows have been closed.	
SP9	Anyone experiencing symptoms of chemical exposure, for example streaming eyes, coughing or irritated skin, should seek medical attention urgently.	

Appendix 7 Log-keeping guidelines

- Notes should be recorded in chronological order.
- If you make a mistake, do not try to overwrite the original text. Cross it out with a single line and start again.
- Only include times, dates or initials within the margins.
- Notes should be clear, intelligible and accurate.
- Include factual information, and distinguish clearly between what you saw, what you were told and what you concluded.
- Use plain and concise language.
- Keep records of any expenditure.
- Do not remove any pages.
- Do not use correction fluid.

Worked example

Time	Entry
19.40	Received call from the local authority duty officer. Report of a fire at the school. Unclear which parts of the building are affected. Police and fire service on scene. Duty officer offered to send someone to the school to assist with the response. Gave her my mobile number and she will confirm who will attend. Will contact the school and aim to arrive within half an hour.
19.50	Rang the school. Number engaged.
19.55	Rang the school again. Spoke to the duty houseparent, explained the situation and asked to meet at the school entrance as soon as possible. Agreed 20.15.
20.05	Received text message from the duty officer. A member of her team will meet us at the entrance in 10 to 15 minutes. Mobile number recorded separately.
20.20	Arrived at school. Spoke to the fire officer. One classroom ablaze, adjacent rooms likely to be severely affected by smoke damage. Cause not yet established. School will close tomorrow. Site visit to be arranged in the morning, provisionally 08.00.
20.40	Informed the deputy head. Asked that parents, homestays and the BOSSS UK representative be notified that the school will be closed tomorrow. She will arrange for other staff to be told and will put a notice on the school website. Confirmed which of our students are affected and began contacting homestays.

Appendix 8 Contagious illness and public health incidents

- 8.1** Pandemics and other public health incidents can occur with little warning. While the responsibilities of schools and guardianship organisations have been established for many years, experience with swine flu, avian flu and coronavirus showed that all parties face new problems and new solutions from time to time.

- 8.2** Most schools have a contingency plan to care for an overseas boarding student who contracts an infectious illness during term time while the school remains open. Schools generally prefer such a student to go home and be cared for by parents or educational guardians if they are well enough to travel, but do not insist on the student being removed when contagious and unwell, recognising that this is not always possible.
- 8.3** Some schools state in their guidelines that, where an overseas student contracts a contagious or infectious illness, they expect the parents or educational guardian to remove that student immediately. Where a school takes that position, BOSSS UK will discuss it with the school at the time, because it may not be feasible and may conflict with prevailing public health advice.
- 8.4** Part of a guardianship organisation's responsibility is to provide a safe environment for a student during exeats, half terms, longer holidays, early arrival and late departure, and where a student is suspended or excluded. Homestay families are contracted to fulfil this role. However, their care services are not enforceable, and it is not a term of the contract between BOSSS UK and a homestay that the homestay must take in a student who is contagious. In many cases it would not be reasonable to ask them to do so.
- 8.5** We have a small number of homestays who may be able to help in the case of a pandemic, but they are a small minority and any decision depends on the circumstances at the time. It would be wrong to ask a homestay with a household member who has an underlying health condition, or with young children or elderly relatives, to take a contagious student.
- 8.6** Homestay families are our main source of accommodation. We do not have medical facilities or isolation units, and the NHS does not provide such facilities for the general public. It follows that we may not be able to arrange accommodation for a student who has contracted a pandemic-type virus and remove them immediately from school. Experience indicates that overseas parents generally expect a school to care for their child if they fall ill during term time.
- 8.7** Where parents ask us to remove a sick child from school, a child cannot be removed without parental permission. A signed authority or medical release is required from the parent in the case of such a withdrawal, to protect BOSSS UK from liability should the student become seriously ill or worse.
- 8.8** The relationship between the guardianship organisation, the school and the parents needs to be built on communication and mutual support. There is no single solution that fits every scenario.
- 8.9** Where a public health incident occurs, the Managing Director will confirm the prevailing UK Health Security Agency and NHS guidance and will apply it, in preference to any arrangement in this Appendix that conflicts with it.

Change control

Date	Version	Name	Change control comments
Previous	1.1	Victoria Barfoot-Saunt	Previous approved version
12/09/2026	1.2	Victoria Barfoot-Saunt	Registered address updated. Deputy DSL and Deputy Prevent Lead updated to Eva (Haiwa) Qui; Candy Lam removed from safeguarding roles. Compliance Director added to section 1.2. Structured escalation tables added for office hours and out of hours, and the

Date	Version	Name	Change control comments
			unattributed 07968 out of hours number flagged for verification. Section 1.3 updated: 0845 numbers replaced, Foreign and Commonwealth Office updated to Foreign, Commonwealth and Development Office, Teacher Support Network updated to Education Support, and local safeguarding partnership contacts verified and added. Safeguarding cross-references to Policy 8.1 added at C9, LK5, P12 and P13. Media action M11 added prohibiting identification of a student. Resources action R9 extended to alternative homestay provision. Welfare action W8 added on language and interpretation. Appendix 2 rewritten from a blank school-site template to homestay-based site information. Appendix 3 rewritten from generic school actions to what BOSSS UK does in response to a school closure. Appendix 4 expanded to include staff and agents and to require telephone confirmation for urgent matters. Appendix 7 worked example anonymised, as the previous version contained apparently real names and a mobile number. New Appendix 8 on contagious illness, relocated from the Parent Handbook so that it sits with the operational plan

End of plan