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School Emergency Management and Business Continuity Plan

| School Address
40 LIVINGSTONE AVENUE
HARARE	
School Contact Number	263242772134153/2
26324279099

Plan Administration	
Version number	2
Date of issue	JUNE 2020
Electronic copies of this plan are available from	ict@trustacademy.co.zw
kujoka@trustacademy.co.zw
Hard copies of this plan are available from	hmapondera@trustacademy.co.zw
Location of emergency grab bag(s)	Loss control office 5TH floor Brystone house George Silundike and First Avenue
Date of next review	June 2022
Person responsible for review	Golden Sumbururu
Plan Distribution	

Name	Role	Issue Date
MARK DEMBURE	**PRINCIPAL**	**25/06/2020**
PFUNGWA CHAMANGA	**REGISTRAAR**	**25/06/2020**

GOLDEN SUMBURURU	HEAD RISK CONTROL	25/06/2020

This plan is protected and confidential. Do not give any contact details or sensitive information to the media, pupils, parents/carers or members of the public.

CONTENTS

SECTION 1 – INTRODUCTION

1.1 Aims and Objectives

To provide a flexible response to an emergency or disruptive incident so that Trust Academy can:

- minimise the impact of an emergency or major incident,
- ensure that the emergency incident is communicated quickly and clearly to supporting agencies and partners, enabling support arrangements to be rapidly activated,
- maintain high standards of welfare and duty of care arrangements for pupils, staff and carers,
- ensure that decision making and actions during the emergency situation are properly recorded,
- to minimise educational and administrative disruption within a school,
- to facilitate the return to normal working arrangements at the earliest time.

1.2 Scope of the Plan

This plan is designed to allow schools to cope in a wide range of emergencies, including those occurring:

- within the school during the school days,
- to the school outside of school hours,
- on school trips and journeys,
- to students and pupils on the way to or from school,
- from events immediately outside the school gates,
- from events that adversely affect an area wider than the school itself.

SECTION 2 – ACTIVATION TRIGGERS AND INITIAL ACTION

INCIDENT OCCURS

The principal or Deputy /Registrar alerted to the incident

Take immediate action to safeguard students' pupils, staff and visitors

Assess the scale, severity and impact of the incident

Call 999 if appropriate

Incident does not significantly threaten life and limb or the school's critical functions

Incident does not significantly threaten life and limb but does impact upon the school's critical functions

Incident does significantly threaten life and limb and the school's critical functions

CEMBCP not activated

Activate the Business Continuity section of the SEMBCP

Activate the full SEMBCP

SECTION 3 – CONTACT DETAILS

3.1 School Emergency Management Team			
Name & Title	**24hr Telephone Contact**	**Email**	**Address**
The Principal	**0712212177**	principal@trustacademy.co.zw	40 Livingstone Avenue
The Registrar	**0772422242**	registrar@trustacademy.co.zw	65 five Avenue and 7th street HARARE
Head of risk Management	**0772347178**	sumbururu@trustacademy.co.zw	80 Mutare Road Harare
Security officer	**0773275873**	losscontrol@trustacademy.co.zw	56 crescent Glenview Harare
Chairman of the Board	**0772134152**	chairman@trustacademy.co.zw	
Sectional Heads	**0772442988/0772758732/**	nchitunhu@trustacademy.co.zw hmapondera@trustacademy.co.zw mabgere@trustacademy.co.zw	7462 Mangwende Drive Block 12 86 Acturus Road Mnresa

3.2 Local Authority			
Name & Title	**24hr Telephone Contact**	**Email**	**Address**
Area Education Officer	799914/704421//791/791538	areaeducation@mopse.gov.zw	4th Floor, Ambassador house Harare
Duty Emergency Planning Officer	705153/705281	emergencyplanning@mopse.gov.zw	District Emergency Centre, 4th Floor, Ambassador house Harare
Contact Centre	791127	Contactcentre@mopse.gov.zw	4th Floor, Ambassador house Harare

3.3 Stakeholders and Extended Services

Name & Title	24hr Telephone Contact	Email	Address
ZRP HARRAE CENTRAL	**(024) 2777777**		528X+77G, Harare
FIREBREGADE	**993/(024) 2783981**	firebrigadehre@hre.co.zw	24 Belvedere Rd Harare
AMBULANCE	**994**	nesterambulances@netstar.co.zw	24 Mazoe road Harare
MARS	**+263 4 771221**	emergency@mars.co.zw	2 Fairbridge Avenue, Belgravia, Harare, Harare, Zimbabwe

3.4 Other School Staff

Name & Title	24hr Telephone Contact	Email	Address
CLEOPUS KANDEYA		kandeya@trustacademy.co.zw	1220 Mainway Meadows waterfalls
KUDZAI VAMBE		Exams@trustacademy.co.zw	16 Westroad Belvedere
SHILLINE SHILLING	**0773060192**	shilline@trustacademy.co.zw	23 Mubako Road Unit L Seke Chitungwiza
TINASHE KUJOKA		kujoka@trustacademy.co.zw	89 Hebert Chitepo Harare

3.5 Other Organisations			
Name & Title	24hr Telephone Contact	Email	Address

SECTION 4 – LOCAL AUTHORITY SUPPORT NETWORK
ZRP
FIREBREGADE
CIVIL PROTECTION UNITY
CIMAS
AMBULANCE SERVICES

In the event of a school related emergency the proposed arrangement with the Local Authority is:

Incident Occurs

The Principal is notified and School Emergency Management and Business Continuity plan is triggered

Access the Local Authority Support Network

Headteacher calls the Area Education Officer via the DCC Contact Centre 08458 247 247.

The Registrar:
- Nominates on-site co-ordinator
- Identifies on-site facilities
- Mobilises on-site team (if appropriate)
- Informs Chair of Governors

If you can not contact the AEO:

Call DCC Duty Emergency Planning Officer on 01622 221 321

LA Support Network will inform
- Director/DMT
- District Heads
- Press Office
- Educational Psychology
- Cabinet Members
- Property
- Health & Safety
- Emergency Planning Team

LA Support Network will standby or deploy SUPPORT TEAM OFFICERS

AEO/ASOO attends site to:
- Assist/advise Headteacher
- Determine support needs
- Take action accordingly

SECTION 5 – ROLES AND RESPONSIBILITIES

The following checklist is provided to assist the School Emergency Management Team to carry out their roles and responsibilities once the SEMBCP has been activated. These checklists are a general guide, further actions may be required that are specific to the incident as it occurs.

4.1 Principal

Action	Completed by	Time
Activate the School Emergency Management Team.	principal	Within 1hr
Commence a log of all action and decisions (see Appendix 1).	principal	Within 1hr
Ensure safety/welfare of pupils and all adults in the care of the school.	H.O.D	30min
Identify any vulnerable pupils or adults needing specific support.	H.O.D	Within 1hr
Activate the Local Authority Support Network.	Head of risk management	Within 1hr
Decide whether to keep pupils in classrooms and safe areas or consider evacuation (see Appendix 3).	H.O.D	Within 1hr
Consider activating school closure arrangements.	H.O.D	8hrs
Ensure that the SEMT are effectively carrying out their designated roles and responsibilities.	Head of risk management	2hrs
Ensure that the school emergency grab bag has been collected.	Principal	30min
Liaise with the emergency services.	Head of risk management	Within 1hr
Keep staff informed of the situation.	Human Resources and administration	
Ensure Chair of the board is kept informed of the situation and the response arrangements.	Principal	Within 1hr
Prepare information and advice to parents.	H.O.Ds	
Call meetings of the SEMT as required and ensure that the SEMT and LA receive regular situation updates.	Principal	Within 1hr
Consider business continuity arrangements to assist the school in delivering critical functions to a minimum service level and making a speedy return to normal functions.	Principal	8hrs

4.2 The Registrar

Action	Completed by	Time
In the absence of the Principal adopt their roles and responsibilities.		
Ensure that all staff are aware that you are		

Action	Completed by	Time
carrying out your designated roles and responsibilities as a member of the SEMT.		
Obtain as much information as possible from the Headteacher about the situation.		
Commence a log of all action and decisions.		
Lead arrangements to ensure safety/welfare of pupils and all adults in the care of the school.		
Lead and direct all school staff to support decisions taken by the Headteacher.		
Seek advice from the Headteacher on whether to keep pupils in classrooms and safe areas or consider evacuation.		
If directed by the Headteacher – make arrangements for the evacuation of the school to designated evacuation points or back up location.		
If directed by the Headteacher – make arrangements to activate closure arrangements.		
Keep staff informed.		
Assist the Headteacher in providing consistent advice/information to parents.		
Attend meetings of the SEMT as required and ensure that you receive regular situation updates.		
Consider business continuity arrangements to assist the school in delivering critical functions to a minimum service level and making a speedy return to normal functions.		

4.3 Office Manager/Secretary

Action	Completed by	Time
Obtain as much information as possible from the Headteacher and/or Registrar about the situation.		
Commence a log of all actions and decisions.		
Ensure that all staff are aware that you are carrying out your designated roles and responsibilities as a member of the SEMT.		
Support the Headteacher and/or Deputy Headteacher in contacting all members of the SEMT and request they carry out their roles and responsibilities as described in the SEMBCP.		
Advise the Headteacher and/or Deputy Headteacher if any member of the SEMT is unavailable and cannot carry out their roles and responsibilities.		
Ensure copies of the SEMBCP are available for the SEMT.		
Ensure that pupil records and registers are available.		

Action	Completed by	Time
Ensure that pupil medical records are available.		
Highlight to SEMT any pupils that may need specific support.		
Ensure that parental/carer records and contact numbers are available.		
Ensure that staff records and contact details are available.		
Ensure that the visitor and pupil signing in/out book is available.		
Lead the office staff in assisting the SEMT with information needs and the emergency response.		
Assist the Headteacher and/or Deputy Headteacher in providing consistent advice/information to parents.		
Where possible cancel any planned visitors to the school.		
Advise service providers of the interruption to the normal arrangement for provision of goods/services to the school (catering/transport etc).		
Attend meetings of the SEMT as required, and ensure that you receive regular situation updates.		
Consider business continuity arrangements to assist the school in delivering critical functions to a minimum service level and making a speedy return to normal functions.		

4.4 Site Manager/Caretaker

Action	Completed by	Time
Obtain as much information as possible from the office manager/secretary about the situation.		
Commence a log of all actions and decisions.		
Ensure that all staff are aware that you are carrying out your designated roles and responsibilities as a member of the SEMT.		
Ensure that emergency services are able to access the incident quickly and without obstruction.		
Ensure all building and gate keys are available.		
If required • Immobilise the gas supply, electricity or water supply (see Appendix 2).		
If required assist with evacuation.		
Where possible assist with ensuring the security of the school site.		
Attend meetings of the SEMT as required, and		

Action	Completed by	Time
ensure that you receive regular situation updates.		
Consider business continuity arrangements to assist the school in delivering critical functions to a minimum service level and making a speedy return to normal functions.		

4.5 Chair of the Board

Action	Completed by	Time
Ensure that all staff are aware that you are carrying out your designated roles and responsibilities as a member of the SEMT.		
Obtain as much information as possible from the Headteacher and/or Deputy Headteacher about the situation.		
Commence log of all actions and decisions.		
Assist the Headteacher and/or Deputy Headteacher in providing consistent advice/information to parents.		
Attend meetings of the SEMT as required and ensure that you receive regular situation updates.		
Consider business continuity arrangements to assist the school in delivering critical functions to a minimum service level and making a speedy return to normal functions.		

SECTION 6 – BUSINESS CONTINUITY

6.1 Purpose of the Business Continuity Phase

The purpose of the business continuity phase of your response is to ensure that critical functions are resumed as quickly as possible and/or continue to be delivered during any disruption. This may involve activating one or more of your business continuity strategies to enable alternative ways of working. During an incident it is unlikely that you will have all of your resources available to you, it is therefore likely that some 'non critical' functions may need to be suspended at this time.

6.2   Critical Function Analysis and Recovery Resources

Function Details					Resource Requirements				
	Critical Function	MTPD	RTO	Minimum Service Level	Staff	Data/ Systems	Premises	Equipment	3rd Party Dependencies
1	Deliver a timetable of education for all programmes	7 days	1 day	1 member of qualified staff in emergency first aid per student with key resources	1 member of staff qualified to humanitarian movement and mobilisation standard per pupils	available	Air-conditioned room with access to water and toilet facilities	Tables / chairs / learning resources	N/A
2	Maintain Attendance Records	7 Days	1 day	Maintain paper records	1 trained member of staff	available	1 trained member of staff	Paper record sheets	N/A

6.2.1   Strategies for Continuity of Services

	Arrangements to manage a loss or shortage of Staff or skills	Further Information (e.g. Key contacts, details of arrangements, checklists)
a.	Use of temporary staff e.g. Supply Teachers, Lecturers Office Staff etc.	
b.	Multi-skilling and cross-training to ensure staff are capable of undertaking different roles and responsibilities, this may involve identifying deputies, job shadowing, succession planning and handover periods for planned (already known) staff absence e.g. maternity leave.	
c.	Using different ways of working to allow for reduced workforce, this may include: • Larger class sizes. • Use of Teaching Assistants, Student Teachers, Learning Mentors etc. • Virtual Learning Environment opportunities. • Pre-prepared educational materials that allow for independent learning. • Team activities and sports to accommodate larger numbers of pupils at once.	
d.	Using mutual support agreements with other Schools: emergency secondments.	
e.	Ensuring Staff management issues are considered i.e. managing attendance policies, job description flexibility and contractual requirements etc.	

f.	As a last resort, providing a child-minding (rather than educational) service using the above volunteers and remaining staff (to less impact on local and wider economy).	
	Arrangements to manage loss of technology / communication / data / power	**Further Information** (e.g. Key contacts, details of arrangements, checklists)
a.	Back–ups of key College data e.g. CD or Memory Stick back–ups, photocopies stored on and off site, mirrored servers etc.	
b.	Reverting to paper-based systems e.g. paper registers, whiteboards etc.	
c.	Flexible lesson plans.	
d.	Emergency generator e.g. Uninterruptible Power Supply (UPS).	
e.	Contact the utility company responsible or appropriate repair contractor.	
f.	Emergency lighting.	
	Arrangements to manage denial of access to your premises or loss of utilities	**Further Information** (e.g. Key contacts, details of arrangements, checklists)
a.	Using mutual support agreements with other Schools.	
b.	Pre-agreed arrangements with other premises in the community i.e. Libraries, Leisure Centres, Colleges, University premises.	
c.	Virtual Learning Environment opportunities.	
d.	Localising the incident e.g. isolating the problem and utilising different sites or areas within the school premises portfolio.	
e.	Off-site activities e.g. swimming, physical activities, school trips.	
f.	Stagger lessons across break times and lunch to maximise use of available space, and extend the school day to expand the	

	time available in classrooms.	
	Arrangements to mitigate the loss of key suppliers, third parties or partners	**Further Information** (e.g. Key contacts, details of arrangements, checklists)
a.	Pre-identified alternative suppliers.	
b.	Ensuring all external providers have business continuity plans in place as part of contract terms.	
c.	Insurance cover.	
d.	Using mutual support agreements with other schools.	

SECTION 7 – RECOVERY AND RESUMPTION

7.1 Purpose of the Recovery and Resumption Phase

The purpose of the recovery and resumption phase is to resume 'business as usual' working practises for the school as quickly as possible. Where the impact of the incident is prolonged, 'normal' operations may need to be delivered under new circumstances e.g. from a different location.

7.2 Recovery and Resumption Actions

	ACTION	FUTHER INFO/DETAILS	ACTIONED? *(tick/cross as appropriate)*
1.	Agree and plan the actions required to enable recovery and resumption of normal working practises.	Agreed actions will be detailed in an action plan and set against timescales with responsibility for completion clearly indicated.	☐
2.	Respond to any ongoing and long-term support needs of staff and pupils.	Depending on the nature of the incident, the School Emergency Management Team may need to consider the use of Counselling Services.	☐
3.	Once recovery and resumption actions are complete, communicate the return to 'business as usual'.	Ensure all staff are aware that the SEMBCP is no longer in effect. WhatsApp massages will be distributed to every staff member and the same massage will be distributed on the website of the college and other social media such as Facebook	☐
4.	Carry out a 'debrief' of the incident with staff (and possibly with pupils). Complete a report to document opportunities for improvement and any lessons learnt.	The incident de-brief report should be reviewed by all members of the School Emergency Management Team to ensure key actions resulting from the incident are implemented within designated timescales. Governors may also have a role in monitoring progress in completing agreed actions to further develop the resilience of the school.	☐
5.	Review this SEMBCP in light of lessons learnt from incident and the response to it.	Implement recommendations for improvement and update this Plan. Ensure any revised versions of the Plan are read by all members of the SEMT.	☐

APPENDIX 1. SAMPLE LOG SHEET

Date	Time	Action	Initials

APPENDIX 2 - SITE INFORMATION

Utility Supplies	Location	Notes/instructions
Gas	N/A	N/A
Water	Duct Room ground floor	Keys at the gate with security
Electricity	Duct Room ground floor	Keys at the gate with security
Heating	N/A	N/A

Internal Hazards	Location	Notes/instructions
Asbestos	N/A	
Chemical Store (s)	2nd floor north wing	Make sure all self-protective screen are activated from Head of section office

Pre-designated areas	Location	Notes/instructions
SEMT briefing area	Open Hall northside entry	
Media briefing area	Open Hall northside entry	

APPENDIX 3 - EVACUATION

Signals	
Signal for fire evacuation	Continues alarm with a break of 2 seconds with red light beacon
Signal for Pandemic (Covid 19)	Bell rang two times for 5 seconds each
Signal for all-clear	3 seconds alarm green light beacon

Assembly points - fire evacuation	
Fire evacuation assembly point A	Car park arena A
Fire evacuation assembly point B	Car park arena B

Assembly points - bomb evacuation	
Bomb evacuation assembly point A	School grounds at Railton Arena A
Bomb evacuation assembly point B	School groundS at Railton Arena B

If the school has been evacuated and pupils are not able to return to school (or go home) it may be possible to relocate temporarily to another building (e.g. buddy school).
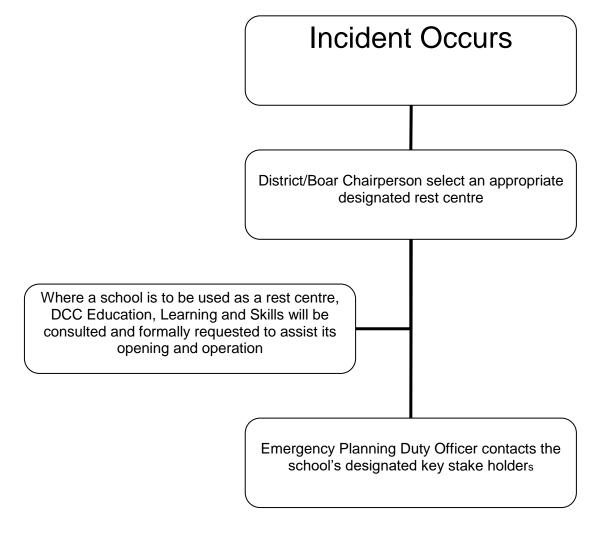
Pre-identified buddy school / place of safety / rest centre	
Name of premise	Brystone house
Type of premise	Storey building with 8 floors
Contact name and details of key holder(s)	Site Manager Isiah Kanengoni
Address	
Directions / map	Available in the Emergency Bag and from ICT
Est. travel time (walking, with pupils)	30min
Est. travel time (by coach, with pupils)	10 min
Capacity	400
Facilities / resources	Toilets,hall,classrooms, offices
Notes	

School Closure	www.trustacademy.ac.zw
Email	

Password	

APPENDIX 4 – REST CENTRE

Brystone house is a designated rest centre.

Activation arrangements

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┌─────────────────────────────┐
│       Incident Occurs       │
└─────────────────────────────┘
              │
┌─────────────────────────────┐
│ District/Boar Chairperson   │
│ select an appropriate       │
│ designated rest centre      │
└─────────────────────────────┘
              │
┌───────────────────────────┐
│ Where a school is to be   │
│ used as a rest centre,    │
│ DCC Education, Learning    │
│ and Skills will be        │
│ consulted and formally    │
│ requested to assist its   │
│ opening and operation     │
└───────────────────────────┘
              │
┌─────────────────────────────┐
│ Emergency Planning Duty     │
│ Officer contacts the        │
│ school's designated key     │
│ stake holders               │
└─────────────────────────────┘
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Key Holders – Contact Details

Name & Title	24hr Telephone Contact	Email	Address
Zimbabwe Republic Police			
Fire Brigade			
Civil Protection Unity			

Head OF risk Management			
College registrar Security Officer			23