NEWTON INTERNATIONAL ACADEMY LUSAIL

Crisis, Risk, and Critical Incident Management Policy

ACADEMIC YEAR 2025 - 2026

"An international community of learners striving for excellence and celebrating success"

Crisis, Risk, and Critical Incident Management Policy

Vision

An international community of learners striving for excellence and celebrating success.

Mission

We aim to provide the highest quality of education possible for our pupils of all abilities. In doing so, we aim to positively encourage each pupil to achieve academic excellence, enjoy creative diversity, develop critical thinking skills, and become lifelong learners and responsible citizens.

To achieve this, we will provide a diverse education in a safe, supportive environment that promotes self-discipline and motivation. We will provide and maintain a calm, trusting, and caring atmosphere where teaching and learning are meaningful and developed. We will work in partnership with our staff, pupils, parents, and the wider community to achieve our vision.

Aim

The aim of this policy is to establish a clear and comprehensive framework for identifying, managing, and responding to crises, risks, and critical incidents that may impact the health, safety, and welfare of students, staff, and the wider Newton International Academy Lusail (NIA Lusail) community. This policy sets out systematic procedures for prevention, preparedness, response, and recovery, ensuring the school is well-positioned to handle emergencies effectively while minimising disruption to teaching and learning.

Rationale

NIA Lusail recognises its duty of care to safeguard all members of the school community. In a dynamic and occasionally unpredictable environment, it is vital to proactively manage risks and respond swiftly and appropriately to emergencies. Whether the incident is medical, environmental, reputational, or operational in nature, our objective is to reduce harm and support all affected individuals with professionalism, empathy, and clarity. This policy supports compliance with expectations from the Department for Education (DfE UK) and the Ministry of Education and Higher Education (MOEHE Qatar). It also reflects our commitment to ensuring that NIA Lusail remains a safe, resilient, and responsive learning environment that upholds our school values, including responsibility, respect, and care.

Definitions

Crisis: An unexpected event or situation that presents an immediate danger to the safety, health, or wellbeing of individuals within the school, or that threatens the integrity of school operations. This may include natural disasters, security threats, serious accidents, or health emergencies.

Risk: The likelihood or possibility of an event occurring that could lead to harm, loss, or disruption within the school environment. Risks can be physical, reputational, financial, technological, or related to safeguarding.

Critical Incident: A significant event that severely interrupts the school's routine functions and requires urgent and coordinated action. Examples may include major injuries, fires, lockdowns, or external threats.

Policy Objectives

Prevention: Proactively identify potential risks through regular audits, risk assessments, and health and safety checks. Implement safety measures, infrastructure reviews, and security upgrades to reduce the likelihood of crises or incidents.

Preparedness: Ensure that the entire school community is well-informed and trained. This includes regular emergency drills (fire, lockdown, evacuation), first aid and crisis response training for staff, and the maintenance of emergency contact databases and medical records.

Response: Provide clear, structured procedures for immediate action during a crisis or critical incident. This includes activating emergency plans, notifying relevant authorities, informing parents and stakeholders, and maintaining calm, orderly behaviour throughout the school.

Recovery: Support the school community post-incident through counselling services, communication with families, temporary adjustments to learning or operations, and reflection processes to learn from the event. The goal is to return to normalcy with minimal disruption and long-term impact.

Crisis Management Team

Composition: The Crisis Management Team (CMT) is composed of key school personnel who hold leadership, safety, and communication responsibilities. The team includes:

- Principal
- Deputy Principal
- Head of Pastoral Care
- Head of Health and Safety
- Communication Officer
- Designated Safeguarding Lead (DSL)

Responsibilities: The CMT is responsible for:

- Overseeing the full implementation and periodic review of this policy.
- Leading and coordinating responses to all crises and critical incidents that may arise within or around the school.
- Maintaining clear and timely communication with all stakeholders, including parents, staff, students, emergency responders, and the wider school community.
- Conducting post-incident reviews to evaluate response effectiveness and to improve preparedness.
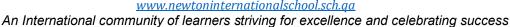
Risk Assessment and Management

Regular Assessments: NIA Lusail conducts thorough and scheduled risk assessments throughout the academic year. These are designed to proactively identify hazards or vulnerabilities in buildings, systems, staff procedures, and student welfare that could escalate into crises.

Mitigation Strategies: To reduce the likelihood and impact of potential risks, the school has implemented:

- Safety drills such as fire evacuations, lockdown scenarios, and emergency evacuations held at regular intervals.
- Staff training sessions focused on crisis response, first aid, and safeguarding awareness.

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- Strategic collaboration with local emergency services (e.g., Civil Defence, police, and medical responders) to support effective external coordination in emergency scenarios.

Crisis Response Procedures

Emergency Contacts: NIA Lusail maintains a regularly updated and accessible list of emergency contacts. This includes local police, civil defence, medical response teams, ambulance services, nearby hospitals, and mental health crisis services. This list is held by the Crisis Management Team and is readily available at key reception points and in the Principal's office.

Communication Protocols: Effective and clear communication during a crisis is essential. The following procedures are in place to ensure timely and accurate information sharing:

- Immediate internal alerts to all staff through designated channels such as staff WhatsApp groups, PA systems, or SMS messaging.
- Prompt notifications to parents and guardians using SMS, email, and the school's communication platforms to provide updates and guidance.
- Coordination with the MPC (Management of Parent Communication) department for managing inbound and outbound parent communication during emergencies.

Evacuation Procedures

Immediate Action:

At the sound of the fire alarm, all teachers and students must immediately stop what they are doing and evacuate the classrooms quietly, in a calm and orderly line, heading towards the nearest designated fire exit. Clear signage is displayed throughout classrooms, corridors, and shared spaces to guide exit routes.

Student Conduct and Safety:

Students must remain with their class at all times during the evacuation. Under no circumstances may students bypass a fire exit to move through the building.

- Elevators are strictly prohibited for student use during evacuations.
- Students must not carry bags or personal belongings to the assembly point to avoid obstruction or injury.
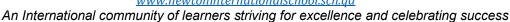
Movement Around the Building:

- Secondary students must use the lower red pavement when exiting the building.
- Primary students must use the higher grey pavement for safe and structured movement.

Assembly Points:

- The Primary and Admin staff assembly point is located at the front of the school building.
- The Secondary assembly point is on the football pitch, where designated form class areas are clearly marked on the ground. Students must line up in alphabetical order and remain silent throughout the procedure.

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Registration at Assembly Point:

Upon reaching the assembly point, subject teachers will escort their class and then immediately proceed to join their tutor group or Primary class.

- Class registers will be delivered to the assembly point by admin staff.
- If a tutor is absent, available staff without tutor groups will take responsibility for completing the register.

Reporting Attendance:

Once the register is completed, the responsible teacher must stand at the front of the line and raise the register in the air to signal that all students are accounted for.

- If any student is missing, the teacher must immediately inform a member of the SMT (Senior Management Team) for further action.

Awaiting the All Clear:

Tutors and teachers are responsible for maintaining silence and order among students until a member of the SMT officially announces that it is safe to return to the building by issuing the "all clear" instruction.