



H Wang Ltd Emergency Procedure

1.1 Statement

The safety of our students is our main priority. H Wang Ltd acknowledges that there may be situations out of their control that require planning for. This plan outlines what H Wang Ltd will do in the event of an emergency. (Please note that the scenarios are not exhaustive.)

1.2 Emergency Procedure

1.2.1 Dealing with an emergency

It is important that staff who receive an emergency call keep calm and remember to note all of the information provided. You may need to provide reassurance and support to the informant as they may be upset, suffering from shock or may panic.

- Ascertain out what has happened, gathering as much information as you can;
- Discuss with the informant what action needs to be taken and by whom;
- Inform the students primary guardian immediately of the situation. The primary guardian will take responsibility for the student wherever possible.
- Keep a written record of the information and of any actions taken. (A template for recording incidents is included at end of this plan);
- Hongtao Wang, Company Director and DSL should be informed immediately about the situation.

1.2.2 Specific scenarios

Please note that specific scenarios may require a bespoke plan that will include further details on how we will handle the issue. Where this is the case H Wang Ltd will circulate the plan with all relevant parties.

1.2.3 Cancelled Flights

When a student's flight is cancelled in the UK, H Wang Ltd will arrange for suitable care. If necessary students will be accommodated in an emergency homestay until it is possible to travel. Where a student is waiting at an airport without a member of our staff, students are required to contact H Wang Ltd as soon as they are aware that their flights have been cancelled. Parents will be kept fully informed of the situation. H Wang Ltd will liaise with the airline and parents to rearrange the flights.

1.2.4 Pandemic/ Contagious Outbreak

Pandemics can cause major disruption to travel and schooling. It is important in such events to take advice from the government, UK Health Security Agency (UKHSA) and the World Health Organisation. AEGIS provides guidance for members to follow. This is regularly updated as a situation develops. Usually, in a pandemic it is important to restrict movement so as not to spread the disease further. That means boarding school students would usually remain at school. In the event of a pandemic H Wang Ltd may not be able to offer homestay accommodation as this could place students, homestay families and the wider community at risk. H Wang Ltd will work with parents to find flights to home countries where required. H Wang Ltd will work with schools to meet students' needs during a pandemic. This could be by helping to support students to learn remotely as directed by the school. H Wang Ltd will work with parents and schools to find suitable quarantine accommodation for students where required.

1.2.5 Removal of a Student from School / Mental Health Crisis (Standard 3.3.3)

In the event that a student needs to be removed from school due to a severe mental health crisis, medical emergency, or sudden safeguarding issue, H Wang Ltd will liaise immediately with the school, parents, and medical professionals to arrange appropriate support and emergency transition care.

Student Removal Form Requirement: Prior to the student being removed or transferred from the school premises, the school is required to complete and provide a formal **Student Removal Form**. This document must detail the specific reasons for removal, the student's current health/care needs, and a comprehensive risk assessment. H Wang Ltd will use this information to ensure the student receives continuous, safe care and appropriate emergency accommodation.

1.2.6 Serious injury or death of a student

Serious injury or death of a student is distressing for all concerned. H Wang Ltd will:

- Liaise with medical staff and police
- Keep parents informed
- Help parents arrange flights
- Handle any media enquiries
- Liaise with schools and any other external agencies (such as LSP) where required
- If required, assist parents with rehabilitation and flights home
- If required, assist parents with funeral arrangements

1.2.7 Terrorist incident

Schools will have their own lockdown procedures to ensure the safety of students in the event of a terror attack. In the event of a terror attack taking place in the UK when a student is staying at a homestay, H Wang Ltd will follow the guidance provided by the UK government and the police. Unless instructed otherwise, students will be asked to remain in the homestay and not to go out unaccompanied

by their homestay. In such a situation H Wang Ltd will assess the risks and act accordingly.

1.2.8 Fire

In the event of a fire at a homestay, after dealing with the emergency by calling the fire brigade, the homestay is expected to inform H Wang Ltd. Students will be moved to a different homestay until the accommodation is refurbished. H Wang Ltd will visit the homestay to check the suitability of accommodation before any students return.

1.2.9 School closures

There are many reasons why a school may close. These could be temporary, such as due to weather or a staff shortage or permanent, for example due to bankruptcy. Unless closure is due to a contagious disease (see pandemic guidance above), H Wang Ltd will provide accommodation for students with their homestays.

1.2.10 Requests from schools to remove a student

H Wang Ltd has a plan in place for any student who cannot be accommodated by the school due to illness, disciplinary action or any other cause.

- H Wang Ltd will liaise with the student, parents and school.
- Emergency homestay accommodation will be arranged for the student unless the student has a contagious disease (see pandemic guidance above).
- H Wang Ltd will liaise with the school to arrange the safe return of the student as soon as possible.

1.2.11 Emergency Homestay Accommodation

Please note that emergency homestay placements may not necessarily be with the students' usual homestay, but will be with one of our vetted homestays who provide high levels of care. These homestays may be a greater distance from the school. Wherever possible we will place students with their usual homestay.

1.3 Emergency Contact Details - Education Guardianship UK staff

Organisation	Contact details	Comments
H Wang Ltd	Hongtao Wang – Guardian +44 7724226976 (24 Hours)	DSL, Director
H Wang Ltd	Tianhua Hu – Guardian +44 7922369053(24 Hours)	Director

1.4 Contact Details- other organisations

Organisation	Contact details	Comments
Emergency Services	Police, Ambulance, Fire: 999 Non-emergency: 101	24 Hours
UK Health Security Agency (UKHSA)	Health Protection Team: 0300 303 8537 Medical Help: 111	24 Hours
Local Authority Children's Social Care	Emergency Duty Team: 01422 288000	Out of Hours / 24 Hours
NSPCC Helpline	0808 800 5000	Child Protection Helpline

1.5 Incident Record Form

In the event of a critical emergency, major safety incident, or student removal, the lead staff member must complete this form and store it securely in the student's file.

Incident Record Form	Details
Student Name & Date of Birth	
Date and Time of Incident	
Location of Incident	
Type of Emergency	☐ Medical/Mental Health ☐ Missing Student ☐ School Removal ☐ Other
Description of Incident	<i>(Provide clear, factual details of what occurred)</i>
Action Taken & Agencies Contacted	<i>(e.g., Police, UKHSA, School, Parents/Agents)</i>
Is a Student Removal Form required?	☐ Yes (Completed by School) ☐ N/A
Form Completed By (Name & Role)	
Date & Signature	

1.6 Review

We are committed to reviewing our plan and good practice annually.

This emergency plan was last reviewed on: 23/07/2026

Date: 23/07/2026