



## Crisis Management

No organisation is immune to the crisis, and no one expects it to be. But what they do expect is that its people should manage incidents professionally and in keeping with the organisation's values. We believe that a key element in ensuring the safety and wellbeing of its staff, children and other users of the premises is its ability to cope in the event of an emergency or crisis

### Purpose

The aim of this policy is to outline the procedure to be implemented in the event of a crisis and to identify our critical functions and activities, ensuring that any risks in these areas can be reduced or responded to effectively.

It is also to ensure that business continuity is included in all our emergency plans and contingency plans

Examples of possible crisis situations:

- Accusations against employees and/or company
- Major breach of Health and Safety regulations
- Serious injury or fatality
- Social media crisis – detrimental content
- Ofsted enforcement following inspection

The key to effective crisis management is to be ready before it happens. Good internal and external communications are vital for the efficient management of an incident and will be prioritised. The Company has a comprehensive Crisis Management Plan in place, and this will be implemented in the event of a crisis.

### Major Crisis:

In the event of a major crisis the following stages will be followed:

1. The Manager, Director will be informed immediately and will assume full control of the situation. All communication, correspondence and/or responses with any other party, including the media, Ofsted, police, employees and parents will be coordinated and delivered by the director. In the event of the director is unavailable, the Head of Quality and Training will be responsible for the implementation of the Crisis Management Procedure.
2. All relevant procedures will be followed.
3. The director will contact The Company's Insurance Company to inform them of the situation.
4. Managers will support the directors in the implementation of the Crisis Management procedure and carry out actions as instructed.
5. Where appropriate people will be informed quickly, simply and factually about any crisis/emergency and told what to do.



6. The press/media will not be allowed onto the premises unless permissions and the consent of the director have been obtained.

#### **All staff are responsible for:**

- Co-operating fully with risk assessments and planning
- Following instructions of the senior management
- Implementing the continuity plans where required.
- Adhering to the Confidentiality policy

All those with emergency responsibilities within this Crisis Management Procedure will hold an up-to-date copy of the emergency plan off-site.

#### **Contact details**

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#### **Associated Documents**

- [Confidentiality Policy](#)
- [Whistleblowing Policy](#)
- [Accident/Incident Policy](#)
- [Health & Safety Policy](#)
- [Electronic devices/social network/social media Policy](#)