

## The National Piping Centre Disaster and Emergency Policy

**This policy applies to: All emergency, major incident, and disaster situations that may impact staff, students, volunteers, audiences, or the reputation and operations of The National Piping Centre.**

**This policy was reviewed on: 19/01/2026 by: Callum Stamper (Commercial Director)**

**This policy is due for review by: 31/01/2027**

### Disaster and Emergency Policy for The National Piping Centre

*Introduction:* The National Piping Centre is committed to ensuring the safety and well-being of its staff, students, volunteers and participants in all activities. This comprehensive disaster and contingency plan is designed to address a wide range of internal and external eventualities, including contingencies for scenarios involving young people, those with physical and mental disabilities and for those travelling abroad. The plan outlines strategies for communication control with external parties and provides clear instructions for internal communication to ensure a swift and coordinated response to any crisis.

*Internal Communication:*

#### 1. Chain of Command:

- Establish a clear chain of command for emergency situations. Unless otherwise agreed this will comprise the Head of Department leading the activity/trip reporting directly into the Director of Piping and Commercial Director who will inform the board of Trustees as well as any other internal departments who need to be made aware. In the event that the Head of Department is not able to assume their position in the chain of command then the next most senior member of staff present should do so.
- Designate an Emergency Response Team (ERT) with defined roles and responsibilities. Unless agreed otherwise the Emergency Response Team should include; the Head of Department that is present at the emergency (or nominated deputy), the Director of Piping and Commercial Director and the Head of Marketing. The Board of Trustees should be kept informed of all developments. The ERT is an operational team.
- In the event that neither Director can be contacted then all members of the Senior Management Team should be informed with the SMT member responsible for the department implicated in the disaster or emergency taking control of the Chain of Command until such time as a Director can be reached.
- Where an incident involves children or vulnerable adults, the Designated Safeguarding Lead must be included in the Emergency Response Team.

## 2. **Communication Channels:**

- Utilise multiple communication channels, including mobile phones, radios, and messaging platforms. Typical forms of communication will include; Mobile Phones, Emails and WhatsApp.
- Establish a dedicated emergency communication line accessible to key personnel. The emergency communication lines are the mobile phone numbers for the Director of Piping and the Commercial Director. The NPC reception number should be used in the event that neither director can be reached.

## 3. **Emergency Contact List:**

- Maintain an up-to-date list of emergency contacts for all staff, students, and participants. The emergency contact list is available in hard copy from the NPC reception as well as on the NPC shared drive.
- Ensure all personnel have access to this list in both digital and hard-copy formats.
- This emergency contact list but be reviewed at least once per year.

## 4. **Regular Training:**

- Conduct regular emergency response training drills to ensure all staff are familiar with protocols.
- Provide training on the use of communication equipment and emergency procedures.

## 5. **Incident Reporting:**

- Implement a standardised incident reporting process for staff to report any potential issues promptly.
- Designate a specific person responsible for collecting and documenting incident reports. The Director of Piping is responsible for collecting incident reports.

## *External Communication:*

### 1. **Designated Spokesperson:**

- Appoint a designated spokesperson to communicate with external parties, including media and parents. The Director of Piping is responsible for communicating with external parties. At the Director of Piping's discretion this duty may be delegated.
- Ensure the spokesperson is trained in crisis communication and can provide accurate information.
- No one except for the dedicated spokesperson should communicate publicly regarding the emergency situation either directly or on social media.

### 2. **Communication Protocol:**

- Establish a clear protocol for communicating with external parties during an emergency.

- Coordinate messaging to ensure consistency and accuracy across all communication channels.
- Staff, volunteers, and participants must not speculate or share unverified information online during an emergency.

### 3. **Media Relations:**

- Where necessary, develop relationships with local media outlets to facilitate accurate reporting during crises.
- Prepare press releases in advance for common types of emergencies.

### 4. **Family Communication:**

- Implement a system to promptly inform the families of affected individuals during emergencies. Every effort must be taken to ensure that information is provided to families quickly, accurately and via the dedicated spokesperson before any information is briefed to media outlets.
- Provide regular updates on the situation and any necessary instructions for families.

## *Travelling Abroad:*

### 1. **Pre-Travel Preparation:**

- Conduct thorough risk assessments for international trips.
- Ensure all participants are briefed on emergency procedures and have access to emergency contacts.
- Trip leaders must hold copies of passports, insurance details, and relevant medical information in line with data protection requirements.

### 2. **Emergency Protocols:**

- Develop specific emergency protocols for international travel, considering potential cultural and language barriers.
- Provide participants with a comprehensive emergency contact sheet for the duration of the trip.

### 3. **Local Liaisons:**

- Establish connections with local authorities and organisations at the destination.
- Communicate with local contacts to ensure a coordinated response in case of an emergency.

### 4. **Contingency Plans:**

- Develop contingency plans for various scenarios, such as natural disasters, political unrest, or medical emergencies.
- Ensure participants and staff are aware of these contingency plans and their roles in executing them.

## *Review and Update:*

### 1. **Regular Reviews:**

- Schedule regular reviews and updates of the disaster and emergency contingency plan.
- Incorporate lessons learned from previous incidents to improve the effectiveness of the plan.

## 2. **Training and Awareness:**

- Provide ongoing training and awareness campaigns to keep staff, students, and participants informed and prepared.
- Encourage a culture of vigilance and proactive reporting of potential risks.

By implementing and regularly updating this comprehensive disaster and emergency contingency plan, The National Piping Centre aims to ensure the safety of its community in the face of various internal and external challenges. The commitment to communication, preparedness, and continuous improvement will contribute to a resilient and secure environment for all involved parties.

The National Piping Centre

