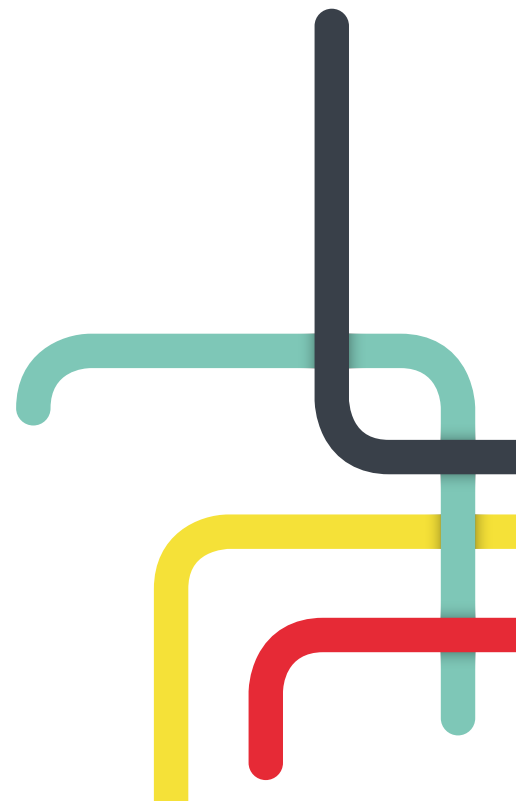


Incident/Emergency Management Plan

Content

- Purpose and scope of the document
- Duty of care – British Council policy
- Management of medical emergencies – British Council policy
 - o Pre-test readiness of the exams team and test venue
 - o Management of test day medical emergency for customers and staff



Purpose and scope of the document

British Council has the duty of care to all candidates taking exams under its supervision. The candidates can face minor to major medical emergencies during a test. The test centres need to be ready to manage medical emergencies.

In the emerging situation of Covid-19, the guidelines provided here are to be followed.

Duty of care - British Council policy

The British Council has the duty of care to all exam candidates which means that we aim to take all steps which are reasonably possible to ensure their health, safety and well-being. Legally, British Council must abide by relevant health and safety and employment law, as well as the common law¹ duty of care. They also have a moral and ethical duty not to cause, or fail to prevent, physical or psychological injury, and must fulfil their responsibilities with regarding personal injury and negligence claims

In general, terms exercising our **Duty of Care** may include (depending on circumstances):

- Ensuring a safe exam environment
- Providing information, advice, training and support
- Ensuring appropriate policies and procedures are in place
- Ensuring that exam candidates and others involved in our activities understand their own responsibilities
- Carrying out risk assessments where appropriate to identify hazards and risks and putting in place control measures for these measures that are both reactive – providing a response in case of incidents and emergencies – and proactive – identifying and managing risks.
- Where we are working with partners or other organisations, ensuring clarity about where responsibility for duty of care lies, and seeking assurance that the other organisation has adequate measures in place to exercise this.

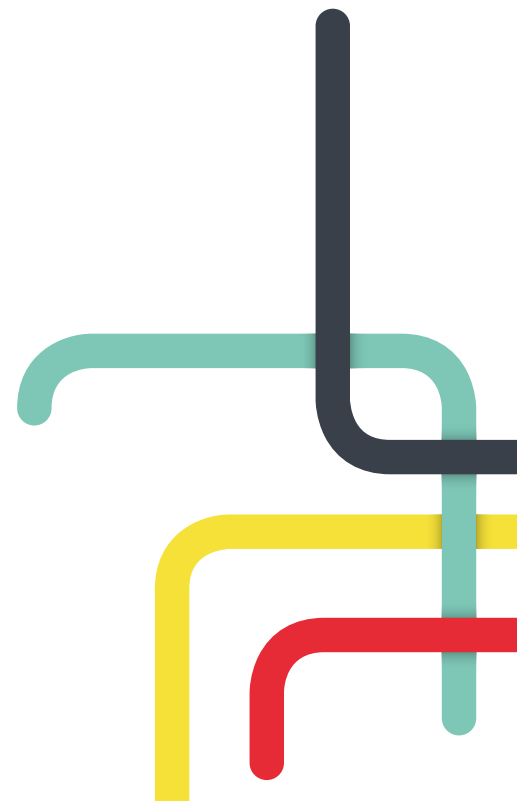
Management of medical emergencies - British Council policy

This section focuses on the requirements for managing test day emergencies covering:

- Pre-test readiness of test venue
- Management of test day medical emergency for candidates and staff

Test venue

- Designated first aid/isolation area
- Vehicle ready to transport candidate/staff to a nearby medical facility, or call a fully equipped ambulance that can arrive at the venue in a short period of time
- First aid box as per corporate guideline
- Full set of protective clothing for trained first aid staff member who may have to deal with sick candidates or staff members
- Wheelchair to facilitate movement of those who are unable to move on their own
- List of trained first aid staff members
- Ensure there is one identified trained first aid staff member available in venue on daily basis
- Ensure there is an alternative exam venue in case of relocation of candidates was required and approved by the Government



Candidates

Pre-test day

All candidates will be contacted prior to test day to inform them precautions that will be taken on the day and of the candidate self-declaration form.

The communication will cover the following policy:

Candidate should not attend the test if they are:

- under 14-day compulsory quarantine, stay-at-home order, medical surveillance or a self-quarantine order, as specified by the Jordanian Government
- have been in contact with any person suspected to be exposed to coronavirus; or
- have a cold, fever, are short of breath or have flu-like symptoms

If any of the above applies, candidate will not be able to take the test, and they should contact their school's Programme Coordinator or the British Council to follow up on their test administration and they seek immediate medical help.

Test day

Before the test

On the test day, and upon arrival to the test venue, candidates will be required to:

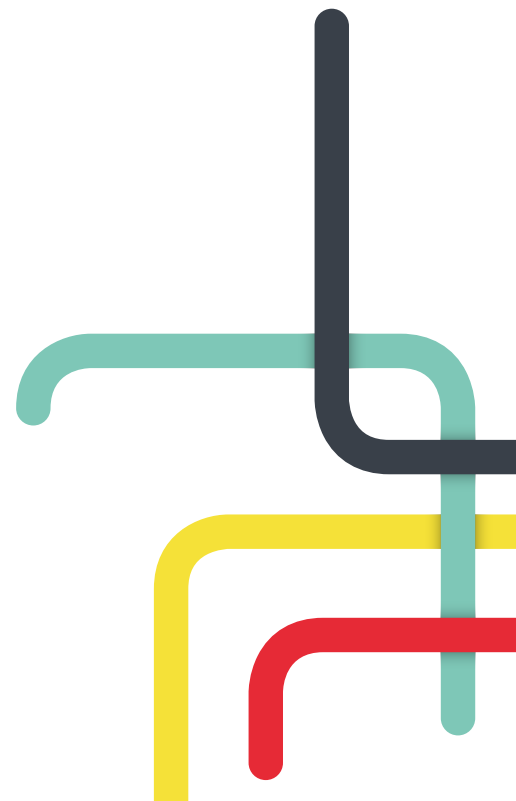
- wear mask/glove - candidates should attend the test venue wearing a face mask that covers mouth and nose. They may be requested to remove this for identification purposes.
- keep 2m distance from other candidates and staff
- undergo a temperature check at the point of entry and sign the declaration form
- undergo sanitisation spray
- clean hands upon arrival with hand sanitiser
- those with mobiles are encouraged to have the Aman app installed and activated on their mobiles.

If a candidate arrives at a British Council venue with a temperature in excess of 37.5 degrees Celsius, the following must be followed:

- The venue staff will make (2 -3) attempts of temperature checking to confirm final temperature – candidates are advised to stand in a shaded area before re-checking the temperature

If the temperature is still in excess of 37.5 degrees:

- Candidate will not be allowed to enter the premises and will be advised to return home and self-isolate or seek medical help
- Details of candidates will be logged
- The candidate will be asked to email the School's Programme Coordinator to follow up on test administration process. Private candidate to email the British Council.
- School's Programme Coordinator/British Council Exams Officer will follow to report Special Consideration Form to the Examining Board for affected candidates who were not admitted to exam venue.
- Candidate will be asked to take PCR test and report to British Council Exams team in order to sit for remaining exams.



During the test

If a candidate showed Covid-19 symptoms or fell ill during the test, the following should be followed:

Minor emergency, injury or possibility of an infected Covid-19 candidate:

- Venue supervisor to:
 - o stop the exam on the clock for the relevant candidate
 - o call assigned first aider
 - o manage social distance and ensure adequate crowd management during the test
 - o Venue staff to escort the candidate to the isolation room – Venue staff to be wearing face masks and gloves when approaching the candidate and maintain 2m distance
 - o Venue supervisor to resume the exam for the rest of the candidates
- Trained first aid staff to be wearing face masks and gloves should follow a temperature check and if the temperature is found in excess of 37.5 degrees (2-3 attempts), advise the candidate to return home and self-isolate or seek medical help
- If the candidate is under 18, he/she will be kept in the isolation room until picked up by the guardian
- Venue supervisor to report case to Exams Venue Manager who in turn will escalate to management team
- The incident report to be filled in and the exam board to be informed as per the set requirements of the exam board and the British Council
- Venue supervisor to follow Examining Board's guidance on handling questions papers/scripts for affected candidates including sealing and despatching

In case of normal temperature and if the candidate felt he/she can return to the test:

- Venue supervisor to start the candidate's exam on her/his return to the exam hall and give appropriate extra time to cover the time spent for the provision of first aid
- Venue supervisor should:
 - o After the candidate has returned to the exam room and before the exam restarts, mark on the candidate's work where the interruption happened, if possible
 - o Note the time and length of the interruption.
 - o Allow candidates the full working time for the exam.

Major emergency when the candidate cannot be moved to the designated first aid area:

- Venue supervisor to:
 - o stop the exam on the clock for all candidates
 - o call the assigned first aider
 - o ask the rest of the candidates to observe exam rules and not to communicate with each other
 - o ask venue staff to monitor the hall
 - o manage social distance and ensure adequate crowd management during the test
 - o If the candidate is under 18, guardian should be contacted immediately and informed that we have contacted 911
- Trained first aiders to call 911 and follow instructions whilst waiting for an ambulance to arrive



- Trained first aiders to be fully covered through wearing a jumpsuit, face masks and gloves when approaching the candidate
- If it is possible, open a window for ventilation
- Keep the candidate from touching people, surfaces and objects and ensure they continue to cover their mouth and nose with the facemask – if possible
- Once the candidate is taken out of the room, venue supervisor to resume the exam for the rest of the candidates. Venue supervisor should:
 - o After the candidate has returned to the exam room and before the exam restarts, mark on the candidate's work where the interruption happened, if possible
 - o Note the time and length of the interruption
 - o Allow candidates the full working time for the exam
- Venue supervisor to report case to Exams Venue Manager who in turn will escalate to management team
- The incident report to be filled in and the exam board to be informed as per the set requirements of the exam board and the British Council
- Venue supervisor to follow Examining Board's guidance on handling questions papers/scripts for affected candidates including sealing and despatching
- Suspected case will be asked to take PCR test and report to British Council Exams team.
- Affected candidate will be deployed from exams until release of result
- Special consideration form will be submitted for the candidate/s for affected exams until release of result.

In both of the above two scenarios, venue supervisor should:

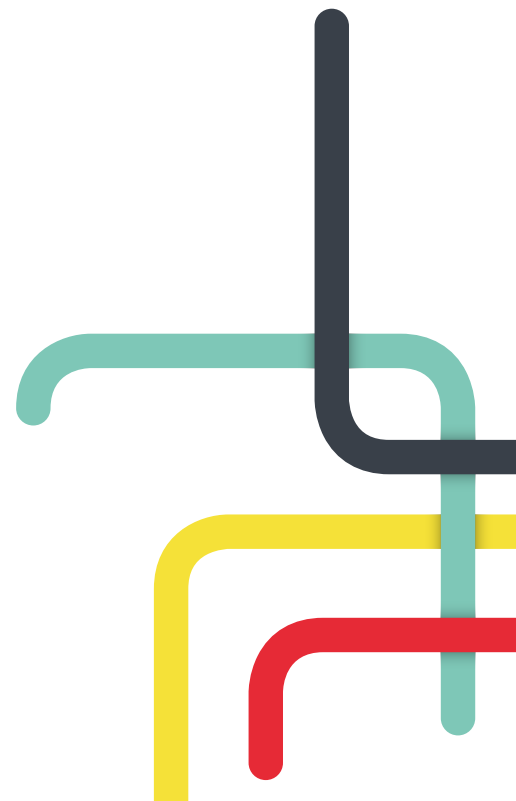
- maintain contact tracing records (candidates and staff) in case they were needed
- inform the other test takes and ask them to:
 - o Monitor their health, including doing temperature checks twice daily
 - o Adopt good personal hygiene
 - o See a doctor immediately if they are feeling unwell

After the test

Candidates will be informed within their pre-test communication that in case they were diagnosed with COVID-19 less than 14 days after taking the test, they are requested to report this to the test centre by email. This will help ensure we can communicate with other candidates and follow government advice.

In the above cases, if it was confirmed that the candidate was advised to take Covid-19 test, the following should be followed while awaiting the test result:

- All those whom he/she has been in contact with should self- isolate until results are announced
- The test room should be closed and sanitised and no one allowed in until results are announced - no need to close the test venue or send other candidates or staff home
- (Candidate only): to provide medical certificate (a proof of negative test result) before allowed to return to a British Council office



Staff (including test venue staff)

Upon arrival to the office

Upon arrival to the workplace, staff will be required to:

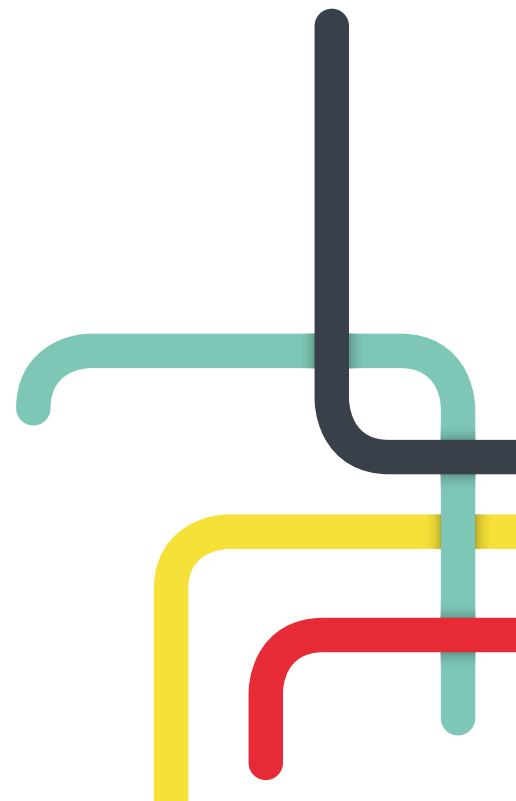
- wear mask/glove - staff should attend the test venue wearing a face mask that covers mouth and nose
- keep 2m distance from other candidates and staff
- undergo a temperature check at the point of entry and sign the declaration form
- undergo sanitisation spray
- clean hands upon arrival with hand sanitiser
- have the Aman app installed and activated on their mobiles. Security must check upon entry that there is “no connection” status which is usually displayed when the “Always” setting is enabled. Staff should open the Aman app to verify that the setting is enabled and the app is functioning properly

If a staff member arrives at a British Council with a temperature in excess of 37.5 degrees Celsius, the following must be followed:

- refuse entry to the premises and advise him/her to return home and self-isolate or seek medical help
- log the details of the staff member
- inform Exams Venue Manager who in turn should report to Exams Management team
- Exams Management team will inform HR and the incident management team for follow up actions

Inside the test venue

- If someone is feeling unwell, s/he should be taken to the isolation room for first aid
- In case of minor incident:
 - o call assigned first aider
 - o trained first aid staff to be wearing face masks and gloves should follow a temperature check and if the temperature is found in excess of 37.5 degrees, advise the staff member to return home and self-isolate or seek medical help
 - o log the details of the staff member
 - o inform Exams Venue Manager who in turn should report to Exams Management team
 - o Exams Management team will inform HR and the incident management team for follow up actions
- In case of major emergency:
 - o call assigned first aider
 - o trained first aiders to call 911 and follow instructions whilst waiting for an ambulance to arrive
 - o trained first aider to be fully covered through wearing a jumpsuit, face masks and gloves when approaching the affected staff member
 - o if it is possible, open a window for ventilation
 - o keep the staff member from touching people, surfaces and objects and ensure they continue to cover their mouth and nose with the facemask - if possible
 - o manage social distance and ensure adequate crowd management during the test



In both minor and major emergency cases:

- People who shared the room and/or have been in contact with the individual must be advised to:
 - o monitor their health, including doing temperature checks twice daily
 - o adopt good personal hygiene
 - o see a doctor immediately if they are unwell
 - o inform HR immediately, and stay at home on sick leave even if the symptoms are mild
- Deep cleaning and disinfecting will be carried out to disinfect the areas that have been visited by the person who is suspected after he has transferred out of the building
- Inform Exams Venue Manager who in turn should report to Exams Management team
- Exams Management team will inform HR and the incident management team for follow up actions
- Maintain contact tracing records (candidates and staff) in case they were needed
- Suspected case will be asked to take PCR test and report to British Council Exams team.
- Affected staff will be deployed from assigned duties until release of result

Confirmed cases

If someone has been identified as confirmed case of Covid-19 at the workplace (candidate or staff), the case must be immediately reported to the government.

- Ministry of Health should advise on appropriate action or will enforce it based on their established protocols. This may include:
 - o Quarantine the patient up to 14 days in one of the governorates dedicated COVID-19 hospitals
 - o Closure of premises for specific period (up to 14 days)
 - o Advise on self-isolation for those who has been in direct contact with the patient or for all staff attending the impacted premises (up to 14 days)
 - o Execute or advise on cleaning methods of facility
 - o Ask for contact tracing references to identify persons at the workplace who may have had close contacts with the confirmed case

