

ERA EDUCATION COMPANY

Emergency procedure

September 2020 (next review Sep.2021)

The Guardian will be available during their working hours on both their mobile or office numbers, or e-mail for general communication. The Guardian will be available 24 hours in an Emergency - a serious, unexpected, and dangerous situation, requiring immediate action. The Parents will be provided with a number for an additional Emergency 24-hour contact (the "Emergency Contact") should the Guardian ever be out of reach. The emergency contact person is Vitalija Abare, mob. 07557532717

Should the appointed Guardian be unavailable for reasons of illness, holiday, travel, or any other reason, the Company will make alternative arrangements for the Services provision. The contact person in case of main guardian's illness or other cases when she is not available will be Miss Zoja Bogatirjova 07774760001. Zoja has experience in hosting international students and helping Era Education as a volunteer.

The Guardian will be the first point of contact for the Parents and the Pupil on behalf of the Company and for communication with any other related or non-related third parties selected by the Company or requested by the Parents to provide the Services for the Pupil.

The Guardian will act 'in loco parentis' and have a duty of care towards the Pupil under his/her supervision, as well as promote the safety and welfare of the Pupil as a reasonable parent would do and in accordance with the Company's Child Protection Policy. In exceptional circumstances, the Guardian may make decisions in place of the Parents, signing documents on their behalf and performing other actions as 'in loco parentis' status requires. The Parents will be notified immediately if this is the case.

In emergency and when the school will request to collect the student, the guardian will come within two hours and place the student whether at her house or with one of the host families who were checked and registered with the company.

In case if the school cannot accommodate the student due to illness, disciplinary action or any other cause a Director of Era company, Vitalija Abare will be responsible to provide a transfer with the suitable driver who had all necessary checks. Also, Vitalija Abare will be responsible to provide accommodation or find a host family for the student and appropriate care according to the situation.