

Staff Emergency Guidance

If you see, hear or receive something that could put staff or students at risk, report it in the teamSOS app.

PART 1

Raising an alert

When to raise it

Suspicious or threatening activity

A suspicious stranger
A credible threat reported
A suspicious package

Immediate safety or hazard risks

Smoke, fire or an explosion
Gas or chemical fumes

Violence or danger

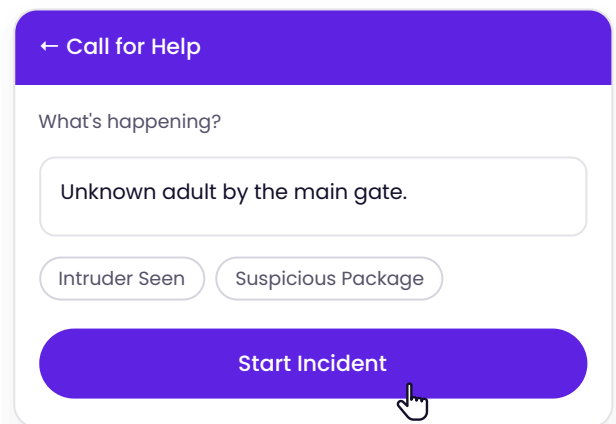
Weapons or violence
Risk to staff or students

In doubt? Raise it. It's better to report early than risk a delay. SLT will assess the situation and can close the incident if no action is needed.

1 Call for Help

Open teamSOS on your desktop, tablet or phone and tap **Call for Help**

Type what's happening, or tap a template to fill it in. Then tap **Start Incident**. SLT are notified straight away and join you in an incident group.



2 Talk to SLT in the incident group

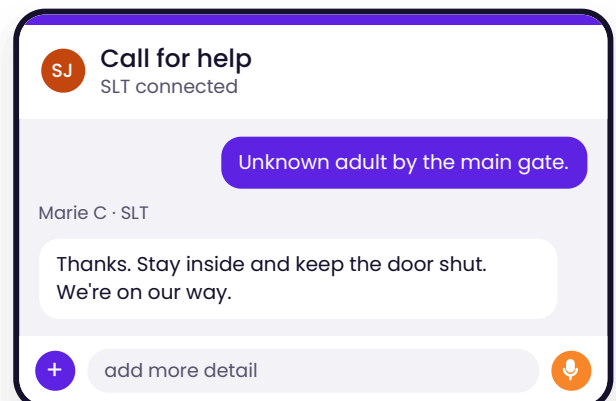
Share anything that helps SLT understand the situation. They'll support you and take any follow-up action.

 **Walkie-talkie:** hold to talk live.

 **Share more:**

 Photos

 Your location



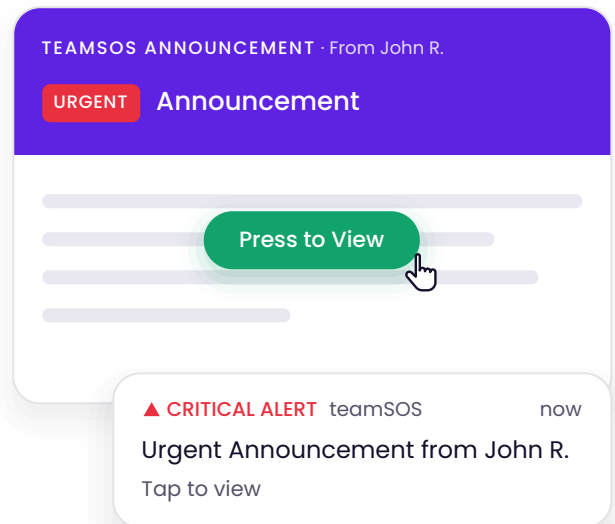
PART 2

Receiving an Announcement

1 Read the Announcement

SLT may send you instructions in an Announcement. It reaches every device where you have teamSOS installed.

-  **Desktops and laptops:** a full-screen alert appears. Tap **Press to View** to see the message.
-  **Phones and tablets:** tap the notification to open it.



2 Reply: are you OK?

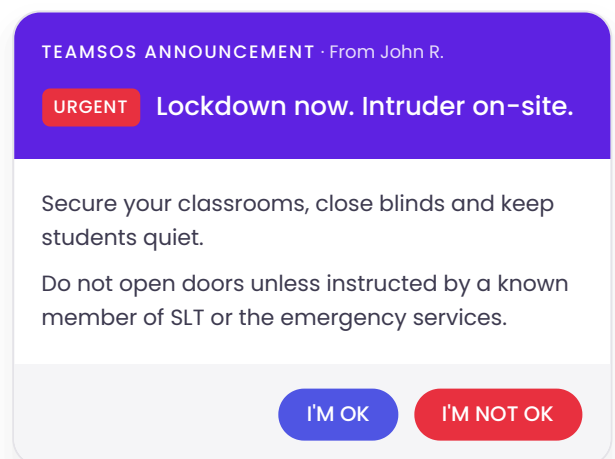
I'M OK

You're safe, or you've read the message.

I'M NOT OK

You need help, or have critical information for SLT.

Tapping NOT OK asks you for a reason, which goes to SLT. Include your location if relevant. SLT can reply directly if appropriate.



Watch the 2-minute staff training video

Scan the QR code with your phone camera.

No teamSOS on your device yet? Ask your school's teamSOS administrator.