# Major Incident Management Plan

## 1.   PURPOSE

1.1   This plan is intended to deal with major incidents with the aim to assist and manage the initial stages and immediate aftermath and thus reduce the impact of the event.  It is likely that the Emergency Services will deal with the major incident itself.

## 2.   SCOPE

2.1   This plan is intended to address the tactical level of response in the period during and immediately after a Major Incident.  The conclusion of this plan is handover to the Business Continuity Plan if required.  It is likely that extensive use will be made of the Crisis Communications Management Plan in dealing with a Major Incident.  Due to the different nature of pandemic flu a separate plan has been developed for dealing with that situation.

2.2   Procedures are already in place in the relevant departments (Physical Resources, Health and Safety Services) for the management of relatively minor incidents, and in other departments (Information Services) for the backup, secure storage and recovery of corporate data and systems software.

2.3   The plan is effective from 1 November 2010

## 3.   DEFINITIONS

| Major Incident | An event which, because of its scale or potential impact, has (or will have) a significant impact on the day to day operation of the University and is beyond the scope of resolution by normal mechanisms or decision-making authority within acceptable timescales. |
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## 4.    RESPONSIBILITIES

### Vice-Chancellor

4.1    On behalf of the Council the Vice-Chancellor has executive responsibility to ensure, that the requirements of the health and safety legislation and the University health and safety policy are complied with.  The Vice-Chancellor will ensure that responsibility for health and safety is properly assigned and accepted at all levels within the University.

### Corporate Business Continuity Management Group

4.2    The Business Continuity Planning Working Group is responsible for the strategic oversight of the major incident management plan.

### Deans, Directors and Pro-Vice Chancellors

4.3    Deans, Directors and Pro-Vice Chancellors are responsible, via the risk register, for identifying risks in their area that may need special consideration during a major incident and/or factors in their area that may lead to a major incident being declared, e.g. acetylene cylinders, biohazards, radioactive material.

### Director of Physical Resources

4.4    The Director of Physical Resources will retain overall control of the emergency planning and, in the event of a major incident occurring, be responsible for invoking the major incident management plan and acting thereafter as leader of the Incident Management Team (IMT).

The Director of Physical Resources will report to the Senior Management Group and the Health and Safety Management Standing Committee on any major incident.

### Health and Safety Management Standing Committee

4.5    After each incident the Health and Safety Management Standing Committee will conduct a review of the implementation of the Major Incident Management Plan and the outcomes to ensure continuing best practice and compliance with all relevant legislation and University regulations.  Any such review will be reported through the University committee structure.

## 5.   DECLARING A MAJOR INCIDENT SITUATION

5.1   The Vice-Chancellor, the Director of Physical Resources (or in his absence any member of the IMT) may declare a major incident if they believe that an event is likely to meet the definition of a major incident.

5.2   In this regard it should be noted that it is usually more effective to activate a response early on and then be able to scale it down later, than to wait too long.

## 6.   INCIDENT MANAGEMENT TEAM (IMT)

6.1   The IMT will take appropriate action, such as ensuring good communication (internal and external), organising partial or total evacuation, dealing with the immediate aftermath, etc. in order to reduce the overall impact of the event.

6.2   The IMT will comprise of:

- Director of Physical Resources (Chair)

- Deputy Director of Physical Resources

- Relevant Provost

- Head of Facilities Services

- Pro-Vice Chancellor (Communication and External Affairs)

- Head of Health and Safety Services

- Chief Finance and Information Officer

6.3   Each of the members of the IMT listed above must have a nominated deputy who can act with their full authority in the event of exceptional circumstances where the IMT member is not available.

6.4   Depending on the precise nature of the incident, the team may also require the assistance of a senior representative from Human Resources and/or Head of School or Managers from the area most directly affected. If the emergency occurs within student accommodation the Head of Residential Services will join the IMT.

6.5   In addition to the members above the Department of Corporate Planning and Governance will provide administrative support to the IMT.

6.6   Physical Resources staff will act as liaison at the scene, in their absence the Chair of the IMT will nominate an alternative person to act in this capacity.

6.7   In some circumstances it may be appropriate for the Vice-Chancellor to chair the IMT.

6.8   In order to maintain as much control as possible, when a major incident is declared, it is essential that all staff are aware that all decisions relating to the incident will be made by the IMT.

6.9   There will be an annual meeting of the Incident Management Team. This meeting will include a review of any relevant incidents, training, the plan itself, relevant sections of the risk register, new members and other practical considerations.


## 7.   LOCATION OF INCIDENT MANAGEMENT TEAM

7.1   The IMT will assemble at the relevant Provost's office.  In the event of this not being available, the IMT will assemble at an alternative location to be designated by the Chair.  Alternative locations for each are included in the Crisis Communications Management Plan Directory.

7.2   The IMT will conduct their work away from the scene of the incident itself in order to enable information to be evaluated and acted upon without hindrance.  On-site situation reports will be provided to the Incident Management Team by the relevant member of Facilities Services staff who has responded to the Incident

7.3   Additional staff required to deal with the emergency and other support staff will report to the main security desk unless otherwise instructed.

7.4   It will be necessary for the location of the IMT to include telephone and internet access and other practical considerations.


## 8.   EFFECTIVE COMMUNICATIONS

8.1   A confidential list of home telephone numbers pertaining to the Incident Management Team is contained in the confidential Crisis Communication Management Plan Directory.  A copy of this plan and the directory are kept in the "battle boxes" on each campus.  IMT members are encouraged to ensure that they have access to electronic versions of this plan at all times.

8.2 In the event of a major incident, the Director of Physical Resources (or in his absence, the Deputy Director) will be contacted. On the basis of the available information he/she will decide whether or not to invoke the major incident management plan.  If there is a need to convene the Incident Management Team he/she will arrange for security staff to contact other members of the IMT.

8.3 It is recognised that incidents can occur which on initial assessment do not appear to have major incident status but which may have the potential to escalate to such status. Accordingly, a standby mode will be declared in order that the availability of all members of the IMT, together with associated Managers who may need to be involved, can be determined if a major incident were to be declared.

8.4 IMT members on standby should prepare to make themselves available at short notice.

## 9.    IMT INFORMATION REQUIREMENTS

9.1 Basic information, which must be readily available to the IMT, is:

- A contact list of key staff.

- An assessment of personnel present at the scene.

- Assessments of the emergency situation as it unfolds.

- A brief description of the resources/activities which are located in the affected areas.

- A dossier of information on buildings/facilities.

9.2 Physical Resources staff will act as liaison at the scene, in their absence the chair of the Incident Management Team will nominate an alternative person to act in this capacity.  Emergency resources including communications systems and equipment, e.g. megaphone and radio equipment, will be maintained by Physical Resources at each of the main security desks.

9.3 Information relating to the emergency and decisions taken by individuals or committees should be recorded.  Papers and electronic records relating to the emergency should be collected and placed in secure storage.

## 10.   PRESS / MEDIA AND STAKEHOLDER LIAISON

10.1 The Pro-Vice Chancellor (Communication and External Affairs) will manage media relations and the dissemination of information to press, staff, students and families in the event of a major incident.  This will be the only approved information route.  The Director of Media and Corporate Relations will also liaise with all other relevant stakeholders.  The Crisis Communication Management Plan will be especially important for this purpose.

## 11.   TESTING THE SYSTEM

11.1 The major incident plan must be tested once every 3 years.  It is the responsibility of the Chair of the IMT (Director of Physical Resources) to ensure testing is carried out.  Testing may take the form of a desktop exercise and/or live testing on discrete areas of the University using a risk based approach.  This may include the involvement of external emergency or other services.

## 12.   RECOVERY ARRANGEMENTS

12.1 After an undetermined period, the Emergency Services will hand control back to the University.  The Incident Management Team will accept hand over on behalf of the University.

12.2 The Head of Estates for the relevant campus will be responsible for managing any short term building or service recovery under the auspices of the Physical Resources Major Incident Management Strategy and for ensuring hand over is carried out without loss of control.

## 13.   BUSINESS CONTINUITY

13.1 Once the immediate situation has been brought under sufficient control all relevant Departmental and/or Faculty Business Continuity plans will be implemented.  The Chair of the IMT will determine the point at which it is appropriate to hand over control of the situation to the Corporate Business Continuity Management Group.

## 14. INSURERS

14.1 The University insurers will support the University with specialist advice. The Director of Finance or his/her nominated Deputy will normally contact the insurers, where appropriate.

## 15. TRAINING

15.1 This document and subsequent revisions will be brought to the attention of all relevant staff. Specific training will be provided to all potential members of the IMT and to all relevant staff.

## 16. APPENDICES

- Crisis Communications Management Plan

- Crisis Communications Management Plan Directory (confidential)

**Ulster University**

**FLOWCHART**

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┌─────────────────────────┐
│ Person discovers or     │
│ witnesses' incident     │
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│ Report Incident to      │
│ Security 22222          │
│ (internal) or 08 700    │
│ 400 701 (external)      │
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│ Security to assess      │
│ situation               │
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┌─────────────────────────┐
│ Security call 9-999 for │
│ emergency services if   │
│ necessary               │
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┌─────────────────────────┐
│ Security to invoke      │
│ Facilities Services Out │
│ of Hours Escalation of  │
│ Serious Incidents       │
│ procedure               │
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| Inform VC if necessary | ◄── | Head of Facilities Services to inform Director of Physical Resources and Provost | ──► | Director of Physical Resources to declare Major Incident | ──► | Call Incident Management Team meeting |