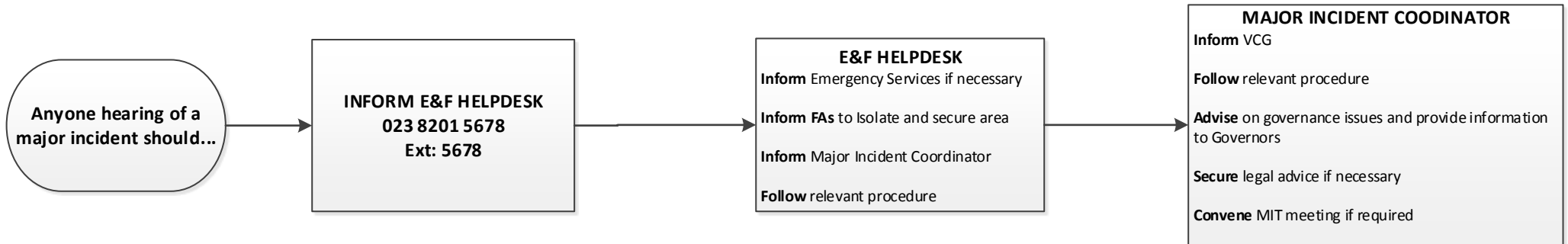
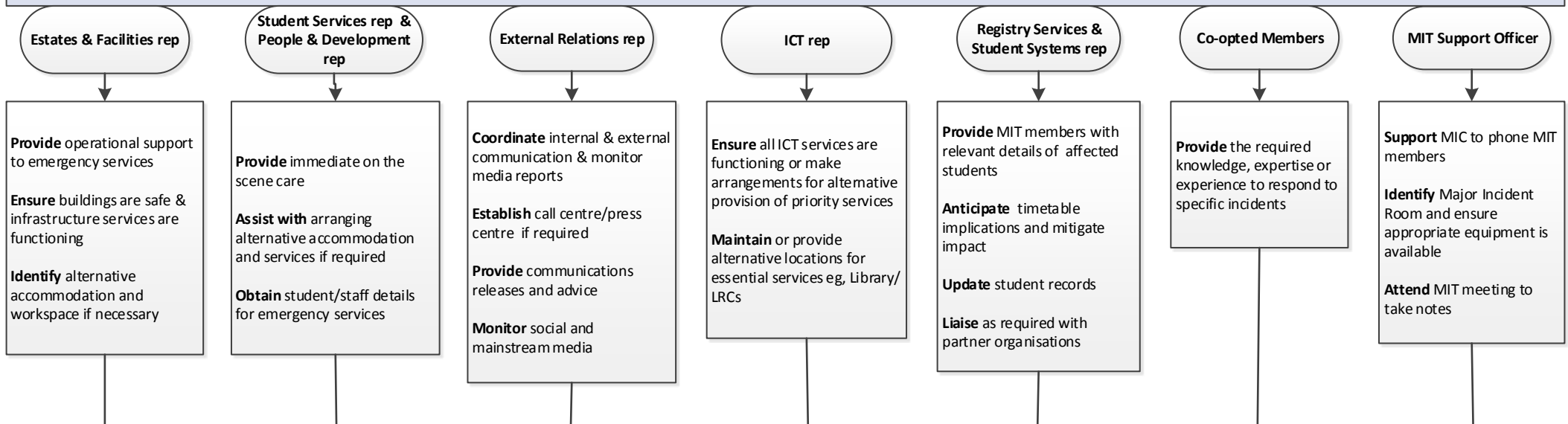


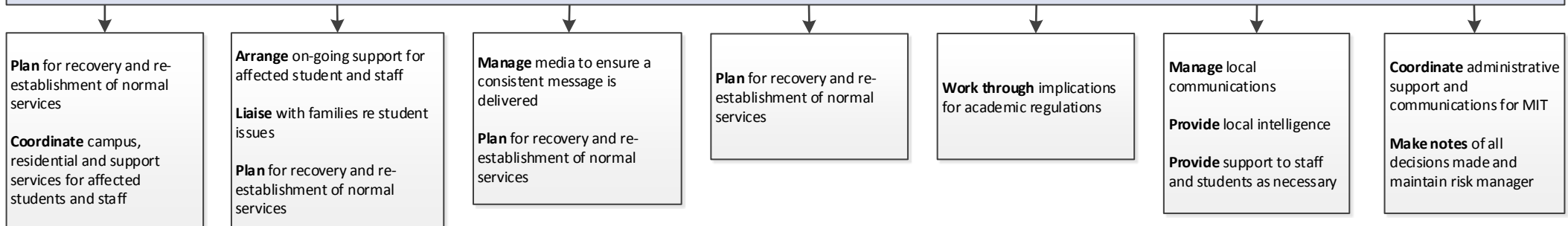
Major Incident Plan – Action to be taken by Major Incident Team (MIT) Members



Immediate Actions (day of occurrence) - Follow own incident checklist



Longer Term Actions (day two onwards)- Begins with MIT meeting to review and plan



Major Incidents Coordinator

Lead the MIT
Notify local Consultant in Communicable Diseases Control
Keep VCG and Governors informed
Monitor ongoing response to incident and manage risk

External Co-optees

Occupational Health: Provide professional advice and guidance on containing disease and preventing spread; produce factsheets/guidance; run briefings for students (and staff); set up dedicated phone line.
Chief Exec of SU: provide advice re: impact on students and in particular about planned events that may need to be cancelled.
Directors of Schools: notify to contact students on placement if relevant.

Contagious Disease- Action for response team members

People & Development
rep

External Relations rep

Registry Services &
Student Systems rep

Estates & Facilities
rep

ICT rep

Student Services rep

Immediate Actions (day of occurrence)- Follow local incident checklist

Determines staff affected/at risk and provides guidance on absence/fitness to work

Advise and liaise with Occupational health

Issue immediate guidance in particular for reception and student services desk

Coordinate int and ext comms and continue to monitor media reports

Establish call centre/press centre if required

Monitor social and mainstream media

Determines students affected/programmes of study

Advises on potential academic impact in relation to student absence

Restrict access to areas of campus

Advise Contracts and Projects Manager re room cleans

Brief Accommodation team and ensure alternative student accommodation if required

Ensure remote access to services and learning resources

Ensure remote access can be maintained for staff and students

Assess risk and consider closure of LRC

Inform Student Hub team in relation to managing queries

Alert local Health Protection Team if necessary (Occupational Health may do this)

Longer Term Actions (day two onwards)- Follow local checklist/MIT agreed actions

Advise on Flexible working approaches and recruitment/attendance strategies to ensure business continuity

Ensure payroll arrangements

Manage media to ensure a consistent message is delivered

Ensure regular communications to staff and students

Cancel any events or conferences as necessary

Monitor implications for student progress and award

Advise on contingency procedure for assessment- seek approvals

Advise on managing student absence

Make decision re closure of accommodation – source alternatives

Continue to monitor and reflect on any additional contribution required from the directorate

Set up on line and telephone IT and Library support

Ongoing liaison with students and HPT

Liaison with hospital

Major Incidents Coordinator

Lead the MIT
Keep VCG and Governors informed
Monitor ongoing response to incident and manage risk
Secure legal advice as necessary

External Co-optees

Incident Impacting on Physical Estate- Action for response team members

Student Services rep & People
& Development rep

External Relations
rep

ICT rep

Estates & Facilities rep

Registry Services & Student
Systems rep

Immediate Actions (day of occurrence)- Follow local incident checklist

Identify students/staff affected and ensure accounted for

Agree immediate working plans and locations

Arrange alternative student accommodation if applicable

Coordinate internal and external comms and monitor media reports

Establish call centre/press centre if required

Provide communications releases and advice

Monitor social and mainstream media

Ensure ICT services are functioning or make provision for alternative services for priority areas

Anticipate operational and academic implications

Ensure remote access to services and learning resources

Liaise with Emergency Services to restrict access and/or evacuate areas

Determine type and scale of building(s) affected.

Decide if Insurers/Disaster Recovery Team are required.

Obtain maps/plans of affected areas

Identify alternative space available

Provide details of Student Groups affected

Identify teaching delivery and timetable implications

Make adjustments to Timetabling to relocate classes.

Longer Term Actions (day two onwards)- Follow local checklist/MIT agreed actions

Advise on flexible working approaches/strategies to ensure business continuity

Ensure payroll arrangements

Ensure support for staff and students as necessary

Manage media to ensure a consistent message is delivered

Ensure regular internal communications

Maintain library and other priority services from alternative locations if necessary

Plan for recovery and re-establishment of normal services

Set up online and telephone IT and library support

Identify alternative building arrangements

Engage contractors/external advisors as required

Manage salvage exercise (equipment etc.)

Manage termination of services and repairs

Liaise with utilities companies

Ensure buildings safe and infrastructure services in place prior to reoccupation

Anticipates implications for programme delivery and assessment

Monitor implications for student progress and award

Advise on contingency procedures for assessment- seek approvals

Major Incidents Coordinator

Lead the MIT
Responsible for immediate/urgent decision on actions
Keep VCG and Governors informed
Monitor ongoing response to incident and manage risk

External Co-optees

Representatives of the Emergency Services: liaison

External Threat- Action for response team members

Student Services rep & People
and Development rep

External Relations rep

ICT rep

Estates & Facilities rep

Registry Services &
Student Systems rep

Immediate Actions (day of occurrence)- Follow local incident checklist

Support decisions re: evacuation

Monitor situation

Provide support to staff & students if
required.

Establish communication means to
support safety first and then business
continuity

Ensure consistent and clear
communications, including through
website

Manage media interest

Determine press release

Support emergency comms through
IT systems

Ensure remote access to services and
learning resources

Secure IT systems if possible to
facilitated continued comms

Organise the evacuation of the site/area
of the site and arrange lock down if
appropriate.

Ensure police are informed of threat.
Arrange for search of area if safe to do so

If safe to do so, **ensure** utilities and
services which may cause further issues if
damaged (e.g. by flooding/explosion) are
shut down

Make available internal building plans to
support action

Identify any student cohorts
that could be at risk

Support communication with
relevant student cohorts

Longer Term Actions (day two onwards)- Follow local checklist/MIT agreed actions

Provide advice on staff contractual
issues if situation continues

Ongoing support for, and advice to,
staff and students.

Maintain regular comms

Establish call centre/press centre to
handle enquiries if needed

Monitor social media

Regular updating of web information

Source location for temporary
learning centre

Ensure alternative
accommodation or office space
is available if incident continues

Continue to monitor and reflect
on any additional contribution
required from the directorate

Major Incidents Coordinator

Lead the MIT
Keep VCG and Governors informed
Monitor ongoing response to incident and manage risk
Seek legal advice as necessary

External Co-optees
Representatives of Software suppliers: liaison

IT Infrastructure Failure- Action for response team members

Student Services rep & People & Development rep

External Relations rep

ICT rep

Estates & Facilities rep

Registry Services & Student Systems rep

Relevant ICT staff

Immediate Actions (day of occurrence)- Follow local incident checklist

Identify staff/students affected

Assist with staff & student communications

Establish impact on external relationships and determine means of communication

Coordinate communications- staff and students

Establish call centre/press centre if required

Monitor social and mainstream media

Provide details of failure and impact on operations

Anticipate operational and academic implications

Engage external assistance as required

Establish impact on access and CCTV provision

Brief Reception as to where to direct enquiries

Provide advice on Estate implications

Ensure infrastructure services are functioning

Advise on immediate academic implications

Liaise with external bodies affected by disruption

Provide expert advice on impact of failure and anticipated recovery needs and time

Provides advice on impact on core services

Coordinate technical staff for emergency response

Longer Term Actions (day two onwards)- Follow local checklist/MIT agreed actions

Advise on staff contractual issues

Help identify alternative working options

Liaise with Director of Finance to secure payroll

Ensure regular communications

Advise on issues with potential reputational impacts

Make arrangements for alternative provision of priority services

Plan for recovery and re-establishment of normal services

Support ICT with Estate solutions to reinstate IT delivery

Plan for recovery and re-establishments of normal services

Advise on longer term impact on student academic experience and impact on regulations

Lead team to reinstate services

Keep MIT updated on progress and timescales

Major Incidents Coordinator

Lead the MIT
Keep VCG and Governors informed
Monitor ongoing response to incident and manage risk

External Co-optees

If student incident - SU Chief Exec: Identify if link to SU/if known close friends; provide support; monitor social media (liaise with External Relations)

Incident with Reputational Impact- Action for response team members

Student Services rep & People & Development rep

External Relations rep

Registry Services & Student Systems rep

Estates & Facilities rep

ICTrep

Co-optee: Head of School/Director of relevant area

Immediate Actions (day of occurrence)- Follow local incident checklist

Obtain staff, student or visitor details

Identify reason for visitor on site if applicable

Inform Head of Health and Safety if applicable.

Inform Head of School/Director

Inform reception of where to direct queries

Liaise with police

Establish press interest

Review social media

Coordinate internal and external communications

Obtain student programme and details

Liaise with police if student incident

Stand down, but continue to monitor the situation and reflect on any interventions required of the Service

Stand down, but continue to monitor the situation and reflect on any interventions required of the Service

Provide emergency contact details if visitor incident

Inform senior colleagues and relevant staff

Speak to students on programme

Longer Term Actions (day two onwards)- Follow local checklist/MIT agreed actions

Manage contractual issues (if staff member)

Ensure colleagues and students can access support

Continue to liaise with police and authorities

Manage media to ensure a consistent message is delivered

Monitor press and publicity around incident

Advise School re: academic regulations and Registry procedures

Continue to monitor and reflect on any additional contribution required from the Service

Continue to monitor and reflect on any additional contribution required from the Service

Communicate information to the School

Monitor support for staff and students

Major Incidents Coordinator

Lead the MIT
Keep VCG and Governors informed
Monitor ongoing response to incident and manage risk

External Co-optees

Chief Executive of Students' Union

Staff Incident- Action for response team members

**People and
Development rep**

ER rep

**Registry Services &
Student Systems rep**

E&F rep

ICT rep

**Co-optee: Head of
School/Director**

Immediate Actions (day of occurrence)- Follow local incident checklist

Obtain personal and next of kin details
Liaise with police/authorities as necessary
Inform Head of School/Director
Inform Estates Helpdesk in case of queries
Liaise with Head of Health and Safety if work-related incident
Inform Director of Finance if payroll issues
Inform Chaplain

Establish if media interest
Monitor social media
Manage any press contact

Stand down, but continue to monitor the situation and reflect on any interventions required of the Service

Stand down, but continue to monitor the situation and reflect on any interventions required of the Service

Stand down, but continue to monitor the situation and reflect on any interventions required of the Service

Inform employee's line manager
Inform senior colleagues
Support line manager in informing colleagues
Identify immediate support needs and essential communications

Longer Term Actions (day two onwards)- Follow local checklist/MIT agreed actions

Ensure colleagues and students (if applicable) can access welfare support
Arrange counselling for students/staff who witnessed incident (if appropriate)
Liaise with next of kin; address contractual issues
Liaise with Spirituality & Reflection Service re quiet space and service arrangements

Message all staff
Manage external interest
Prepare press statement if required

Continue to monitor and reflect on any additional contribution required from the Service

Continue to monitor and reflect on any additional contribution required from the Service

Continue to monitor and reflect on any additional contribution required from the Service

Inform students if applicable
Arrange support for staff and students with People & Development/Student Support
Manage ongoing local communications
Manage comms with external partners
Arrange with ICT to manage/remove staff member from web/literature

Major Incidents Coordinator

Lead the MIT
Keep VCG and Governors informed
Monitor ongoing response to incident and manage risk

External Co-optees

Chief Executive of Students' Union: Identify if link to SU/if known close friends; provide support; monitor social media (liaise with External Relations)

Student Incident- Action for response team members

Student Services rep

External Relations
rep

Registry Services &
Academic Systems rep

Estates & Facilities rep

ICT rep

Co-optee:
Director of School

Co-optee: rep from
Student Services

Immediate Actions (day of occurrence)- Follow local incident checklist

Liaise with police/authorities as necessary
Inform Head of School
Inform Estates Helpdesk
Liaise with head of Health and Safety if incident occurred on site
Notify Residence Team
Inform Chaplain

Coordinate internal and external comms
Manage any press contact
Monitor social and mainstream media

Suspend student record if required
Inform Director of Finance

Stand down, but continue to monitor the situation and reflect on any interventions required of the Service

Ensure Service Desk is briefed and refer any enquiries to ER

Notify personal tutor and other colleagues
Arrange for students to be spoken to (with Student Support)
Provide School info about student(s)

Verify student(s) name and details
Identify next of kin
Brief team for support
Speak to students with School Director

Longer Term Actions (day two onwards)- Follow local checklist/MIT agreed actions

Ensure staff aware of and able to access support
Maintain communications with external authorities
Liaise with Chaplain re quiet space and service arrangements

Manages media to ensure a consistent message is delivered
Coordinate all staff messages
Coordinate all student messages

Advise on progress and award decisions, including posthumous awards if applicable
Ensure student record is set correctly

Continue to monitor and reflect on any additional contribution required from the Service

Stand down, but continue to monitor the situation and reflect on any interventions required of the Service

Communicate information to the School
Monitor support for staff and students

Liaise with family
Ensure ongoing support for students
Liaise with hospital and other external agencies