



Cardiff
Metropolitan
University

Prifysgol
Metropolitan
Caerdydd

Major Incident Plan

Lead:	Chief Operating Officer
Policy to be reviewed:	Every 3 years
Date of next review	July 2017
Impact Assessed:	✓



Introduction

This Major Incident Plan (MIP) sets out how the University will deal with the threat, immediate consequences and aftermath of a major incident.

In summary: The Chief Operating Officer (Team Controller) will determine whether an incident comes within the scope of the Plan, call out the Major Incident Team (MIT), who will meet in a designated Control Room and will work in defined roles to checklist and logs.

The MIP will be reviewed annually and tested through a simulation exercise periodically.

What constitutes a major incident?

The definition and table below helps to define a major incident.

A major incident is an actual or anticipated event which threatens:

- The physical and/or psychological well-being of staff, students, visitors and third parties
- The University's core operations
- The University's reputation
- The University's property or a serious financial loss
- The University's information, data or systems

and is beyond the scope of resolution by normal decision-making mechanisms.

	Qualitative Assessment	Tick if applicable
1	Have students, members of staff, visitors or third parties been killed or remain in mortal danger, as a consequence of University business or on University property?	
2	Has there been serious injury or illness to *students, members of staff, visitors or third parties, as a consequence of University business or on University property? <i>For example: Significant number of people affected with multiple serious or extensive injuries and significant hospitalisation.</i>	

3	Are there serious safety or welfare concerns affecting students or members of staff on University business? <i>For example: trauma; kidnap; loss of contact (for an extended period or for a period that is likely to cause alarm depending on individual circumstances).</i>	
4	Will University operations be seriously disrupted for an extended period? <i>For example: Widespread operational issues affecting more than xx% of students and/ or approximately xxx staff. Likely effects will impair ability to complete required study components and/ or critical work for one month.</i>	
5	Is there a threat of serious liability, or serious breach of regulation or legislation? <i>For example: Major breaches resulting in censure / fines, intervention from relevant body and suspension of University autonomy.</i>	
6	Is there potential for material impairment of biophysical, social or other relevant environmental impacts?	
7	Is a major commercial relationship under threat?	
8	Are there multiple factors that when combined constitute an emergency for the University? <i>For example: Reputational damage impairing staff or student recruitment, extended media activity (press, TV, social) resulting in negative comment by more than xxxx current or potential students and widespread condemnation by influencers, MPs and challenges from funding bodies.</i>	

*Separate protocols exist for incidents such as the outbreak of food poisoning, meningitis and other diseases. These protocols are contained in the Student Incident Policy.

Who will be involved?

First line response

University security staff will often be responsible for first-line investigation of an incident on University premises and will follow existing emergency procedures i.e. **Emergency Services to be contacted if required. Duty Manager (as identified on Estates and Facilities duty rota) to be contacted.**

In the event of other staff members becoming aware of an incident during office hours, main reception staff are to be informed.

- Llandaff Campus: 02920 416138 – Ext. 6138 from an internal telephone.
- Cyncoed: 02920 416155 – Ext. 6155 from an internal telephone

or via the 'Emergency' internal extension 2222. Out of hours security staff operate from the Cyncoed reception.

Contacting the Major Incident Team

The Duty Manager will contact the most appropriate member of the MIT to report an incident, most likely to be one of the following depending upon their area of responsibility:

1. Chief Operating Officer – **MIT Controller** – (executive control)
2. Director of Estates and Facilities (security, property, emergency services)
3. Dean of Students (student injury, loss of contact, death)
4. Director of Human Resources (staff injury, loss of contact, death)
5. Director of External Engagement (reputation)

The person contacted will then make contact with the MIT Controller or his alternate.

An initial assessment of the **level of incident** will be made by the MIT Controller and members of the Senior Management Team, as appropriate.

The following provides guidance as to the level of incident:

Level 1: A relatively **minor or local incident** causing no serious physical threat to personnel or property. May result in **limited disruption** of services, involve **no legal ramifications** and pose no threat to the reputation of the University.

MIP/MIT activated? Yes - standby mode (see below)

Level 2: Situations or incidents, which pose a **potential threat to personnel or property** and/or can cause **disruption** to the operation of the University, may threaten its reputation or status, and/or have potential **legal ramifications**. May involve the isolation and/or **evacuation** of part of a building and assistance from the external emergency services.

MIP/MIT activated? Yes - standby mode (see below)

Level 3: **Major incidents** which (if not already) have the **potential to escalate quickly** into disasters. Will **significantly affect** the University's community and/or its reputation or status. May **compromise the functioning** of an entire department or facility, building or group of buildings, **causing disruption to the University's overall operation**. Major efforts required from the

University's own support services as well as from the external emergency services.

MIP/MIT activated? Yes

Standby Mode

An incident may not be initially assessed as major but may have the potential to escalate and a **standby mode** will be declared by the first contacted MIT member in order that the availability of all members of MIT, together with any other potentially associated University staff, can be determined in the event a subsequent MIT call-out is initiated.

Major Incident Team – Objectives

- Determine the scope and impact of the incident
- Prioritise immediate actions and prevent further damage/harm
- Develop a strategy to deal with the immediate effects of the incident
- Allocate individual and/or group responsibilities for implementing action
- Deploy resources and equipment
- Communicate information advice and instructions
- Monitor and re-evaluate conditions.

Major Incident Team – Roles and Responsibilities

Depending upon the nature of the incident and availability of staff, a team member may perform more than one function.

The MIT may require assistance from other staff members who will be co-opted onto the team as appropriate.

The contact details of all team members and their nominated alternates are available in the MIT Emergency Contacts Fold Out.

Team Role	Staff Member	Area of Responsibility
Team Controller	Chief Operating Officer	Maintaining overall executive control. Liaise with Team Spokesperson; co-opt any other member of staff to assist with the incident.
Team Secretary	Head of Secretariat	As directed by Team Controller, organise Control Room; log and deal with queries; record team actions and decisions; maintain an official record

		of events; relaying information as required.
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Team Role	Staff Member	Area of Responsibility
Team Spokesperson	Director of External Engagement	Responsible for all information releases. Interface with Team Controller and Vice Chancellor; manage all University statements, media releases, interviews, press conferences and media visits; monitor media and take action as required; manage internal communications; set up and manage telephone helplines; advise on actions to protect University reputation; liaise with Dean of Students and Director of Human Resources. Refer to Document: Media Crisis Plan
Student Liaison	Dean of Students	Provide assistance to students. Organise counselling and/or other services for students; advise the Director of External Engagement on communications and information releases. Refer to Document: Student Incident Policy
Estates and Facilities Management	Director of Estates and Facilities	Deal with security and emergency services; organise containment and assessment of physical and environmental damage; initiate control and restoration of building services, communications and access for business continuity; organise salvage, damage management and clean-up; locate supply and equip alternative accommodation; liaise with any applicable landlords or tenants.
Human Resources	Director of Human Resources	Deal with staffing issues resulting from any loss of service or disruption e.g. access to HR records, salary payments, arranging for non-routine work to be undertaken, unanticipated use of leave or other benefits, reduction/increase in work schedules, relocation.

Team Role	Staff Member	Area of Responsibility
Health and Safety	Health and Safety Manager	Ensure at all times the health and safety of people at affected locations. Assess and provide expert advice in relation to specific hazards; liaise with the Health and Safety Executive, Environment Agency and any other relevant statutory authority.
Finance	Director of Finance	Responsible for all aspects of business recovery continuity. Contact and liaise with the University insurers and loss adjusters; ensure correct cost capture procedures are in place; assess business interruption losses; establish position of any legally binding contracts that might be affected by the incident.
Information Technology and Information Services	Director of Library and Information Services	Responsible for all aspects involving information technology and information services. Assist in damage assessment; salvage and clean-up; implement IT Disaster Recovery Plan.

Meet, Record, Review

Meetings

The MIT will meet as regularly as necessary (as determined by the Team Controller) for status reporting, debriefing etc. and not less than every 24 hours during the first 5 days following call-out. Meetings will take place in the nominated Control Room at 7.30am (unless otherwise instructed).

Inaugural Meeting – Agenda

1. Confirmation of the Agenda
2. Initial assessment of the major incident
3. Confirm location of the Control Room and telephone numbers
4. Clarify MIT Roles and Responsibilities and identify staff to be co-opted
5. Identify essential emergency action
6. Identify staff and student immediate needs
7. Allocate available resources to meet short term needs
8. Draft media statement

9. Review checklists and logs and identify any short term actions
10. Confirm communication mechanisms and future meetings – Date, Time and Location

Control Rooms

The Control Room is the operations centre for the MIT. The Team Controller will confirm the location of the Control Room which will depend on access and availability. Suitable accommodation has been identified on each campus:

Llandaff Campus: Boardroom (Telephone Number - 029 2041 6550)

Cyncoed Campus: Conference Room 1 (Telephone Number - 029 2020 5506)

- Control Rooms must provide sufficient accommodation for the MIT and ideally have adequate telephone and PC connections, wifi, photocopier and printer availability.
- The Control Room will contain confidential and sensitive information. During incidents entry must be controlled and restricted to authorised personnel only.
- The Control Room must NOT be used for press, media or staff/student briefings.

Incident Boxes to be located in each Control Room (or close by, in a pre-identified location). Each box to include:

Copies of the following documents:

- Major Incident Plan
- MIP Emergency Contacts - Fold Out
- Protocol for Closure of Buildings
- Student Incident Policy
- Media Crisis Plan
- IT Disaster Recovery Plan
- Protocol for Cancellation of Graduation Ceremonies
- Checklists and Logs
- Site Plans (Llandaff & Cyncoed)

Flip Charts x 3

Stationery (pens, pencils, notepads, sticky tack etc.)

Disposable Cameras x 2

Mobile Device Chargers – multi adaptor x 3

Battle Boxes to be located at each campus Reception Area (or close by, in a pre-identified location). Each box to include:

Floor plans of all sites identifying gas meters, stop valves, electrical distribution boards and water stop taps

Major Incident Plan
MIP Emergency Contact Fold Out
Security Code List
Incident Log and Notebooks with Pencils attached
First Aid Kit (designed for emergencies)
Wind-Up Torch x 3
High Visibility Slips x 3
Hazard Tape x 2
Cordon Tape x 1
Foil Blankets x 3
Dust Masks x 3
Disposable Cameras
Hard Hats x 3
Goggles x 3
Heavy Duty Gloves x 3

The Director of Estates and Facilities maintains a list of contact details for Emergency Services and Suppliers which has been included in the MIP Emergency Contact Fold Out.

Record

The MIT will work flexibly to checklists and logs which will help keep accurate records of daily objectives, priorities and task assignment.
Blank copies of the logs and checklists are held on SharePoint.

Review

A meeting will take place subsequent to the major incident to review the process and a report will be made by the Team Controller to the Secretary and Clerk to the Board of Governors.

Communication with the Media

All contact with the media MUST be approved by the Director of External Engagement (interfacing with the Team Controller) who is responsible for all information releases.

Staff are not permitted to speak to the media unless permission has been obtained from the Director of External Engagement authorising a named individual to act as a designated spokesperson with an approved message.

The Media Crisis Plan provides guidance on the handling of a media crisis.

Emergency Funds

The Chief Operating Officer, Director of Finance, Director of Estates and Facilities and the Head of Procurement will be pre-authorised to make immediate charges on a Major Incident Account up to a limit of £50,000.

Additional Documents

- Student Incident Policy
- Media Crisis Plan
- Protocol for Closure of Buildings
- IT Disaster Recovery Plan
- MIP Emergency Contacts - Fold Out
- Protocol for Cancellation of Graduation Ceremonies
- Checklists and Logs