



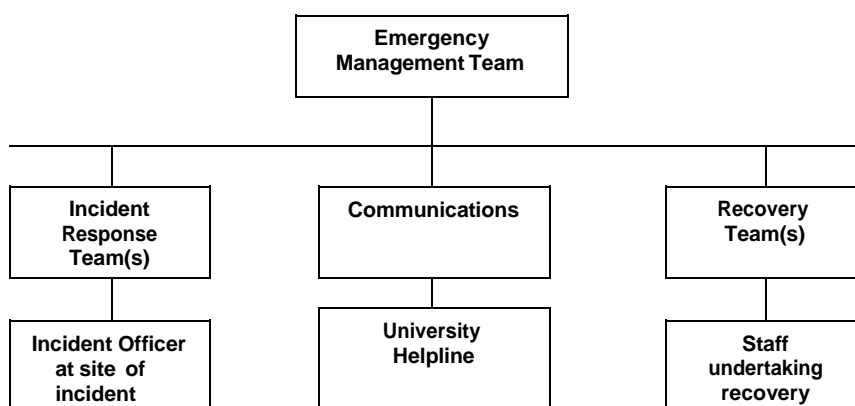
REDACTED VERSION – CONTACT DETAILS REMOVED

Emergency Management Plan

Version 15 – August 2018

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Further copies can be obtained
from Ashley Kirby

ONE PAGE SUMMARY OF WHO DOES WHAT



INCIDENT OFFICER AT SITE OF INCIDENT will

- Call out other staff as required and inform the relevant Professional Services Director;
- Notify the Communications Team;
- Attend the incident, take charge for the University and liaise with the emergency services at the scene of the incident;
- In consultation with the emergency services, ensure that the building has been evacuated;
- Prioritise the safety and welfare of those immediately affected by the incident and direct them to a safe location where they can await further instructions;
- Provide the relevant Professional Services Director with an estimate of the likely scale, duration and impact of the incident;
- Assist the emergency services to minimise risk of further injuries and damage to the building;
- Notify other organisations nearby;
- Keep in contact with the Incident Response Team and act on instructions from the Team.

INCIDENT RESPONSE TEAM (led by a Professional Services Director or Deputy) will

- Set up an incident control room;
- Inform University senior management about the incident;
- Call in staff and resources from elsewhere in the University as required;
- Liaise with and take advice from the emergency services;
- Obtain details of any injuries and provide next of kin details to the emergency services;
- Initiate actions to safeguard the immediate safety and welfare of staff and students involved in or affected by the incident (e.g. provide shelter, catering, support);
- Keep the Communications Team informed about the incident;
- Assess damage and contact insurers/loss adjusters;
- Provide information to the Emergency Management Team and Recovery Team(s).

EMERGENCY MANAGEMENT TEAM (led by a member of senior management) will

- Receive reports on the incident from the Incident Response Team and consider the consequences for the University;
- Agree the strategy for communicating information about the incident to interested parties both inside and outside the University and decide whether an emergency telephone helpline should be set up;
- Determine what support needs to be provided for staff, students and others affected by the incident (including staff who are handling the response to the incident);
- Identify key business functions disrupted by the incident and agree recovery priorities for those functions;
- Set up recovery teams as required and prioritise resources needed for recovery;
- Monitor emergency expenditure.

SCHOOL/PROFESSIONAL SERVICES RECOVERY TEAMS will

- Implement their business continuity arrangements.

EMERGENCY COMMUNICATIONS TEAM will

- Communicate information about the incident to all interested parties including staff, students, families of those affected by the incident, media and the local community.
- Oversee the setting up of a University Helpline (if agreed by the Emergency Management Team).
- Maintain trust in the organisation.

UNIVERSITY OF ABERDEEN

**EMERGENCY MANAGEMENT
PLAN**

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The Emergency Management Plan will be revised and reissued whenever there are significant changes. **The Plan will not be reissued automatically when contact telephone numbers change.** Contact details will be checked once per term, and any changes required will be made to the electronic version of the Plan and the copy of the Plan held in the Security Control Room. If changes are required outside of these checks, please notify Ashley Kirby. If necessary contact telephone numbers can be checked by calling security control.

The Plan is also at www.abdn.ac.uk/continuity

Date	Changes	Version
August 2018	Update to emergency call out numbers Revised Appendix B Revised Appendix J Revised Appendix K	15
June 2017	Update to emergency call out numbers Update to one page summary Revised Sections 1-2 Revised Checklists Revised Appendix B Revised Appendix E Revised Appendix H Revised Appendix J Revised Appendix K Power Outage Guidance for Building Occupants Bomb Threat Checklist Inclusion of Staff and Student Death Protocols	14
March 2015	Update to emergency call out numbers Revised Sections 4-8 Checklists Revised Appendix B Revised Appendix E Revised Appendix F Revised Appendix H Revised Appendix J Revised Appendix K	13
January 2014	Update to organisational structure Update to emergency call-out numbers Revised Sections 4-7, Checklists Revised Section 8, Emergency Management Team Revised Appendix F, Next of Kin Revised Appendix J, Relatives Helpline Additional Appendix L, Meeting Points	12
December 2012	Update to emergency call-out numbers Revised Section 6 – Incident affecting student welfare	11
December 2011	Update to emergency call-out numbers	10

1.1 INTRODUCTION

1.2 PURPOSE OF THE EMERGENCY MANAGEMENT PLAN

The aim of the Plan is to mitigate the impact of a major incident on the University.

The Plan will act as a guide for those who will manage the response to and the recovery from a major incident. The types of incidents which are envisaged are

- Incidents which cause physical damage to buildings and/or their contents, disruption to utilities or which result in access being denied to buildings
- Incidents which cause serious injury to or the death of one or more members of staff or students or which could have a serious impact on their welfare
- Threats or acts of civil disorder or terrorism

The Plan will also be of use in developing the management response to other types of incidents which might have damaging consequences for the University.

The Plan is not intended to replace dynamic decision making. Its main purpose is to get the right people in the right place at the right time following an incident so that they can then use their skills and experience to manage the University's response. The Plan also contains checklists and other information to help them with their decision making.

1.3 OBJECTIVES

The objectives of the Plan are to ensure that, in the event of a major incident:

- The health, safety and welfare of staff, students and others who might be affected by the incident are safeguarded
- The functions which have been disrupted are recovered to an acceptable level of business quickly enough to ensure that the impact on the overall business of the University is kept within acceptable limits
- Damage to the University's reputation is minimised.

1.4 SCOPE

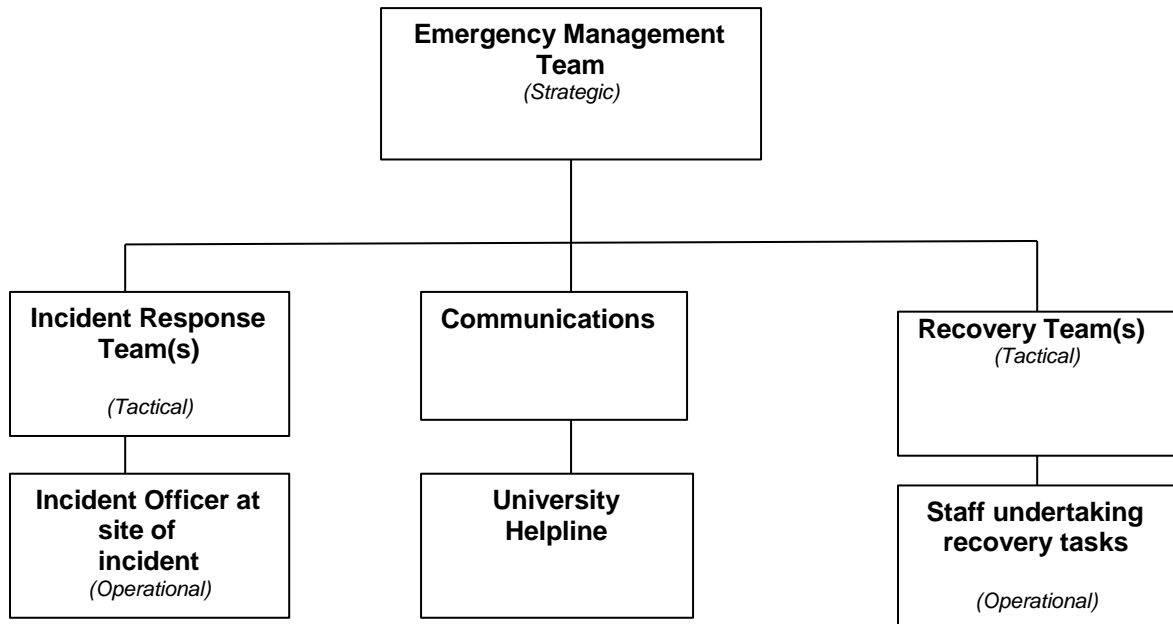
The Plan is designed to guide the response to a localised incident. For example, it does not cover circumstances in which there is widespread damage to multiple buildings across a site. However, if managed correctly, much of the information within the Plan should still prove helpful in managing the response to a significant incident which falls outside of the Plan's scope.

1.5 INVOKING THE PLAN

The Plan will be invoked by a Director of Professional Services or Head of the Emergency Management Team following a major incident which cannot be handled using the normal day to day management structures and decision making processes of the University.

2.0 ROLES AND RESPONSIBILITIES

2.1 ORGANISATIONAL STRUCTURE TO RESPOND TO EMERGENCIES.



It can be seen that there are two separate areas of activity which are overseen by the Emergency Management Team:

1. **The response to the incident itself** (for example, dealing with the emergency services, assisting with casualties, making safe damaged buildings, dealing with the immediate welfare needs of staff and students, communicating with those who need to know about the incident).
2. **The recovery of key business functions** which have been disrupted by the incident (for example, making arrangements to restart teaching after a building used for teaching has been badly damaged).

The University's organisational structure for responding to emergencies is based on the Strategic/Tactical/Operational command structure used by the UK emergency services and which has been adopted by many organisations for their emergency response arrangements.

- Strategic = thinking - what do we want to do – the Emergency Management Team
- Tactical = planning - how we are going to do it – the Incident Response Team(s)
- Operational = implementing – doing it – our staff at the scene of the incident

(The emergency services often refer to these as the Gold, Silver and Bronze commands.)

It could be several hours after an incident before we were able to put in place the full organisational structure for our response. There would usually be four main stages in doing this. The timescales given are those which are anticipated if the incident occurred outside normal working hours on University property. If the incident occurred during the working day, faster responses would be possible.

	Time elapsed after a member of staff becomes aware of the incident
Security or portering staff provide an initial response	< 10 minutes
A manager from the University takes charge for the University	< 30 minutes
Formation of an incident response team headed by a Section Director or deputy	< 1 hours
Formation of an Emergency Management Team headed by a member of the University's senior management	< 2 hours

2.2 EMERGENCY MANAGEMENT TEAM (*THE STRATEGIC TEAM*)

The Emergency Management Team will

- have primary responsibility for the University's response to the emergency
- oversee and monitor the work of the Incident Response Team(s) handling the immediate response to the incident
- oversee and monitor the work of the Recovery Teams formed to recover the key functions which have been disrupted by the incident
- oversee the strategy for communicating information about the incident and its aftermath
- provide guidance for Colleges and administrative and support units to assist them to prioritise recovery requirements
- have responsibility for deciding if the University should temporarily close, based on the information provided about the incident
- allocate alternative accommodation if required
- adjudicate where necessary on conflicting resource demands.

2.3 INCIDENT RESPONSE TEAM (*A TACTICAL TEAM*)

The Incident Response Team(s) will be centred on the administrative Section(s) best placed to handle the immediate response and will depend on the type of incident. (For example, it could be Estates & Facilities, Student Support etc.) Responsibilities of the Incident Response Team(s) could include:

- liaison with the emergency services
- notifying those who occupy the buildings affected
- making buildings affected safe and secure
- providing for the immediate welfare needs of staff and students
- providing information to enable next of kin to be contacted if necessary.

At least one Incident Response Team could be formed at an early stage in the incident before the full Emergency Management Plan is invoked and the Emergency Management Team is formed. Once the Emergency Management Team has been formed, the Incident Response Team will report to the Emergency Management Team.

2.4 RECOVERY TEAM (A TACTICAL TEAM)

Recovery Teams will be formed by those responsible for the business functions disrupted by the incident. The areas concerned should already have business continuity plans and the teams will be formed in accordance with those plans. Depending on the incident there could be Recovery Teams formed by:

- One or more of the Schools
- Digital & Information Services
- Estates & Facilities
- Academic Services
- Other parts of Professional Services.

In order to ensure that the impact on overall business of the University is kept within acceptable limits, some Recovery Teams may be formed at an early stage in the incident before the Emergency Management Team is formed. Once the Emergency Management Team has been formed, the Recovery Teams will report to the Emergency Management Team.

2.5 COMMUNICATIONS DURING AN EMERGENCY

The Communications Team will be represented on the Emergency Management Team and Incident Response Teams. It plays an important role in maintaining trust in the organisation. The Team will be responsible for communicating information about the incident and its effect on the University to all interested parties including:

- Staff
- Students/potential students
- Families of staff/students who may be affected by the incident
- Media
- Local Community.

It will also approve information to be issued to:

- Commercial clients
- Suppliers
- Funding bodies
- Other stakeholders.

No-one should issue a communication about the incident to staff, to students or to anyone else unless they have explicit permission from the Communications Team.

The Communications Team will also oversee the setting up of a University Helpline if this is agreed by the Emergency Management Team.

The University has adopted the [SafeZone](#) system which allows it to send messages to staff and students who have downloaded the app. SafeZone is a free app that connects you to University Security if you ever need urgent help, first aid, or if you have an emergency on campus. For further information: <http://www.abdn.ac.uk/staffnet/working-here/safezone.php>

In the event of an incident, SafeZone may be used to provide updates on an incident or issue instructions on the appropriate action to take. SafeZone messages will supplement other communications channels, such as email and radio. A message will only be sent by authorised members of staff who have access to this aspect of the system. This could be the Communications Team, Incident Managers, or Security Control.

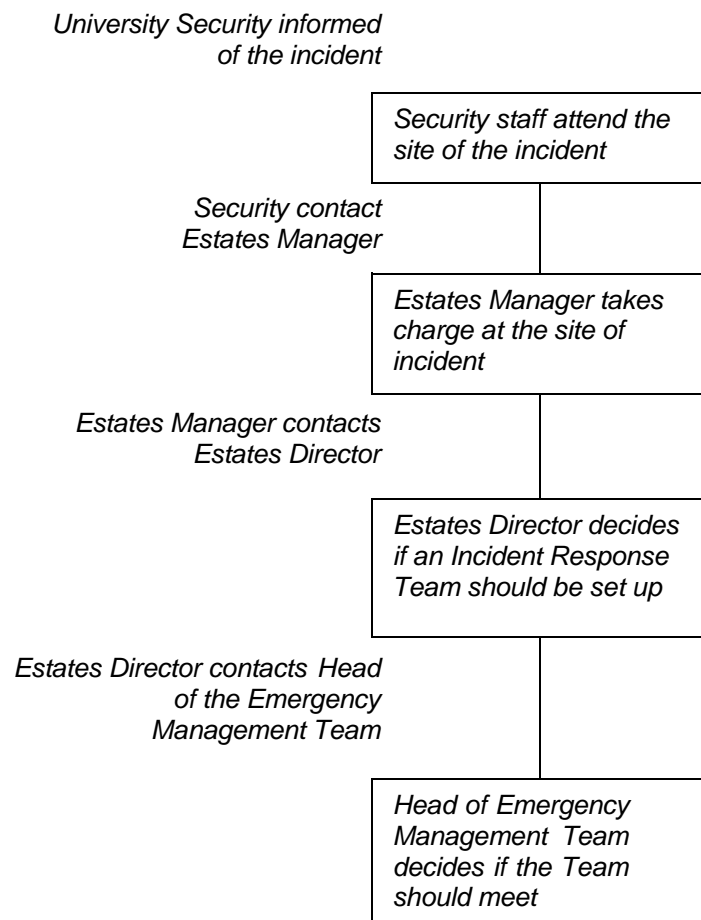
3.0 ESCALATION DURING AN EMERGENCY

When major disruptive incidents occur it will be necessary for those who have become aware of the incident to inform others so that appropriate responses can be put in place. Below are charts showing how this should be done in four different circumstances:

- Damage to an academic building
- An incident at a hall of residence
- An incident affecting student welfare
- Threat of civil disorder or terrorism

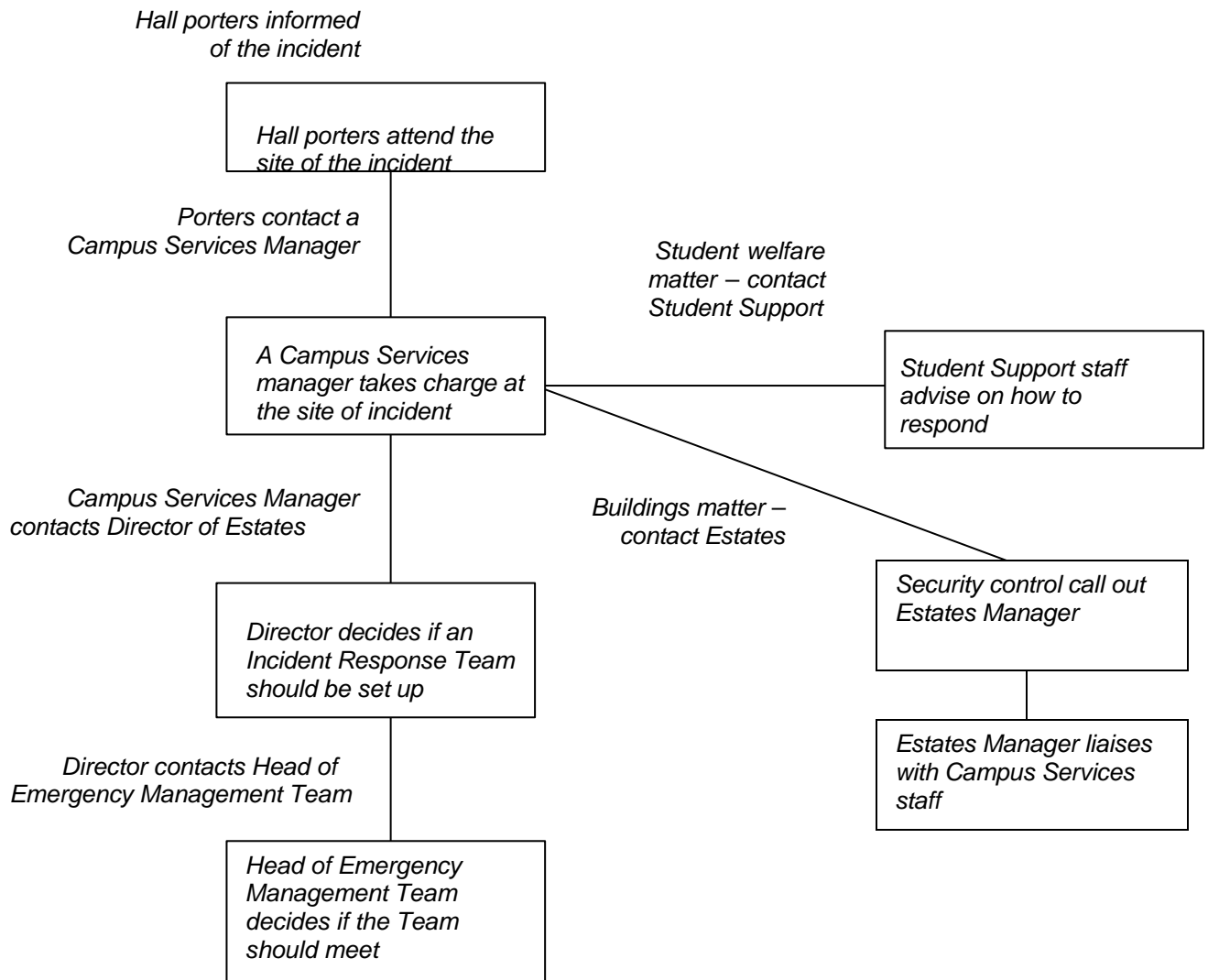
Serious incidents will be escalated as far as the Head of the Emergency Management Team. Less serious incidents might be escalated only as far as a Director or Manager who might then decide that the incident can be managed using normal day to day management arrangements rather than the emergency arrangements described in this Plan.

3.1 SERIOUS DAMAGE TO AN ACADEMIC BUILDING OR DENIAL OF ACCESS



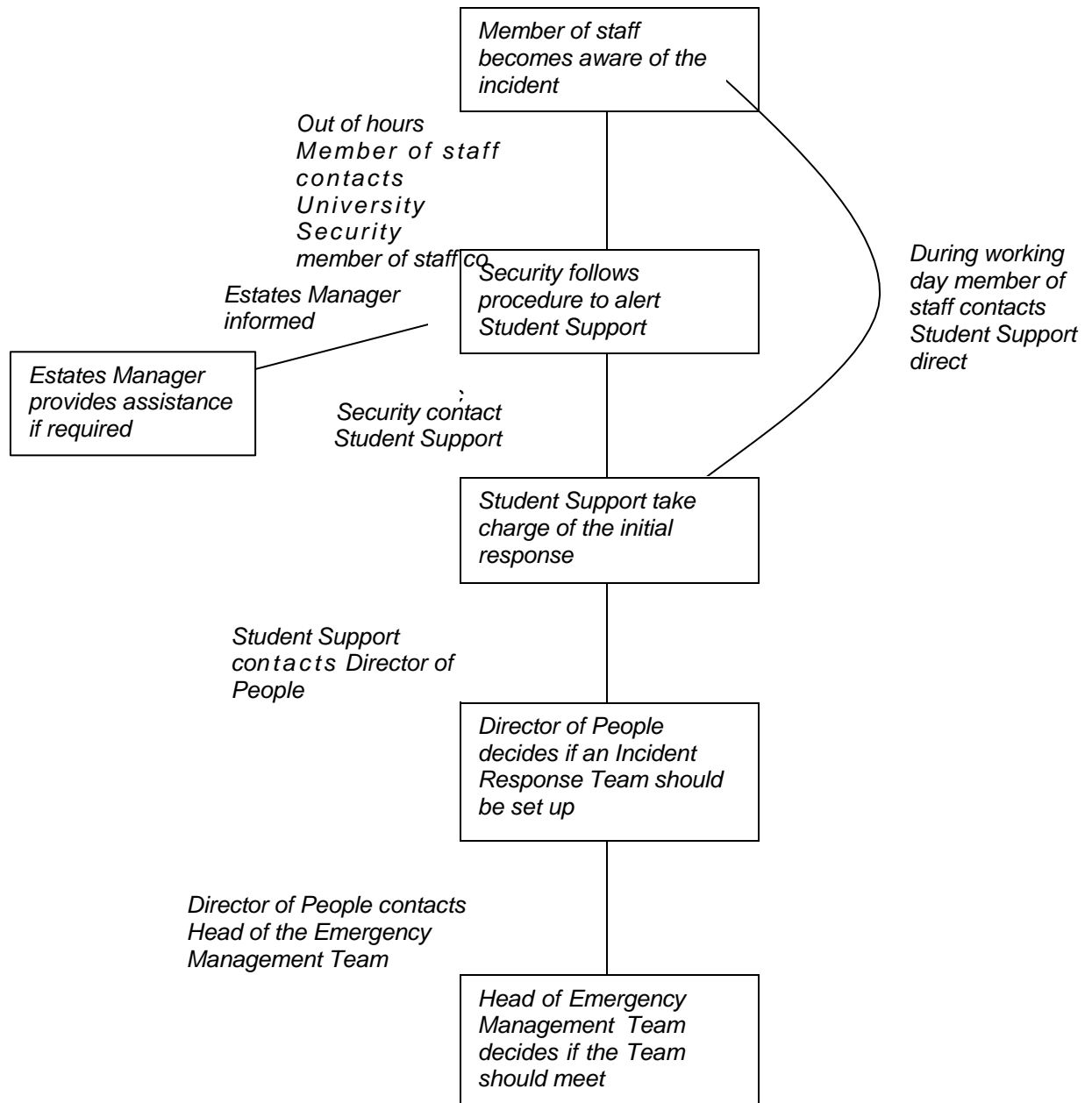
Checklists to guide those involved in the process are in [Section 4](#).

3.2 A SERIOUS INCIDENT AT A HALL OF RESIDENCE



Checklists to guide those involved in the process are in [Section 6](#).

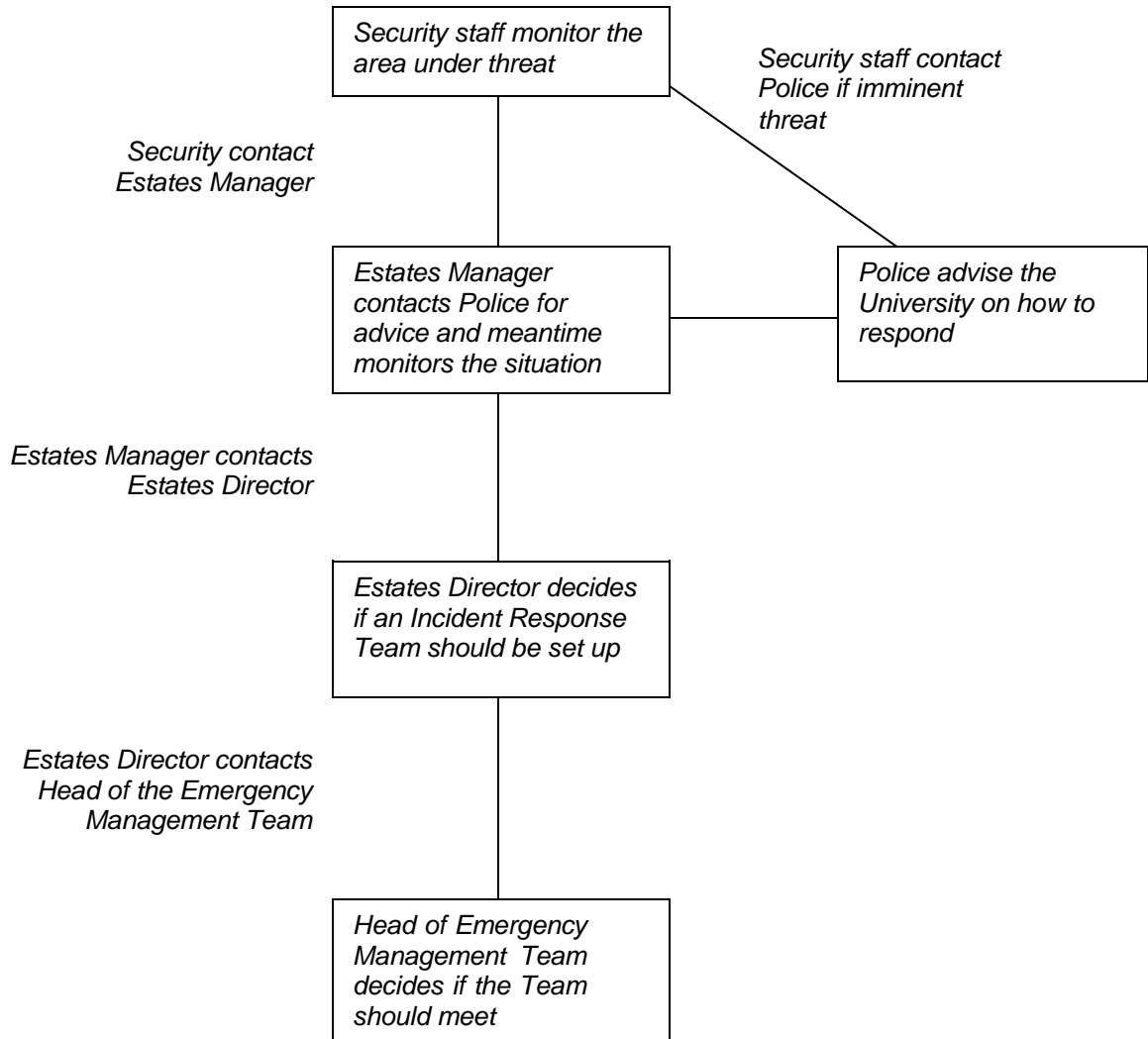
3.3 A SERIOUS INCIDENT AFFECTING STUDENT WELFARE



Checklist for those involved in the process is in Section 7.

3.4 THREAT OF CIVIL DISORDER OR TERRORISM

University Security informed of the threat



Checklists to guide those involved in the process are in [Section 8](#).

4.0 CHECKLISTS FOR INCIDENT RESPONSE - DAMAGE TO AN ACADEMIC BUILDING

This section contains checklists to guide the response to any major incident such as fire, explosion, release of hazardous substances, building collapse or serious incident which requires evacuation of all or part of a building and the attendance of the emergency services.

No	Task	Person responsible
4.1	<p>INITIATION OF RESPONSE</p> <p>Any person who has become aware of an incident which will require the evacuation of all or part of a building and the attendance of the emergency services should:</p> <ul style="list-style-type: none"> • Inform the University's Security Control by phoning 01224 273939 or press the emergency button on the SafeZone app. 	
4.2	<p>SECURITY STAFF</p> <p>Security staff will</p> <ol style="list-style-type: none"> 1. Record details of caller and incident. 2. Confirm emergency service have been called. If not, make call. 3. Contact an Estates Manager – see University emergency call out procedure in Appendix A. 4. Send one or more members of the security staff to the building concerned to meet the emergency services, taking the grab bag with them. 5. The security staff member will take on the role of the log keeper and stay close to the Incident Officer after his/her arrival. 	Security
4.3	<p>ESTATES MANAGER (AKA INCIDENT OFFICER) IMMEDIATE ACTION</p> <p>Based on the information from Security regarding the incident, Estates Manager will</p> <ol style="list-style-type: none"> 1. Consider the likely SCALE, DURATION and IMPACT of the incident and determine whether the attendance of other Estates staff and staff from other parts of the University will be necessary. 2. Consider initial action required based on nature of incident and following advice from the emergency services; for example: do not evacuate, order partial evacuation or order immediate evacuation by means of implementing evacuation plans. Consider if the incident is major enough to warrant issuing a mass notification through SafeZone to implement instruction required. 3. Contact those staff who will be required or arrange for others to contact them – see Appendix A for contact details. 4. If considered necessary, notify the Estates Director or deputy. 5. Unless it is evident that the incident is trivial (e.g. false alarm from fire detection system) attend the incident. 	Estates Manager responding to incident

No	Task	Person responsible
4.4	<p>INCIDENT OFFICER ON SITE ACTION</p> <p>On arrival at the site, Incident Officer will</p> <ol style="list-style-type: none"> 1. Ensure that on-site Security Staff keeps a log of events and actions initiated (use pages at the back of this document and see also Note 1). 2. Take charge for the University and liaise with the emergency services. 3. Notify the University's Communications Office about the incident – Tel 01224-272014 (24 hours). 4. Contact Estates Director or Deputy and provide an oral report on the incident with an assessment of likely scale, duration and impact on the University 5. Call out other Estates staff to support with on-site incident response tasks (Assistant, Phone/Radio operator and Runner(s) – see Appendix A for contact details (see Notes 2 & 3). 6. Call out staff responsible for affected areas and other University staff as necessary if specialist assistance is required (consider the need for advice on radiation, chemical and biological safety) – see Appendix A for contact details (Notes 2, 3 & 4). 7. Make sure building floor plans are available. 8. Notify other organisations sharing facilities or located nearby which could be affected by the incident, particularly the NHS regarding any incidents at Foresterhill – see Appendix B for contact details. 9. In consultation with the emergency services ensure that the evacuation of the building is complete. 10. Arrange for those who have been evacuated from the building to be directed to a safe location where they can await further instructions (See also Note 6). 11. In consultation with the emergency services initiate any actions necessary to minimise risk of further damage to buildings or injuries (e.g. shutting off utilities, evacuation of other buildings). <p><u>Note 1:</u> Notes of decisions taken should provide an aide-mémoire of the continuing progress of the operation. They will provide a perspective against which decisions or priorities can be made. A major incident will necessarily involve an investigation as to its cause and, depending on the nature of the incident, possibly a formal inquest or inquiry. Notes may therefore be useful, especially in demonstrating why decisions were made and what information was known at the time.</p> <p><u>Note 2:</u> It is presumed that the Estates Manager will not hesitate to call out staff responsible for affected areas and other staff necessary to provide specialist assistance, particularly if hazardous materials are involved. The Estates Manager attending the incident will initially have overall responsibility for the University's response to the incident and will co-ordinate the work of staff both from Estates and from other parts of the University until such time as alternative arrangements are put in place following the formation of the Incident Response Team.</p> <p><u>Note 3:</u> The Estates Manager should determine to where those staff called out to assist should report on arrival at the University. To avoid confusion at the scene of the incident, it might be appropriate for them to go initially to a nearby building where they can wait until required</p>	Estates Manager responding to incident

No	Task	Person responsible
	<p><u>Note 4:</u> If attending an incident in a Hall of Residence, the Estates Manager should handle the response to the incident by working closely with the Campus Services staff at the scene. Campus Services will take responsibility for the welfare of students evacuated from the Hall and for any students who have been injured in the incident.</p> <p>Note 5: A senior officer from either the police or the fire and rescue service will be in charge of operational activities at the scene of the incident. The Estates Manager, while taking charge of the University’s response to the incident, must at all times recognise that a senior officer from the emergency services is in overall charge.</p> <p><u>Note 6:</u> Those who have not been directly affected by an incident may wish to meet at a safe location (list available at Appendix L). The meeting point should be communicated to the wider University through Communications.</p>	
4.5	<p>INCIDENT RESPONSE TEAM</p> <p>On being informed of the incident, the Estates Director or Deputy, will</p> <ol style="list-style-type: none"> 1. Ensure a Team log of events and actions initiated is started and record all events and actions initiated in the log (see Note 1) 2. Consider the likely SCALE, DURATION and IMPACT of the incident based on the information from the Estates Manager attending the incident and determine if the response required is over and above normal working procedures and whether the Incident Response Team should be formed. 3. Call out members of the Incident Response Team and any other Estates staff who are required and set up a control room close to the building affected by the incident where the Team will meet. 4. Arrange for necessary equipment and materials to be moved to or setup in the control room. 5. Appoint one member of the Incident Response Team as the Control Room Manager’s “assistant” to help with the duties listed below. 6. Appoint staff, if necessary, to take up roles to manage: whiteboard, log-keeping, radios/phones, and runners to assist with general tasks. 7. If it is likely that the incident could be of long duration, consider sending some staff home now to rest so that they can return later and take over from other staff who have been handling the response to the incident. 8. If relevant, consider if an incident response sub-team is needed to work off-campus (e.g. at Foresterhill). <p>Note 1: Notes of decisions taken should provide an aide-mémoire of the continuing progress of the operation. They will provide a perspective against which decisions or priorities can be made. A major incident will necessarily involve an investigation as to its cause and, depending on the nature of the incident, possibly a formal inquest or inquiry. Notes may therefore be useful, especially in demonstrating why decisions were made and what information was known at the time.</p>	Estates Director or deputy

No	Task	Person Responsible
4.6	<p>NOTIFICATION TO SENIOR MANAGEMENT</p> <p>Estates Director, or Deputy, will</p> <ol style="list-style-type: none"> 1. Consider whether the incident is sufficiently serious to require notification to the Head of the Emergency Management Team and if so, will contact the Head of the Team - see Appendix E for details of Head of Emergency Management Team. 2. If it is decided that a meeting of the Emergency Management Team is not required, the Director or Deputy should consider (without diverting necessary resource from response to the incident) arranging a meeting with necessary members of staff involved in the response and recovery. The actions included in Section 10, Emergency Management Team, regarding a meeting should be considered, and a brief note of the meeting should be taken. <p><u>Note:</u> It is presumed that the Head of the Emergency Management Team will be informed at the earliest opportunity unless the incident is clearly of a minor nature with no-one suffering injuries and there being little or no effect on the continued operation of the building concerned.</p>	Estates Director or deputy
4.7	<p>PERSONAL INJURIES</p> <p>Estates Manager or Incident Response Team will</p> <ol style="list-style-type: none"> 1. Obtain names of any persons who have been injured, location(s) where they have been taken for treatment and, if possible, details of any injuries. 2. Obtain information necessary for next of kin to be informed – see Appendix F. <p><u>Note:</u> Contact with next of kin will usually be undertaken by the police. University staff should make contact with next of kin only after consultation with the police.</p>	Estates Manager responding to incident or Incident Response Team
4.8	<p>WELFARE OF STAFF AND STUDENTS</p> <p>Estates Manager or Incident Response Team will</p> <ol style="list-style-type: none"> 1. Make arrangements for the occupants of the building affected to shelter in another building. 2. If feasible, arrange catering for those seeking shelter in the building (e.g. by arrangement with University catering services). 3. Consider if any staff support is required in the shelter area to limit access by non-staff/students. 	Estates Manager responding to incident or Incident Response Team
4.9	<p>INITIAL DAMAGE ASSESSMENT</p> <p>Estates Manager or Incident Response Team will</p> <ol style="list-style-type: none"> 1. Carry out a preliminary assessment of any damage paying particular attention to key facilities which have been affected. 2. Determine what restrictions will be necessary on staff/student access to affected areas. 3. Estimate likely timescales for the repair of any damage. 4. Pass details of the damage assessment and likely timescales for repairs to the Emergency Management Team (or Recovery Team(s), if EMT has not been convened). 	Estates Manager responding to incident or Incident Response Team

No	Task	Person Responsible
4.10	<p>NOTIFICATION TO INSURANCE BROKERS AND LOSS ADJUSTER</p> <p>Estates Manager or Incident Response Team will</p> <ol style="list-style-type: none"> 1. Contact the University's insurance brokers and the appointed loss adjuster to inform them of the incident – see Appendix H. 2. Determine whether a representative of the loss adjuster should be invited to join the Incident Response Team. 	Estates Manager responding to incident or Incident Response Team
4.11	<p>URGENT SALVAGE OPERATIONS</p> <p>Estates Manager or Incident Response Team, in consultation with staff responsible for the affected area and the emergency services, will</p> <ol style="list-style-type: none"> 1. Determine whether any of the contents of the building can and need to be salvaged urgently. 2. Implement appropriate salvage arrangements – see Appendix G. 	Estates Manager responding to incident or Incident Response Team
4.12	<p>MAKING PREMISES SAFE AND SECURE</p> <p>Estates Manager or Incident Response Team, in consultation with the emergency services, will</p> <ol style="list-style-type: none"> 1. Make arrangements for the premises to be made safe and secure – see Appendix G. 2. Implement necessary arrangements to restrict access to the parts of the premises affected by the incident. 	Estates Manager responding to incident or Incident Response Team
4.13	<p>COMMUNICATIONS</p> <p>Estates Manager or Incident Response Team will</p> <ol style="list-style-type: none"> 1. Keep the Communications Office informed about the incident. 2. Refer any enquiries from the media to the Communications Office. 3. Appoint one member of staff and deputy to act as liaison with other University personnel to ensure that there are clear lines of communications between Estates and other staff involved in the incident. <p><u>Note:</u> Estates Manager or members of the Incident Response Team will not themselves communicate directly with the media. However, if pressed by the media for comment, they may make a statement as follows:</p> <p><i>“We can confirm that an incident has taken place in the ***** Building at the University and that the fire brigade/police (as appropriate) are in attendance. I am sorry that I have no more details but if you call the University's Communications Office they will let you have further information when it is available. Their number is 01224-272014”</i></p> <p>Under no circumstances should any further information be provided to the media. The above statement should be used. Avoid using phrases such as “no comment”.</p>	Estates Manager responding to incident or Incident Response Team
4.14	<p>POST RECOVERY REVIEW</p> <p>If the Emergency Management Team has not been enacted to have primary oversight of the incident, the Director will arrange a debrief to determine what lessons can be learned to prevent a similar emergency occurring in the future or to lessen its impact.</p>	Estates Director or Deputy

5.0 GUIDANCE FOR BUILDING OCCUPANTS FOLLOWING A POWER FAILURE AFFECTING A UNIVERSITY BUILDING

This document is general guidance and should not replace dynamic decision making. Schools and sections may occupy laboratories or workshops where local plans will be required for the evacuation and reoccupation of these areas to mitigate health and safety concerns.

Following a power failure affecting a University building, emergency lighting powered from batteries will switch on automatically. Its purpose is to illuminate exit routes from the building. It is not there to enable building occupants to remain in the building and continue working.

To report an outage, please contact the Estates helpdesk on 3333 during working hours; outside of working hours, please phone the Security Control Room on 3939. Estates will lead on the incident and follow their Power Failure Procedure.

ACTION TO BE TAKEN BY BUILDING OCCUPANTS

No	Task
5.1	<p>IF THERE IS A POWER FAILURE DURING HOURS OF DARKNESS</p> <ol style="list-style-type: none"> 1. Building occupants should immediately leave their areas of work and gather in main entrance foyers to await further communication. 2. On no account should anyone use naked lights (matches, lighters, etc.) to find their way out. It is strongly recommended to allow eyesight to become adjusted to the loss of light, after which it will be easier to move slowly around the building. 3. Before leaving the area, occupants should disconnect from the electricity supply any equipment which was in use prior to the power failure.
5.2	<p>IF THERE IS A POWER FAILURE DURING DAYLIGHT HOURS</p> <ol style="list-style-type: none"> 1. If the power has not been restored within 5 minutes, building occupants should vacate any parts of the building which are not illuminated either by emergency lighting or by natural daylight. Laboratories or workshops where hazardous work is undertaken should be safely shut down and vacated (see laboratory and workshop guidance below). Occupants should gather in main entrance foyers and await further communication. 2. Unless instructed otherwise, if power is not restored within 30 minutes, building occupants should vacate <ul style="list-style-type: none"> • any parts of the building which are illuminated by emergency lighting only (i.e. where there is no illumination from natural daylight) and • any parts of the building where the exit routes are illuminated only with emergency lighting (i.e. corridors and stairwells without windows). 3. Before leaving the area, occupants should disconnect from the electricity supply any equipment which was in use prior to the power failure. Building occupants should gather in main entrance foyers and await further communication. 4. Unless instructed otherwise, building occupants may (if they wish) remain in rooms that are illuminated by natural light and that are served by exit routes that are also illuminated by natural light until such time that daylight begins to fade or a building closure plan is activated (whichever is first). 5. If power is not restored to a building within approximately 3 hours, staff, students and visitors will be advised: <ul style="list-style-type: none"> • Of alternative safe locations where they can go to work or seek refreshment, if available • Whether a building closure plan will be activated, and; • How this will be communicated and implemented. <p>The ability to quickly move occupants to a safe location will depend upon the scale of the outage. In the event of a local power outage (not a site-wide outage), it will be easier to more quickly advise occupants of alternative safe locations where they can go.</p>

5.3	<p>EVACUATION ASSISTANCE</p> <ol style="list-style-type: none"> 1. Disabled individuals requiring assistance evacuating should follow their Personal Emergency Evacuation Plan (PEEP), or if they do not have a Plan, they should go to the nearest stairwell to seek assistance. If you are in a quiet area with little foot-traffic, please contact Security Control on 01224 273939 or by pressing the emergency button in SafeZone. 2. Fire Marshalls will be called upon to support the evacuation process and assist in relaying communications to occupants. Anyone who comes across someone requiring assistance should seek to offer support if possible or notify a Fire Marshall. 3. Building Fire Evacuation Plans include a note of staff who have been trained to use evacuation chairs and lifts and should be contacted for support.
5.4	<p>LIFTS</p> <ol style="list-style-type: none"> 1. Estates staff will check lifts to ensure that no-one is trapped. 2. Anyone who may be trapped in lifts should try to use the lift telephone or alarm to alert Security Control. If these are inoperable, please try using a mobile phone to contact Security Control on 01224 273939 or by pressing the emergency button in SafeZone. 3. Building users who find themselves in this situation should sit on the floor of the lift car (if possible) and wait as help will be on the way.
5.5	<p>SAFE RETURN INTO AREAS AFFECTED</p> <ol style="list-style-type: none"> 1. Access to areas directly affected by the incident may remain restricted until all necessary investigations; reporting and reinstatement are carried out, and the decision to close a building will be taken by the Incident Manager or Head of the Emergency Management Team, in conjunction with the area affected. Only when the Incident Manager or Head of the Emergency Management Team, in consultation with SSE, has advised when the incident is closed, or areas are declared safe, will restrictions be lifted and normal service resumed. 2. Occupants will be notified when they are allowed to re-enter the building. 3. It is the responsibility of Schools/Sections for considering whether any specialist areas, like laboratories, are safe to reoccupy, and for identifying items of equipment which might create health and safety risks if restarted when power is restored. Schools/Sections should seek assistance and support from Health & Safety or Estates if needed.

GUIDANCE FOR POWER FAILURES IN LABORATORIES AND WORKSHOPS

No	Task
5.6	<p>ADVANCE PREPARATION FOR POWER INTERRUPTIONS</p> <ol style="list-style-type: none"> 1. Make a list of equipment that must be reset or restarted in a specific manner, to protect the equipment or operators, once power returns and retain this in a safe place, close to the equipment. 2. If there are valuable samples or data stored under specific conditions, e.g. -80°C freezers, then consider what emergency requirements you may have to put in place to maintain these samples. This may include uninterruptible power supplies (UPS) or emergency generators. 3. It is worthwhile, as part of your business continuity planning, to identify the maximum length of time that fridges and freezers can remain without power to identify an acceptable length of time that power can be off for before samples need to be relocated to another location. 4. Plan the safe reoccupation taking into account the type of activities and the possible scenarios (e.g. noxious fumes, failure of fume cupboards to restart).

5.7	<p>WHILE THE POWER IS OUT</p> <ol style="list-style-type: none"> 1. If safe to do so, shut down machinery or experiments that involve hazardous materials or equipment which automatically restarts when power resumes. This will reduce risk of power surges and other potential damage that could result when the power comes back on and re-energises equipment, machinery, etc. 2. If it is safe to do so, make sure experiments are stable and do not create uncontrollable hazards such as dangerous vapours in fume hoods 3. Check all fume hoods and, if safe to do so, stop any experiments that may emit hazardous vapours. Close all chemical containers that are safe to close and then close fume hood sashes. This will help to contain any fumes and warmer air in the hood may cause a chimney effect and assist extraction of contaminated air. If the potential for fumes to escape to surroundings is considered a strong possibility or the chemicals are particularly hazardous, then evacuation of the room may be required. 4. Fridges and freezers will maintain their temperature for several hours if doors remain closed. Do not use dry ice in walk-in fridges or other confined areas due to the production of carbon dioxide which will displace oxygen. 5. If the power has not been restored within 5 minutes, vacate the area and gather in main entrance foyers and await further communication. In hours of daylight where there is ample natural light, it is safe to continue non-hazardous work inside the building until daylight begins to fade or until such time that a building closure plan is being implemented (whichever is first), provided exit routes are also illuminated by natural light.
5.8	<p>RE-OCCUPYING THE BUILDING</p> <ol style="list-style-type: none"> 1. If experiments were being run prior to the power failure, it is recommended that laboratories remain unoccupied for at least 30 minutes after mechanical extraction systems have resumed functioning. Schools should have a system in place to ensure there is an extended period of normal mechanical ventilation 2. Check that all fume hoods have restarted by confirming that the airflow monitor is recording suitable extraction. If any hoods do not have flow, then keep sash closed and report to Estates to reset the system. 3. Check all mechanical ventilation is working properly by listening or feeling for draughts / air at ventilation grilles. 4. Ensure that doors to cold rooms, fridges and freezers are kept closed until they return to their safe working temperature. 5. Ensure that all equipment is returned to a safe operational status following power supply resuming

AVAILABILITY OF EMERGENCY SUPPORT SERVICES IN A POWER OUTAGE

5.9	<ol style="list-style-type: none"> 1. Fire alarm systems <p>Fire alarm systems are fitted with backup batteries which will enable the fire detection and alarm systems to continue to operate for between 24 -36 hours in a power cut. Although fire alarms will operate as described, the automatic signal to the Security Control Room will fail immediately; it is essential that a phone call to the Control Room (3939) is made to ensure that the Fire Service is phoned.</p> 2. Emergency Lighting Systems <p>Emergency lighting is installed and designed for the evacuation of buildings, not for prolonged habitation. The lighting is tested in accordance with British Standards undergoing monthly operational tests, quarterly tests of durability and annually to full discharge. Emergency lighting will operate for up to 3 hours. If you are aware that Emergency lighting is not operating properly, please report this to Estates immediately.</p>
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<p>5.9</p>	<p>3. Swipe Card Mechanisms</p> <p>Some buildings with swipe access have battery-backup. Such buildings will continue to function as normal for approximately 1-2 hours. Where battery backup is not in place, external doors will automatically lock, with internal doors open (with some exceptions for security reasons). Occupants will be able to leave the building, but where doors automatically lock, they will not be able to enter or re-enter the building unless a manual override system has been put in place. You should familiarise yourself with the arrangements in place in your building.</p> <p>4. Lifts in buildings</p> <p>Lifts in buildings will not operate in a power cut, unless the lift has been fitted with an alternative power supply from another source or building which is unaffected by the power cut. The alarm calling system in the lift will not function in the event of a power failure.</p> <p>5. Water supplies</p> <p>During a power outage (either localised or site wide) hot and cold water supplies to toilets, sinks, laboratory equipment etc. may be affected, although, in general, drinking water will still be available. Where a power outage is localised to a particular building or group of buildings, staff should be directed to facilities in adjacent buildings.</p> <p>6. University telephone system</p> <p>The majority of Telephones will not be operational during power failures. Some essential services are maintained through backup Uninterruptible Power Supplies (UPS) and diesel generators at the Data Centre. Mobile phones should be used to ring the Security Control Room in the event of an emergency developing requiring assistance, or by pressing the emergency button in the SafeZone app. The Security Control Room will remain functional on x3939.</p> <p>7. Electrical and electronic equipment</p> <p>Electrical equipment will stop operating when power is lost, unless generator or battery backup power arrangements are in place. Fridges and freezers will stay cold longer if doors are not opened.</p> <p>8. Computer data</p> <p>Electronic information that has not been saved may be lost as a result of a power cut. Laptops and PCs with battery back-up will be unaffected in the short term.</p>
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6.0 CHECKLISTS FOR INCIDENT RESPONSE – AT A HALL OF RESIDENCE

This section contains a checklist to guide the response to any major incident such as fire, flood, security alert and other building incident which would require evacuation. The checklist also contains guidance where there has been a serious incident regarding a resident's welfare.

No	Task	Person responsible
6.1	<p>INITIATION OF RESPONSE</p> <p>Any member of staff who becomes aware of a serious welfare or building related incident to inform the most senior member of staff on duty.</p> <p>Day Time – Head of Residential Services (Accommodation), Site Services Manager, Community Liaison Officer</p> <p>Night Time – Night Manager</p>	Staff member at incident
6.2	<p>PORTER SUPERVISOR RECORDS THE DETAILS OF THE INCIDENT</p> <p>Contact appropriate Campus Services Manager/Head of Accommodation (contact details in Appendix A).</p> <p>Send one or more Porters/SRA to meet emergency services.</p> <p>Send SRA to be with residents if safe to do so.</p>	Porter Supervisor
6.3	<p>CAMPUS SERVICES MANAGER IMMEDIATE ACTION</p> <p>Consider likely scale, duration and impact of the incident and determine whether any other Campus Services' and/or University wide personnel are required to attend.</p> <p>Arrange for staff that will be required, to be contacted (contact details in Appendix A).</p> <p>If considered necessary contact Director of Estates.</p> <p>Attend the incident unless it is evident that it is not serious.</p>	Campus Services Manager
6.4	<p>CAMPUS SERVICES MANAGER ON-SITE ACTION</p> <p>On arrival at the site, Manager will:</p> <ol style="list-style-type: none"> 1. Commence a log of events and actions initiated (see Note 1). 2. Take charge for the University and liaise with the emergency services (Note 2) (Note 3). 3. Contact Director of Estates & Facilities. 4. Contact Security to make contact with Estates personnel in the event of a serious building incident. 5. Contact Head of Student Support/ Director of People if a serious welfare issue. 6. Notify the University's Communications Office about the incident if so advised by the Director of Estates & Facilities – Tel 01224-272014 (24 hours) (Note 4). 7. Call out other Campus Services staff as considered necessary. 8. Make sure building floor plans are available if required. 9. Consider if the incident is major enough to warrant issuing a mass notification to residents in the area affected through Safe Zone to implement instruction required (e.g. evacuation). 10. If necessary and in consultation with the emergency services ensure that the evacuation of the building is complete. 11. Arrange for those who have been evacuated from the building to be directed to a safe location (see Note 5) where they can await further instructions. 	Campus Services Manager

No	Task	Person responsible
	<p><u>Note 1:</u> Notes of decisions taken should provide an aide-mémoire of the continuing progress of the operation. They will provide a perspective against which decisions or priorities can be made. A major incident will necessarily involve an investigation as to its cause and, depending on the nature of the incident, possibly a formal inquest or inquiry. Notes may therefore be useful, especially in demonstrating why decisions were made and what information was known at the time.</p> <p><u>Note 2:</u> In the event of a fire evacuation the Campus Services Manager is the direct contact with the Fire and Rescue Service.</p> <p><u>Note 3:</u> A senior officer from either the police or the fire and rescue service will be in charge of operational activities at the scene of the incident. The Campus Services Manager, while taking charge of the University's response to the incident, must at all times recognise that a senior officer from the emergency services is in overall charge.</p> <p><u>Note 4:</u> Members of staff will not themselves communicate directly with the media. However, if pressed by the media for comment, they may make a statement as follows:</p> <p><i>"We can confirm that an incident has taken place in the ***** Building at the University and that the fire brigade/police (as appropriate) are in attendance. I am sorry that I have no more details but if you call the University's Communications Office they will let you have further information when it is available. Their number is 01224-272014"</i></p> <p>Under no circumstances should any further information be provided to the media. The above statement should be used. Avoid using phrases such as "no comment".</p> <p><u>Note 5:</u> Those who have not been directly affected by an incident may also wish to meet at a safe location (list available at Appendix L). The meeting point should be communicated to the wider University through Communications.</p>	
6.5	<p>INCIDENT RESPONSE TEAM</p> <p>On being informed of the incident, the Director of Estates & Facilities, or his deputy, will:</p> <ol style="list-style-type: none"> 1. Assess the log of events and actions initiated. 2. Consider whether additional members of Campus Services staff are required to form an Incident Response Team and arrange for them to be contacted as appropriate. 3. Arrange for an incident control room to be established. 4. Appoint appropriate Managers to act as assistant to the Director. 5. If relevant, consider if an incident response sub-team is needed to work off-campus (e.g. at A&E). 6. Appoint one member of staff and deputy to act as liaison with other University personnel to ensure that there are clear lines of communications between Campus Services and other sections involved in the incident. 	Director of Estates & Facilities
6.6	<p>NOTIFICATION TO SENIOR MANAGEMENT</p> <p>Director of Estates & Facilities, or his deputy, will :</p> <ol style="list-style-type: none"> 1. Consider whether the incident is sufficiently serious to require the Head of the Emergency Management Team to be notified and will take appropriate action if necessary. 	Director of Estates & Facilities

No	Task	Person responsible
	<p>2. If it is decided that a meeting of the Emergency Management Team is not required, the Director or Deputy should consider (without diverting necessary resource from response to the incident) arranging a meeting with necessary members of staff involved in the response and recovery. The actions included in Section 10, Emergency Management Team, regarding a meeting should be considered, and a minute of the meeting should be taken.</p> <p><u>Note:</u> It is presumed that the Head of the Emergency Management Team will be informed at the earliest opportunity unless the incident is clearly of a minor nature with no-one suffering injuries and there being little or no effect on the continued operation of the building concerned.</p>	
6.7	<p>PERSONAL INJURIES</p> <p>Campus Services Manager or Incident Response Team will:</p> <ol style="list-style-type: none"> 1. Obtain names of any persons who have been injured, location(s) where they have been taken for treatment and, if possible, details of any injuries; 2. Obtain information necessary for next of kin to be informed (Note 1). <p><u>Note 1:</u> Contact with next of kin will be undertaken by the police.</p>	Incident Response Team
6.8	<p>WELFARE OF STAFF AND STUDENTS</p> <p>Campus Services Manager or Incident Response Team will:</p> <ol style="list-style-type: none"> 1. Make arrangements for the occupants of the affected building to shelter in another building immediately; 2. Where possible, arrange catering for all involved; 3. Offer support and/or counselling to those who are affected by the incident. 4. Consider if any staff support is required in the shelter area to limit access by non-staff/students. 	Incident Response Team Campus Services Manager
6.9	<p>WHERE THE INCIDENT IS LIKELY TO LAST FOR A LONGER DURATION</p> <ol style="list-style-type: none"> 1. Where the incident is likely to last throughout the night, communal areas within the University's accommodation sites should be used as temporary sleeping areas and all unallocated rooms utilised to house the displaced residents. Bedding packs and toiletries to be distributed as necessary (Note 1). 2. Where the incident is likely to continue for longer than 48 hours: <ol style="list-style-type: none"> 2.1 Allocate empty rooms; 2.2 Ask individuals to share rooms with friends; 2.3 Where residents are local, request them to move back home; 2.4 Contact other student accommodation providers to determine availability of empty rooms; 2.5 Contact local hotels to determine availability of rooms; 2.6 Contact local council to determine availability of accommodation. 3. Assign SRA and campus staff to temporary off site accommodation. <p><u>Note 1:</u> Spare bedding is stored throughout campus accommodation buildings and toiletries can be purchased at local supermarkets.</p>	Incident Response Team Campus Services Team

No	Task	Person responsible
6.10	<p>INITIAL DAMAGE ASSESSMENT</p> <p>Liaise with Estates and/or Emergency Services in determining likely timescales impact on services to residents.</p>	<p>Incident Response Team Campus Services Manager</p>
6.11	<p>ACADEMIC IMPACT ON RESIDENTS</p> <p>Make contact with Registry with a list of names of students whose studies may be affected.</p>	<p>Incident Response Team</p>
6.12	<p>POST RECOVERY REVIEW</p> <p>If the Emergency Management Team has not been enacted to have primary oversight of the incident, the Director or deputy will arrange a debrief to determine what lessons can be learned to prevent a similar emergency occurring in the future or to lessen its impact.</p>	<p>Director of Estates & Facilities or deputy</p>

7.0 CHECKLISTS FOR INCIDENT RESPONSE – AFFECTING STUDENT WELFARE

When dealing with a welfare-related incident on or off campus, it is not always immediately apparent as to what the scale of the incident is likely to be. Events can initially appear to be very serious and transpire to be very straight-forward; equally, a simple incident can escalate into something more major.

At all times, the priorities are (1) the student(s) immediately affected, (2) the immediate circle of family/friends/classmates/flatmates and (3) the wider University community and beyond.

The following framework aims to ensure that those affected are provided with appropriate support, both immediately and on an ongoing basis:

No	Task	Person responsible
7.1	<p>INITIATION OF RESPONSE</p> <p>Any member of staff who becomes aware of a serious welfare incident relating to a student (whether the incident is on or off campus) should inform:</p> <p>Day Time –Student Support Services</p> <p>Night Time – University Security on 01224 273939 (who will then immediately contact Director of People or Head of Student Support Services)</p>	Staff member at incident
7.2	<p>MEMBER OF STUDENT SUPPORT TEAM – IMMEDIATE ACTION</p> <p>In the event of any student incident, a member of Student Support will oversee the welfare-related aspects of the University's response. His/her role will be to ensure that appropriate support is provided throughout the incident to those who have been directly or indirectly affected.</p> <p>The Student Support member will:</p> <ol style="list-style-type: none"> 1. Attend the incident unless it is evident that it is trivial or if the incident is off campus. 2. Commence a log of events and actions initiated (use pages at the back of this document and see also Note 1). 3. Identify his/herself to the key people (e.g. the police officer in charge of the incident, the member of security or other staff in attendance). Establish the facts from as close as possible to the original source of the incident. Determine who has been affected and how and consider what immediate support and/or assistance is required. (Note 2). 4. Determine whether any other University personnel need to be immediately involved to provide assistance/support. Consider the following: <ol style="list-style-type: none"> 5. Hall staff, 6. Chaplaincy*, 7. Communications*, 8. relevant School/Section staff, 9. Security- If the initial call about the incident has come from Security, it is important to keep them apprised of the situation. 10. Health & Safety <p>* to be involved automatically if there has been a student death. (Note: contact details for all key personnel in Appendix A).</p> <ol style="list-style-type: none"> 11. If the situation is serious enough to warrant it, contact Director of People, who will decide whether an Incident Management Team is required. In the absence of the Director of People, the University Secretary should be informed. 	Student Support

No	Task	Person responsible
	<p>12. The priority at all times is to provide assistance and support to those involved. However, it is also important that relevant University personnel are kept informed of the incident. This can usually be done by email. It is not necessary to include lots of detail – simply the outline of what has occurred, details of who is in charge of the incident and information regarding any action they need to take (if they don't need to do anything, it is helpful to say so). The people who might need to know (if not already involved) could include:</p> <p>13. relevant School staff 14. relevant Hall staff, 15. Chaplaincy, 16. Counselling Service, 17. Health & Safety, 18. Student President.</p> <p>19. Who needs to know might change as the incident progresses and some people might need to be informed after the event (e.g. a Personal Tutor if a student will be unable to attend University for an extended period). The circle should be kept as contained as possible – if a student is to return onto site after an incident, it isn't pleasant if they feel that half the campus knows what happened.</p> <p><u>Note 1:</u> Notes of decisions taken should provide an aide-mémoire of the continuing progress of the operation. They will provide a perspective against which decisions or priorities can be made. A major incident will necessarily involve an investigation as to its cause and, depending on the nature of the incident, possibly a formal inquest or inquiry. Notes may therefore be useful, especially in demonstrating why decisions were made and what information was known at the time.</p> <p><u>Note 2:</u> In the event of a communicable disease, the Health Protection Team will be in charge of the response to the situation. The Head of Student Support, while taking charge of the University's response to the welfare-related aspects of the case, must at all times recognise that the statutory responsibility for the overall response lies with the Health Protection Team.</p>	
7.3	<p>DIRECTOR OF PEOPLE</p> <p>On being informed of the incident, the Director of People, or his/her deputy, will:</p> <ol style="list-style-type: none"> 1. Consider whether an Incident Response Team is required and arrange for them to be contacted as appropriate. Possible people to include in an Incident Response Team are listed in Appendix D. In the event of the death of a student, the Student Death Protocol (see Section 11) will be followed and a Response and Support Team will be created. 2. Decide whether he/she needs to attend or instruct the Student Support member to manage the incident and to keep him/her informed of developments. 3. Consider whether the incident is sufficiently serious to require the Head of the Emergency Management Team to be notified and will take appropriate action if necessary. 	Director of People
7.4	<p>INCIDENT RESPONSE TEAM</p> <p>If an Incident Response Team has been created, the team will be co-ordinated by the Head of the Incident Response Team to:</p> <ol style="list-style-type: none"> 1. Start a team log of events and actions initiated (see Note 1); 	Incident Response Team

No	Task	Person responsible
	<ol style="list-style-type: none"> 2. In the case of a sudden death (regardless of the cause), follow the guidance contained in the Student Death Protocol (Section 11); 3. Obtain names of any persons who have been injured, location(s) where they have been taken for treatment and, if possible, details of any injuries; 4. Obtain information necessary for next of kin to be informed (Note 2); 5. Offer ongoing support to those who are affected by the incident – the actual support required may be different for different people; 6. Assist the Police or other emergency services with the management of the incident; 7. Prepare press statements, if relevant (Note 3); 8. If relevant, make arrangements for the occupants of the affected building to shelter in another building immediately (see Note 4) and/or to be re-housed, if necessary. Where possible, arrange catering for all involved. 9. If relevant, consider if a sub-team is needed to work off-campus (e.g. at A&E). 10. Ensure clear lines of communication between Student Support and other sections involved in the incident. <p><u>Note 1:</u> Notes of decisions taken should provide an aide-mémoire of the continuing progress of the operation. They will provide a perspective against which decisions or priorities can be made. A major incident will necessarily involve an investigation as to its cause and, depending on the nature of the incident, possibly a formal inquest or inquiry. Notes may therefore be useful, especially in demonstrating why decisions were made and what information was known at the time.</p> <p><u>Note 2:</u> Contact with next of kin will be undertaken by the police.</p> <p><u>Note 3:</u> This task should only be done by a member of the Communications Team</p> <p><u>Note 4:</u> Those who have not been directly affected by an incident may wish to meet at a safe location (list available at Appendix L). The meeting point should be communicated to the wider University through Communications.</p>	
7.5	<p>SCALING DOWN OF RESPONSE</p> <p>The Head of the Incident Response team will decide the appropriate point to scale down the response. This could be to either a smaller team or referred to Student Support for ongoing management of longer term issues. This can include:</p> <ol style="list-style-type: none"> 1. Respond to telephone calls/emails from concerned parents/students/partner institutions; 2. Make contact with Registry and/or Personal Tutors to inform them of names of students whose studies may be affected; 3. Providing ongoing support to affected students. To avoid gaps or overlaps, this should be done as a team approach, involving Student Support, Chaplaincy and Community Liaison Officer (if relevant). 	Head of Incident Response Team / Student Support

8.0 CHECKLISTS FOR INCIDENT RESPONSE - CIVIL DISORDER OR TERRORIST THREAT

This section contains checklists to guide the response to threats of or actual incidents of civil disorder or terrorism.

No	Task	Person responsible
8.1	<p>INITIATION OF RESPONSE</p> <p>Any person who has become aware of threats of or actual incidents of civil disorder or terrorism should immediately</p> <ul style="list-style-type: none"> • Inform the University's Security Control by phoning 01224 273939 or by pressing the emergency button in the SafeZone app. 	
8.2	<p>"BOMB THREAT" CALLS</p> <p>The majority of "bomb threats" are made by telephone, and it has been known for threatening calls to be received by any member of staff. The course of action to follow in such a case is outlined below.</p> <p>CALL TO ANY MEMBER OF STAFF, STUDENT OR VISITOR</p> <ul style="list-style-type: none"> • As soon as the nature of call becomes apparent, individual receiving call to endeavour to keep caller talking, by asking them where the bomb is located, when will it go off and what is it. Call receiver should note details so far as is possible. See Appendix M for a checklist of what questions to ask and information to note. • When message ends, write down as much information on call as possible. • Stand by to brief Security/Police when they arrive on campus. 	
8.3	<p>SECURITY STAFF</p> <p>Security staff will</p> <ol style="list-style-type: none"> 1. Record details of caller and incident. 2. If the threat is serious and imminent, inform the Police; follow any advice from the Police. 3. Contact an Estates Manager – see University emergency call out procedure in Appendix A. 4. Do not touch suspicious items. 5. Move everyone away to a safe location if advised to do so. 6. Prevent others from approaching. 7. Communicate safely to staff, students, visitors and the public. Consider if a mass notification needs to be issued through SafeZone to implement any immediate instruction required. 8. Use hand-held radios or mobile phones away from the immediate vicinity of a suspect item, remaining out of line of sight and behind hard cover. 9. Ensure that whoever found the item or witnessed the incident remains on hand to brief the police. 10. Monitor the area concerned without endangering own safety. 	Security

No	Task	Person responsible
8.4	<p>ESTATES MANAGER IMMEDIATE ACTION</p> <p>Based on the information from Security regarding the incident, Estates Manager will</p> <ol style="list-style-type: none"> 1. If the Police have not yet been contacted, consider if they should be informed of the incident 2. Consider the likely SCALE, DURATION and IMPACT of the incident and determine whether the attendance of other Estates staff and staff from other parts of the University will be necessary; 3. Consider the immediate action required, following the advice from the Police. For example, Do nothing, Implement Search Procedure then evacuate if necessary, order partial evacuation or order immediate evacuation. 4. Consider issuing a mass notification (as appropriate) through Safe Zone to implement instruction required. 5. Contact those staff who will be required or arrange for others to contact them – see Appendix A for contact details; 6. Notify the Estates Director or deputy; 7. Go to a location at the University from where the incident can be monitored. 	Estates Manager responding to incident
8.5	<p>ESTATES MANAGER ON-SITE ACTION</p> <p>On arrival at the site, Estates manager will</p> <ol style="list-style-type: none"> 1. Ensure a log of events and actions initiated is kept (use pages at the back of this document and see Note 1 below). 2. Take charge for the University and liaise with the Police if they are involved; follow any advice from the Police. 3. Contact Estates Director or deputy and provide an oral report on the incident with an assessment of likely scale, duration and impact on the University. 4. Notify the University's Communications Office about the incident – Tel 01224-272014 (24 hours). 5. Call out other Estates staff as considered necessary – see Appendix A for contact details. 6. Call out staff responsible for affected areas and other University staff as necessary if specialist assistance is required (consider the need for advice on radiation, chemical and biological safety) - see Appendix A for contact details. 	Estates Manager responding to incident
8.6	<p>INCIDENT RESPONSE TEAM</p> <p>On being informed of the incident, the Estates Director, or deputy, will</p> <ol style="list-style-type: none"> 1. Commence a Team log of events and actions initiated and record all events and actions initiated in the log (see Note 1); 2. Consider the likely SCALE, DURATION and IMPACT of the incident based on the information from the Estates manager attending the incident and determine if the response required is over and above normal working procedures and whether the Incident Response Team should be formed; 3. Consider whether the incident is sufficiently serious to require notification to the Head of the Emergency Management Team and if so, will contact the Head of the Team - see Appendix E for details of Head of Emergency Management Team. 4. Call out members of the Incident Response Team and any other Estates staff who are required and set up a control room where the Team will meet; 	Estates Director or Deputy

No	Task	Person responsible
8.7	<p>INCIDENT RESPONSE TEAM</p> <ol style="list-style-type: none"> 5. Arrange for necessary equipment and materials to be moved to the control room – see Appendix C; 6. Appoint one member of the Incident Response Team as the Estates Director’s “assistant” to help with the duties listed below. 7. If it is likely that the incident could be of long duration, consider sending some staff home now to rest so that they can return later and take over from other staff who have been handling the response to the incident. 8. If relevant, consider if a sub-team is needed to work off-campus (e.g. at A&E). 9. Appoint one member of staff and deputy to act as liaison with other University personnel to ensure that there are clear lines of communications between Estates and other sections involved in the incident. <p><u>Note 1</u>: Notes of decisions taken should provide an aide-mémoire of the continuing progress of the operation. They will provide a perspective against which decisions or priorities can be made. A major incident will necessarily involve an investigation as to its cause and, depending on the nature of the incident, possibly a formal inquest or inquiry. Notes may therefore be useful, especially in demonstrating why decisions were made and what information was known at the time.</p>	Estates Director or Deputy

9.0 POLICE SCOTLAND GUIDANCE ON ACTION TO TAKE DURING AN ACTIVE WEAPONS OR FIREARM INCIDENT

Firearms and weapons attacks are infrequent, but it is important to be prepared to cope with such an incident. In such an event, **STAY SAFE**.

If you think you have seen anything out of place or unusual, call Security Control on 01224 273939 or by pressing the emergency button in SafeZone. If you are concerned that there might be an immediate threat, move away from any suspicious objects and call 999.

CitizenAid

CitizenAid is a free app developed in consultation with the emergency services and cross-government agencies that provides further advice on immediate action to take if you are caught up in a firearms or active weapons incident. It is available in Apple, Google, and Windows app stores.

STAY SAFE- RUN, HIDE, TELL

Under immediate gun fire/attack – Take cover initially, but leave the area as soon as possible if safe to do so.

Nearby gun fire/attack – Leave the area immediately, if possible and safe to do so.

RUN

- Ensure any exit route is safe
- Don't expose yourself to the attacker
- Insist others leave with you
- Leave your belongings behind
- Do not congregate at evacuation points

HIDE IF YOU CANNOT ESCAPE – FIND COVER

- Consider locking yourself and others in a room of cupboard. Barricade the door then stay away from it.
- Silence any sources of noise, such as mobile phones, that may give away your presence and move away from the door and remain quiet.
- Find the best available ballistic protection.
- Remember, out of sight does not necessarily mean out of danger, especially if you are not ballistically protected.

TELL

Contact the POLICE immediately by dialling 999 or via your own control room (x3939 or press emergency on SafeZone app), giving them the information shown under '**TELL**'

The more information you pass to the police the better. **NEVER** risk your own safety or that of others to achieve this. **If you ring 999 and it is not safe to speak, remain silent. You will be prompted to dial 55 to alert the Emergency Services that your call is not an accident and requires immediate assistance.**

If it is safe to do so, think about the following;

- Is it a firearm or weapon incident
- Exact location of the incident –advise Police of entry/exit points and any issues with access (passes etc)
- Number and description of gunmen
- What else are they carrying
- Type of firearm – long-barrelled or handgun
- Are they communicating with others
- Number of casualties / people in the area

Cover From Gun Fire:

Substantial brickwork or concrete
Engine blocks of motor vehicles
Base of a large live tree
Earth banks/hills/mounds

Cover From View:

Internal partition walls
Car doors
Wooden fences
curtains

10.0 EMERGENCY MANAGEMENT TEAM

This section contains details of the actions which will be taken if it is determined that the incident has potential to disrupt key business functions of the University.

No	Task	Person responsible
10.1	<p>INVOKING THE PLAN</p> <p>The Head of the Emergency Management Team, having been informed of the circumstances of the incident, will</p> <ul style="list-style-type: none"> • Make an appraisal of the situation and determine whether the full Emergency Management Plan will be invoked <p><u>Note:</u> Even if the full Plan is not invoked, it might be appropriate to contact members of the Emergency Management Team and ask them to be on standby in case they are needed later.</p>	Head of Emergency Management Team
10.2	<p>ARRANGING INITIAL MEETING(S)</p> <p>The Head of the Emergency Management Team will</p> <ol style="list-style-type: none"> 1. Determine which of the members of the Emergency Management Team should be asked to attend a meeting of the Team – see Appendix E; 2. Ensure Team members are informed of the situation and notified of the time and venue for the meeting of the Team; 3. In consultation with the heads of subsidiary teams, determine whether meetings of those teams should also be arranged. <p><u>Note 1:</u> If there is any doubt as to whether a particular individual will be required as a member of the Emergency Management Team, he/she should attend the initial meeting of the Team.</p> <p><u>Note 2:</u> If the Head of the Emergency Management Team is not at the University (e.g. at home), he/she should request assistance in contacting other members of the Team either from staff already at the University or from another member of the Team.</p> <p><u>Note 3:</u> Individual members of the Emergency Management Team should consider whether to call in some of their staff (e.g. their PAs) to provide them with assistance.</p>	Head of Emergency Management Team
10.3	<p>COMMUNICATIONS</p> <p>The Head of the Emergency Management Team will</p> <ul style="list-style-type: none"> • Ensure that the Principal and the Senior Governor are informed of the incident. • If appropriate, ensure that members of the University Court have been informed of the incident. 	Head of Emergency Management Team
10.4	<p>INITIATING THE TEAM LOG</p> <p>Emergency Management Team will</p> <ul style="list-style-type: none"> • Commence a Team log of events and actions initiated and record all events and actions in the log (see Note 1). 	Emergency Management Team

No	Task	Person responsible
	<p>Note 1: Notes of decisions taken should provide an aide-mémoire of the continuing overall progress of the operation. They will provide a perspective against which decisions or priorities can be made. A major incident will necessarily involve an investigation as to its cause and, depending on the nature of the incident, possibly a formal inquest or inquiry. Notes may therefore be useful in demonstrating why certain decisions were made and why these were the best decisions given the information known at the time.</p>	
10.5	<p>MEETING OF THE EMERGENCY MANAGEMENT TEAM</p> <p>The following matters should be considered for the agenda for the first meeting of the Team:</p> <p>Response to the Incident</p> <ol style="list-style-type: none"> 1. Composition of the Team – whether the right people are present. 2. Up to date reports on what has happened and is happening. 3. The immediate response to the incident and whether it has been effective. 4. The Incident Response Teams which have already been set up and whether more should be set up to respond to the incident. 5. Any fatalities and injuries. 6. The extent of any damage, the possibilities of further damage and the consequences for the University. 7. The likely cause of the incident. 8. Liaison with the emergency services and whether there will need for liaison at the “Gold Command” level. 9. Communications and the setting up of an Emergency Communications Team – consider who needs to receive information about the incident (e.g. staff, students and their families, members of the University Court, media, local community, commercial clients, suppliers, other stakeholders), the content of any communications and the means of dissemination. 10. Whether a telephone helpline should be set up and contact number publicised and the message which will be given out through the helpline -see Appendix J. 11. Support for staff and students affected by the incident. 12. Support for staff who are handling the University’s response to the incident. 13. Likely duration of the incident and the need for replacement staff for long duration incidents. 14. Arrangements for consultation with the loss adjusters appointed by the University’s insurers. 15. Monitoring of emergency expenditure. <p>Business Recovery</p> <ol style="list-style-type: none"> 16. Identify the units directly affected by the incident and others which might be affected. 17. Identify the key functions provided by those units which have been or might be disrupted. 18. With reference to any business continuity plans prepared by those units, agree priorities and recovery requirements for those functions. 	Emergency Management Team

No	Task	Person responsible
	19. Whether School and/or Professional Services Recovery Teams should be formed and local business continuity plans invoked (if they haven't been already). 20. Whether there might be conflicting resource demands.	
10.6	MANAGE ONGOING BUSINESS RECOVERY Emergency Management Team will <ul style="list-style-type: none"> • Continue to meet as necessary to oversee the recovery of key business functions and other matters identified by the Team as being critical to business continuity. 	Emergency Management Team
10.7	POST RECOVERY REVIEW Following recovery the Emergency Management Team will <ul style="list-style-type: none"> • Conduct a review of the overall response to the incident to determine what lessons can be learned to prevent a similar emergency occurring in the future or to lessen its impact. 	Emergency Management Team

11.0 PROTOCOL FOR RESPONDING TO THE DEATH OF A STUDENT

1. PURPOSE OF PROTOCOL

The purpose of this protocol is to ensure that the University is able to provide timely and appropriate support to family, friends, classmates and staff members following the death of a student and to do so in a caring and sensitive way.

At all times, the priorities are:

1. **the student(s) immediately affected;**
2. **the immediate circle of family/friends/classmates/flatmates; and**
3. **the wider University community and beyond.**

If you receive notification of the death of a student, the Director of People or Head of Student Support should be informed immediately. If necessary they can be contacted through University Security on 01224 273939 which operates 24 hours per day. In *all* cases, it is the role of the Hospital or Police to inform next of kin, and the Communications team will deal with all press enquiries.

2. OVERVIEW

It is not possible to provide precise guidance regarding how the University will respond to the death of a student. It will depend on a number of factors such as the wishes of the family, the circumstances of the death, the time of year and the personal circumstances of the student. However, in the case of a sudden death, a Response and Support Team will be headed by the Director of People, or someone designated by him/her. The tables which follow list the composition of individuals who will be involved, and indicates who is responsible for passing on information to other sections. The team will work together to provide appropriate support and assistance to those affected, both immediately and on an ongoing basis.

Throughout this document, the intention is that support is provided to all concerned as sensitively as possible. The points are intended to provide guidance, not instructions. In some situations, the course of events might take a different path due to a variety of external factors. A co-ordinated approach is, therefore, essential to ensure that all aspects of the support are covered, with minimal duplication. This co-ordination will be led by the Director of People or someone designated by him/her.

There is also a protocol regarding the death of a student in a partnership property. It is included here for information.

3. OPERATION OF THE POLICY

The following provides a checklist of the matters which should be considered, immediately, and the subsequent actions to be undertaken as appropriate.

Student Support:

- Immediately informs the Director of People (if not already aware), Communications, and University Chaplain as appropriate by telephone. The Director of People will notify the University Secretary.
- Informs Hall Managers, Hall Support Staff, and the relevant Head of School as soon as reasonably possible. This would usually be done by email and should only contain **essential, factual** information. In some cases (e.g. the death of a student on campus out of hours), it might be necessary to inform some staff by telephone.
- Shortly afterwards, it will also be important to inform Registry, Students' Association, University Counselling Service and the student's personal tutor.
- Liaises with hospital/police, providing next of kin details, if required.
- Liaises with the Communication team regarding any press statement.
- Liaises with the Principal's office for a letter of condolence to be sent to the next of kin.
- Together with members of the Multi-faith Chaplaincy, Student Resident Assistants/Hall management (if in Halls) and School staff, provides support for those immediately affected. This will be particularly important in the case of the death of a student on campus.
- Together with members of the Multi-faith Chaplaincy, supports the family through the period of the post-mortem and funeral. This can include co-ordinating a visit to campus, including visiting accommodation, academic department, and/or flatmates/friends (depending on the wishes of the family).

- Ensures co-ordination of ongoing, longer-term support.
- In the case of the death of a student in University Accommodation, ensures that the Personal Tutors/Regents of the flatmates are also informed of the potential impact on their Tutees.

Multi-faith Chaplaincy:

- Works with Student Support to provide support for those affected. In the case of a death on campus, this will mainly be focussed on those immediately around the student as family will not yet have been informed (in *all* cases, it is the role of the Hospital or Police to inform next of kin).
- Makes contact with the next of kin as soon as it is confirmed that they have been informed by the Hospital or Police. The purpose of this call is to convey the condolences of the University and to provide immediate support to the family, including emotional support and assistance with funeral arrangements, if required. An offer of a visit will also be made if the family lives within 150 miles. At all times, the wishes of the family will be respected. This contact will be made by the Head of Student Support if a Chaplain is not available or if it is known that the family would not wish to have Multi-faith Chaplaincy involvement. The Chaplain can also arrange contact with other Honorary Chaplains or Faith Representatives, if required.

Hall of Residence staff:

- In some cases (e.g. in the event of the death of a student in Halls), Hall staff are likely to be the first to be aware of the death of a student. If so, Hall Staff should inform the Director of People or Head of Student Support immediately.
- Assists members of the emergency services with management of the immediate situation.
- Together with members of Student Support and the Multi-faith Chaplaincy team, provides support for those immediately affected. This might include finding alternative accommodation for other students (e.g. if access to a flat is temporarily suspended).
- Liaises with Student Support to provide support to other students for as long as is required/sought.

Registry:

- In some cases (e.g. for students who were off campus or had interrupted their studies), Registry might be the first to receive information regarding the death of a student. If the student is currently registered, Registry should inform the Director of People or Student Support immediately.
- Is responsible for informing the Library, Credit Control, the Fees Office and the Registry Officer for the relevant area of study to prevent any further information from being sent.
- Updates Student Records.
- Ascertains whether a posthumous qualification can be awarded and, if so, liaises with the Response and Support Team to arrange this.

Head of School:

- Ensures that all staff are informed as soon as possible. In the case of a close student cohort, informs that cohort also (in person, if possible, such as the start of a class).
- Liaises with Student Support/Multi-faith Chaplaincy team to provide support to classmates.
- Considers impact on deadlines/performance/exams and, where appropriate, bring this to the attention of the relevant Examinations Board.
- If appropriate, arranges for one or two members of staff to represent the University at the funeral. Where possible, it is more meaningful if one member of staff who attends the funeral is someone who knew/taught the student.
- If requested, be prepared to meet with family members and/or provide a summary of the student's past performance.

Note: The role of the University Chaplains extends to supporting people of all faiths and no faith and in any circumstances where they may be required

Immediate Response Team composition and Information Chain

Response and Support Team
Director of People (who will inform the Head of the Emergency Management Team)
Student Support
Multi-faith Chaplaincy
Communications

Student Support will immediately inform:

University Secretary (who will inform the Principal)
--

Student Support will inform the following shortly after the incident:

Relevant Head of School

Hall management staff (if the incident has taken place at the Halls)
--

Hall support staff (if the incident has taken place at the Halls)

Director of Academic Affairs, Registry
--

AUSA Student President and Student Welfare Officer
--

Head of Counselling Service

Director of Health, Safety and Wellbeing
--

The Director of Academic Affairs (Registry) will inform:

Library

Credit Control

Fees Office

Registry Officer related to area of study

PROTOCOL FOR RESPONDING TO THE DEATH OF A STUDENT IN PRIVATE STUDENT ACCOMMODATION**1. SUMMARY**

This document outlines a practical step-by-step approach to reporting a fatality to the University of Aberdeen where a student has died within privately managed student accommodation.

This protocol and any supporting procedures help ensure effective collaboration and communication between the University of Aberdeen and private student accommodation providers. By agreeing to this protocol all parties commit to the joint procedure.

All parties involved will work together in the best interests of those affected by the death including the family, friends, flatmates and staff involved.

2. PROCEDURE

In the event of the death of a student, the manager or named representative of the private student accommodation provider will:

1. At the earliest opportunity, contact the Director of HR and/or the Halls Manager. Provide information on the name and date of birth of student;
2. Follow up the phone call with an email; email address will be advised by University contact – The Director of People/Halls Manager will follow the *Protocol for Responding to the Death of a Student*

3. FURTHER ACTIONS

The University of Aberdeen will continue to provide support to the external accommodation provider for as long as required.

12. PROTOCOL FOR RESPONDING TO THE DEATH OF A MEMBER OF STAFF

The purpose of this protocol is to ensure that the University is able to provide timely and appropriate support to family, staff members, and students following the death of a staff member, and to do so in a caring and sensitive way.

At all times, the priorities are:

- (1) the staff member(s) family,**
- (2) the immediate colleagues of the staff member and**
- (3) the wider University community and beyond.**

If you receive notification of the death of a member of staff, please notify your line manager who should inform the Director of People immediately. The Director of People can be contacted through University Security on 01224-273939 which operates 24 hours/day.

It is not possible to provide precise guidance regarding how the University will respond as this will depend on a number of factors such as the wishes of the family, the circumstances of the death, the time of year, the personal circumstances of the staff member etc.

The following provides a checklist of the matters which should be considered and the actions which might be appropriate:

12.1 Human Resources:

Depending on the circumstances of the incident a variety of individuals may be involved, these would likely be The Director of People, Deputy Director, Head of HR Partners, and HR Partners.

- Immediately Informs the University Secretary, Head of School/Section, Relevant School Administrative Officer, Director of Student Affairs (where appropriate), and Communications, as soon as reasonably possible. This would usually be done by email and should only contain essential, factual information (e.g. the death of a staff member, the timing and brief circumstances). It might be necessary to inform some staff by telephone. Shortly afterwards, it will also be important to inform the Director of Finance, Director of Health, Safety and Wellbeing, Director of Academic Affairs, Head of Student Support, University Counselling Service, Chaplaincy and AUSA (if appropriate).
- Liaises with hospital/police, providing next of kin details, if required.
- Liaises with the Communication team regarding any press statement if required, and appropriate information to be issued to staff.
- Liaises with the Principal's office for a letter of condolence to be sent to the next of kin.
- Together with the appropriate colleagues within the School/Section, and along with the Chaplaincy and Counselling team if deemed appropriate, provide support for those colleagues immediately affected. This will be particularly important in the case of the death of a staff member on campus.
- Liaise with the immediate family members to convey support, and offer any assistance as required. This may be by telephone, in person, or via letter depending on the circumstances.
- Liaise with Pensions team to ensure the appropriate death in service benefits, and pensionable benefits are in place, and co-ordinate communication of this to the immediate family.
- Liaise with Payroll and Employment Services Team to co-ordinate the appropriate communication, for issue to the immediate family.
- Liaise with Payroll and Employment Services Team, and request that the employees record is appropriately closed on the system
- Liaise with Estates and IT and request that the employees records/access are appropriately closed within respectful timescales

12.2 Head of School/Section:

Depending on the circumstances a variety of line managers may be involved

- Ensures that all staff are informed as soon as possible. Where appropriate will also inform students, and this would most likely be done in conjunction with Student Support/Chaplaincy teams.

- Liaises with Counselling/Chaplaincy teams to provide support to staff members.
- Liaise with line managers to consider impact of immediate work, deadlines, any required actions etc.
- If appropriate, arranges for one or two members of staff to represent the University at the funeral.
- If requested, be prepared to meet with family members and/or provide a summary of the staff members' employment history with the University.

12.3 Chaplaincy/Counselling/Student Support:

- Work as a group to provide support for those affected. In the case of a death on campus, this will mainly be focussed on those immediately around the staff member (and possibly students) as family will not yet have been informed (in *all* cases, it is the role of the Hospital or Police to inform next of kin).
- Supports next of kin through the period of the post-mortem and funeral and for as long as is required/sought thereafter.
- Supports staff members and students for as long as is required/sought thereafter
- Where appropriate, organises a memorial service for the staff member. This will depend on the wishes of the family, friends and students.

Throughout this document, the intention is that support is provided to all concerned as sensitively as possible. The points are intended to provide guidance, not instructions. In some situations, the course of events might take a different path due to a variety of external factors. A co-ordinated approach is, therefore, essential to ensure that all aspects of the support are covered, with minimal duplication. This co-ordination will be led by the Director of Human Resources or someone designated by him/her.

Note: The role of the University Chaplains extends to supporting people of all faiths and no faith and in any circumstances where they may be required

12.4 Team to respond to a sudden death on Campus

Immediate Team

- Director of People (who will inform the Head of the Emergency Management Team)
- University Secretary
- Director of Health, Safety and Wellbeing
- Relevant Head of College/School/Section
- Communications
- Counselling
- Chaplaincy
- Student Support

Ancillary Team (who will have later involvement or might just need to be informed)

- Student President
- Finance (Pensions and Payroll Team)

12.5 People to receive the initial briefing email from Human Resources

- Principal's Office
- University Secretary
- Head of relevant School/Section
- Relevant School Administrative Officer
- Communications
- Director of Student Affairs
- Director of Academic Affairs
- Director of Health, Safety and Wellbeing
- Head of Student Support
- Chaplaincy
- Director of Finance
- AUSA (if appropriate)

UNIVERSITY EMERGENCY CALL-OUT ARRANGEMENTS

APPENDIX B

CONTACT DETAILS FOR NHS ON FORESTERHILL SITE

A major incident on the part of the Foresterhill site occupied by the University might threaten the part of the site occupied by the NHS. Even if there is no direct threat to NHS premises, the presence of the emergency services attending an incident at a University building could cause concern to staff, patients and visitors in the hospital. It is important that the NHS are made aware of the situation. Except for minor incidents, the NHS should be notified at an early stage if there is an incident at Foresterhill which requires the attendance of the emergency services.

To contact the NHS:

CONTACT DETAILS FOR OTHER ORGANISATIONS

ABERDEEN CITY COUNCIL'S EMERGENCY PLANNING ARRANGEMENTS

APPENDIX C

ESTATES INCIDENT RESPONSE TEAM

COMPOSITION OF INCIDENT RESPONSE TEAM

****SEE APPENDIX A FOR OUT OF HOURS CONTACT NUMBERS****

Control rooms will be located:

APPENDIX D

STUDENT WELFARE INCIDENT RESPONSE TEAM

POSSIBLE PERSONNEL TO INCLUDE IN AN INCIDENT RESPONSE TEAM

ANCILLARY TEAM (WHO MIGHT HAVE LATER INVOLVEMENT OR MIGHT JUST NEED TO BE INFORMED)

****SEE APPENDIX A FOR OUT OF HOURS CONTACT NUMBERS****

APPENDIX E

HEAD OF EMERGENCY MANAGEMENT TEAM

One of the following will assume the role of Head of the Emergency Management Team. Who takes on the role will depend on the nature of the incident, the business functions disrupted by the incident and the availability of individuals.

MEMBERS OF EMERGENCY MANAGEMENT TEAM

The composition of the Emergency Management Team will be determined by the Head of Team depending on the circumstances of the incident. Those listed below will be considered for inclusion in the Team. Others will be included in the team as appropriate.

****SEE APPENDIX A FOR OUT OF HOURS CONTACT NUMBERS****

APPENDIX F

NEXT OF KIN CONTACT ARRANGEMENTS

If an incident results in the death or serious injury of a member of staff or a student it will be necessary to inform next of kin. This will always be done by the Police unless the University agrees otherwise with the Police. The Police have rigorous procedures which they will follow to confirm the identity of the deceased/injured person before next of kin are informed and it is important that these are followed.

If the next of kin are located in or near to Aberdeen, the Police may consider it appropriate that members of staff from the University either accompany police officers when they visit the next of kin or make a visit at a later time. Staff should be guided by the Police as to what would be an appropriate course of action, and should only accompany police officers when they visit the next of kin if asked to do so. The Police will not however delay notifying the next of kin because a member of staff from the University is not immediately available to accompany them.

- 1) If an incident results in the sudden death or serious injury of a member of staff or a student, details of next of kin should be obtained from Human Resources or Registry and passed to the Police. **If the Police are not already involved in the incident, call Police Scotland on 101 and ask for the Duty Inspector in the Force Control Room.** If there is any doubt as to whether the circumstances of a particular incident require the involvement of the Police in contacting next of kin, ask the Police.
- 2) Contact the following members of staff in Human Resources (next of kin details for staff) and Registry (next of kin details for students) outside normal working hours.

Human Resources

	Name
1	
2	
3	

****SEE APPENDIX A FOR OUT OF HOURS CONTACT NUMBERS****

Registry

	Name
1	
2	
3	
4	

****SEE APPENDIX A FOR OUT OF HOURS CONTACT NUMBERS****

- 3) If a student is involved in the incident, a member of staff from the list below should also be notified at the earliest opportunity. They can then determine whether it would be appropriate to involve any of the student support services.

	Name
1	
2	
3	

****SEE APPENDIX A FOR OUT OF HOURS CONTACT NUMBERS****

APPENDIX G

SALVAGE ARRANGEMENTS

APPENDIX H

INSURANCE BROKERS AND LOSS ADJUSTER

APPENDIX J

UNIVERSITY HELPLINE

This section deals with the actions to be taken following a decision by the Emergency Management Team to establish a University Helpline

	Task	Person responsible	√ when complete
J.1	ACTIVATION OF THE HELPLINE One of those listed at the foot of this table should be contacted to activate the helpline.	Emergency Communications Team	
J.2	LOCATION Committee Room 2 in the University Office will be used. Another room in the building will be set aside for use as a briefing room and as a rest and refreshment room for those answering the telephones.	Emergency Communications Team	
J.3	RESPONSIBILITY The Head of Communications is responsible for ensuring that <ul style="list-style-type: none"> • Stocks of equipment and materials are maintained in the University Office to allow the Relatives Helpline to be provided at short notice. • A pool of staff trained to answer the telephones is created and then maintained and that staff are provided with refresher training at appropriate intervals. • Sufficient staff are appointed and trained as supervisors for the helpline. 	Head of Communications	
J.4	TELEPHONE NUMBER A telephone number, served by ten telephone lines configured as a hunt group, has been established in Committee Room 2 of the University Office. A private line for use only by those dealing with phone calls has also been established. These lines will be permanently activated. Telephone handsets and stationery for use by those answering the telephones are in a cupboard at the foot of the stairs beside Visitor Reception.	DIT	

CONTACTS FOR ACTIVATION OF THE HELPLINE

APPENDIX K

DISTRIBUTION OF THE PLAN

Those listed below will each receive two copies of the Plan (one copy to be kept in the University and one copy at home).

Anyone not listed below who requires a copy should contact Ashley Kirby.

APPENDIX L

LIST OF POSSIBLE MEETING POINTS DURING AN INCIDENT

ACTIONS TO BE TAKEN ON RECEIPT OF A BOMB THREAT

- 1 Remain calm and talk to the caller
- 2 Note the caller's number if displayed on your phone
- 3 If the threat has been sent via email or social media, see appropriate section below
- 4 If you are able to, record the call
- 5 **Write down the exact wording of the threat:**

When Where What How Who Why Time

ASK THESE QUESTIONS & RECORD ANSWERS AS ACCURATELY AS POSSIBLE:

1. Where exactly is the bomb right now?

2. When is it going to explode?

3. What does it look like?

4. What does the bomb contain?

5. How will it be detonated?

6. Did you place the bomb? If not you, who did?

7. What is your name?

8. What is your address?

9. What is your telephone number?

10. Do you represent a group or are you acting alone?

11. Why have you placed the bomb?

Record time call completed:

INFORM BUILDING SECURITY / COORDINATING MANAGER

Name and telephone number of person informed:

DIAL 999 AND INFORM POLICE

Time informed:

This part should be completed once the caller has hung up and police / building security / coordinating manager have all been informed

Date and Time of call:

Duration of call:

The telephone number that received the call:

ABOUT THE CALLER:

Male

Female

Nationality

Age

THREAT LANGUAGE:

Well-spoken

Irrational

Taped

Foul

Incoherent

CALLER'S VOICE:

Calm

Crying

Clearing Throat

Angry

Nasal

Slurred

Excited

Stutter

Disguised

Slow

Lisp

Accent*

Rapid

Deep

Familiar**

Laughter

Hoarse

Other (Please specify)

* What Accent?

** If the voice sounded familiar, who did it sound like?

Street Noises

House Noises

Animal Noises

Crockery

Motor

Clear

Voice

Static

PA System

Booth

Music

Factory Machinery

Office Machinery

Other (Please Specify)

Protective Marking: Restricted when Completed

REMARKS:

ADDITIONAL NOTES:

Signature Print Name Date

ACTIONS TO BE TAKEN ON RECEIPT OF A BOMB THREAT SENT VIA EMAIL OR SOCIAL MEDIA

- 1 DO NOT reply to, forward or delete the message

- 2 If Sent via email, note the address

- 3 If sent via social media, what application has been used and what is the username / ID

- 4 Dial 999 and follow police guidance

- 5 Preserve all web log files for your organisations to help the police investigation (as a guide, 7 days prior to the threat message and 48 hours after)

Signature Print Name Date

SAVE AND PRINT – HAND COPY TO POLICE AND SECURITY / COORDINATING MANAGER

Retention Period: 7 Years

INCIDENT LOG

Log maintained by:

Page of

Date and time	Message from/to	Message details	Action taken

INCIDENT LOG

Log maintained by:

Page of

Date and time	Message from/to	Message details	Action taken

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