



## EMERGENCY MANAGEMENT POLICY AND MAJOR EMERGENCY RESPONSE PLAN

Rev	Date	Purpose of Issue/Description of Change	Date
1.	June 2015	Initial Issue	30 <sup>th</sup> June 2015
2.	July 2019	Review and re-approval	

Policy Officer	Senior Responsible Officer	Approved By	Date
Head of Governance and Compliance	University Secretary and Director of Corporate Services	Health and Safety Task Group	9 <sup>th</sup> July, 2019

*This Policy will be reviewed in 3 years*

## 1. INTRODUCTION

### [a] Aims & Objectives

The aims and objectives of the *Emergency Management Policy and Major Emergency Response Plan* are:

- To provide the University with an overall policy framework designed to facilitate communications, decision making and appropriate use of resources during the response and recovery phases of a major emergency;
- To reduce, control or mitigate the effects of the emergency, thus minimising their impact on people;
- To put appropriate arrangements and procedures in place to respond and manage an emergency;
- To enable Bangor University to liaise effectively, when required to do so, with the Emergency Services, Voluntary Agencies and other groups or organisations when responding to an emergency;
- To enable the University to continue to provide normal services as far as is possible;
- To put in place processes for systematic and ongoing review which will allow for lessons to be learnt and arrangements updated and reviewed as circumstances change.

This Policy and Response Plan provides a framework to explain how the University will handle major emergencies which may affect its staff, students and / or its estate. It applies to all members of staff and may apply to students in the event that their services are needed to assist with any ongoing emergency.

### [b] Definition of a Major Emergency

A major emergency is any occurrence, potential or actual, that seriously disrupts the overall operation of the University and which, because of its scale and impact, is beyond the scope of resolution by the normal processes of the University. It is envisaged that the incident will be of such a scale as to also require the large scale deployment of some, or all, of the combined resources of the emergency services.

The list below illustrates possible incidents which would result in the implementation of the Major Emergency Response Plan (although this list is not exhaustive):

- Major fire, explosion and / or gas leak;
- Biological incident or radiation leak;
- Sabotage, arson or act of extreme violence;
- Riot or terrorist activity;
- An incident involving toxic or hazardous substances;
- Transportation accidents;
- Floods, gale force winds;
- An outbreak of a contagious disease;
- External hazards such as a chemical spillage or explosion not on University premises.

Beneath the level of “major emergency” will be general emergency incidents, or localised incidents which do not cause significant disruption to the University’s core activities. These would normally be dealt with by already established University procedures within the relevant central service departments, with some limited outside assistance if deemed necessary.

In the event of a major emergency the Executive Emergency Response Team (EERT) will control and manage the incident as outlined in Section 2 below.

## 2. MAJOR EMERGENCY RESPONSE

The University has adopted a three-tier system for major emergencies. This system takes precedent over existing managerial arrangements and may mean that members of staff take direction from an individual who is not their day to day line manager:

### [i] Executive Emergency Response

The Executive Emergency Response Team (EERT) are responsible for overall strategic co-ordination during any incident and will be convened by the EERT Co-ordinator when required, and following discussion with the EERT Chair, to deal with major emergencies.

When convened the EERT is in overall control of the University resources and will make strategic decisions on behalf of the University to facilitate dealing with any emergency situation. The EERT will probably not be located at the site of the incident but will be in a room where they will formulate the strategy for dealing with the incident. The EERT will be kept informed regularly of developments during any incident by the EERT Coordinator.

Where the major emergency requires liaison with the emergency services the EERT is at Gold level.

It is suggested that the EERT will normally consist of the following core membership:

- Director of Corporate Services or nominee (EERT Chair)
- Director of Communications and Public Affairs (to lead on communication as defined in the *Major Emergency Communications Plan*)
- Director Human Resources (to lead on staffing issues)
- Pro-Vice Chancellor (Students) (to lead on student matters) OR
- Pro-Vice Chancellor (Teaching and Learning) (to lead on student matters)
- Head of Governance and Compliance (EERT Coordinator)
- Governance and Immigration Officer (Emergency Response Support Officer (ERSO) -loggist)

Other relevant Executive level members of staff will be invited as required, and as determined by the nature of the major emergency.

### [ii] Tactical Emergency Response

Dependent on the nature of the incident the tactical emergency response may consist of a suitably trained member of staff acting as Tactical Lead<sup>1</sup>, who directs a number of operational emergency response teams, or a Tactical Emergency Response Team (TERT) who are involved in directing operational response teams on a “minute by minute” basis. The Tactical Lead or TERT is responsible for allocating tasks and resources, determining priorities, planning and co-ordinating when the tasks will be undertaken, liaising with the EERT Coordinator (if necessary) to obtain other resources as required and managing the recovery process.

Other managers and administrative staff will support the Tactical Lead or TERT as required by the incident. The lead officer or team will be located as determined by the location of the incident.

It is normally expected that, where appropriate, the Tactical Lead for any emergency would be a senior manager from within the service or department most affected by the major emergency. Coordination between the Tactical Lead / TERT and the EERT will be through the EERT Coordinator who may choose to chair the TERT or in any event will be updated regularly by the Tactical Lead.

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<sup>1</sup> A list of Tactical Leads is available in Appendix 2

Where the major emergency requires liaison with the emergency services the Tactical Lead / TERT is at Silver level.

[iii] Operational Emergency Response

Dependent on the nature of the incident the operational emergency response may consist of one University department or section, or a number of department or sections, responsible for the operational management of a major incident including incident response and scene control. The University's corporate contingency plans identify the core membership of some operational teams, but this will vary dependent on the type of incident.

Any Tactical or Operational level decisions should be recorded immediately by a loggist identified from within the lead department or service and the record of these decisions should be available for the next meeting of those teams (were relevant) and / or for the EERT Coordinator on request. It is envisaged that both Tactical and Operational response teams will meet for short periods of time at regular intervals during a major emergency.

[iv] Summary of Three-tier System

	<b>Operational</b>	<b>Tactical</b>	<b>Executive</b>
<b>Location of team</b>	Location of incident	Location determined by incident	Main Arts Building (or other suitable location determined by the incident)
<b>Management of Team(s)</b>	Each operational group will be led by a suitably trained member of staff (dependent on specialist knowledge required by the incident)  The on scene lead needs to be clearly identifiable with the use of a University tabard	Senior manager from within the service/department most affected by the emergency  Overall response at this level will be managed by the EERT Coordinator	<b>Control</b> and management of the incident: Executive Emergency Response Team Chair, or nominee
<b>Membership (dependent on nature of emergency)</b>	Relevant operational members of staff determined by the nature of the major incident  Loggist	Either one senior officer from the service / department most affected by the emergency  Or  A small group of Tactical level senior officers with relevant line management responsibility for the	Executive members of staff as required by the nature of the major emergency and / or as requested by the EERT Chair  EERT Coordinator  ERSO

		operational emergency response teams  EERT Coordinator  ERSO	
<b>Function</b>	<ul style="list-style-type: none"> <li>Initial incident control, Collating and confirming information, Assessing people, property and implications</li> <li>Assessing need for Tactical Emergency Response involvement</li> <li>If necessary contacting emergency services.</li> </ul> <p>Escalating to Tactical level if / when required.</p>	<ul style="list-style-type: none"> <li>Assessing people, property and business continuity implications,</li> <li>Ensuring Operational level staff maintain site security and direct emergency services, Considering reputation, costs, interruption time, recovery, compliance and insurance implications, Assessing whether staff or students are likely to need alternative office or accommodation space.</li> <li>Assessing what communications are required,</li> <li>Continually assessing and reporting possible implications of the incident.</li> <li>Briefing of EERT Coordinator</li> </ul>	<ul style="list-style-type: none"> <li>Assessing capability of local team to handle incident,</li> <li>Alerting Vice-Chancellor</li> <li>Alerting Chair of Council if required,</li> <li>Considering reputation, costs, interruption time, recovery, compliance, legal and insurance implications.</li> <li>Identifying and maximising opportunities or advantages from the incident,</li> <li>Arranging for external contacts to be made as and when required,</li> <li>Approving all press releases,</li> <li>Approving temporary accommodation requests from Tactical or Operational levels,</li> <li>Approving requests for emergency funding from Tactical or Operational levels</li> </ul>
<b>Liaison with Emergency Services</b>	Bronze level	Silver level	Gold level

[v] Resilience during a Major Emergency

The University acknowledges that working on a major emergency incident can be tiring. It is therefore essential that during any incident lasting longer than approximately 6 – 8 hours the Operational, Tactical and Executive Emergency Response Teams or Lead Officers identify individuals to take over their role in managing the incident. Planning for team handovers should happen in a structured manner to ensure that the incoming teams are aware of all outstanding issues. Lead Officers and / or Emergency Response Team Chairs should ensure that handovers occur at reasonable times of the day and that the changeover times for the three tiers

do not occur at the same time in order that continuity is maintained. The EERT Chair should ensure overall resilience at all levels.

[vi] Notification to Stand Down

Once the major emergency incident is concluded and a business continuity plan has been implemented (where required) the EERT Chair should issue a formal notification to all members of staff involved in the incident to stand down and return to normal duties.

[vii]. Debrief Procedures

A formal debrief should be arranged as soon as possible after the “stand down” notification has been issued. The debrief should be arranged by the EERT Coordinator and should be a facilitated, no-blame discussion, the outcome of which should be reported to the next meeting of the Health and Safety Task Group to be used to improve both the University’s policies and its future responses to a major emergency.

The EERT Co-ordinator will chair the debrief discussion, and formal notes of the debrief, along with an action plan (where relevant) should be produced by the Senior Student Affairs Officer (acting as the Emergency Management Training and Development Manager) for submission to the Health and Safety Task Group.

**3. ESCALATION PROCEDURES**

**a. Escalation Process**

The process of escalation to major emergency status at the University will be directed by the nature of the emergency, as outlined in Section 1(b) above. The emergency may be called as a major emergency immediately, or a general emergency incident may, over time, develop into a major emergency.

Normally, in the case of a general emergency the University’s Security team would already be aware of the incident and are best placed to advise whether an incident has escalated to the extent that it now meets the criteria for a Major Emergency.

In this instance once a member of staff within an area dealing with a general emergency incident has identified or been informed by security that an incident now meets the criteria for a major emergency the Executive Emergency Response Team Coordinator must be contacted.

The Executive Emergency Response Team Chair *must* be involved if an incident gives rise to one or more of the following:-

- Access to a major part of the site is lost for more than a few hours,
- There is a credible threat to the health and / or safety of staff, students and / or visitors,
- Serious injury, illness or death has occurred,
- Risk of substantial damage to University’s reputation,
- Significant Police involvement
- National media is involved
- Additional resources and approval are required

In such circumstances the EERT Coordinator, in consultation with the EERT Chair, will then convene the EERT as outlined in Section 2 above.

**b. Emergency Contact Directory**

As part of its management of a major emergency the University has established an Emergency Contact Directory which will be regularly reviewed and revised by the EERT Coordinator. The relevant Dean of College

/ Head of School / Director of Professional Service is responsible for providing the EERT Coordinator with the details of senior staff to be called in the event of a major emergency, these details will be updated at least annually.

As a minimum the directory will include the out of hours contacts of the following:

Executive Emergency Contact Directory

- Members of the Executive

Main University Emergency Contact Directory

- Relevant Senior Administrative Staff (Grade 9 and above)
- Other Key Administrative Staff
- Heads of Colleges, Schools and Central Departments
- Key contact points in Colleges, Schools and Central Departments

Authorised access to the Main University Emergency Contact Directory will be determined by the Director of Corporate Services, on behalf of the Executive. Access to the Executive Emergency Contact Directory will be limited to members of the EERT and the EERT Coordinator and Emergency Response Support Officer only. A copy of the Main University Emergency Contact Directory will be held securely in electronic format by the Security Section, as well as by the EERT Coordinator and the Emergency Response Support Officer

**c. Major Emergencies Overseas**

Any major emergency involving University staff who are overseas on University business or study should be notified immediately to the EERT Coordinator (or if unavailable the Emergency Response Support Officer) and should be dealt with in accordance with the *Major Emergency Overseas Plan*. Depending on the severity of the emergency the EERT Coordinator will inform the EERT Chair.

**4. RESPONSIBILITIES**

**a. Health and Safety Task Group**

It is the responsibility of the Health and Safety Task Group, on behalf of the Executive, to ensure that the University has in place, in accordance with the resources allocated, an effective emergency management system including:

- Approving, promoting and monitoring policies, procedures, plans and actions designed to ensure that the University has a robust emergency management framework.
- Approving, promoting and monitoring both College and Central Department Business Continuity plans.
- Ensuring that relevant emergency management training for staff is provided regularly, at all levels of the major emergency response plan.
- Receiving reports of, and monitoring, all Tactical and Executive Emergency responses within the University; and receiving debrief meeting notes and action plans.
- Ensuring emergency management exercises and desk top exercises are held at least annually within the University; and ensuring that, in conjunction with the emergency services, that joint major emergency exercises are undertaken from time to time.

**b. Governance and Compliance Office**

The Director of Corporate Services is the Executive Emergency Response Team (EERT) Chair, and has executive oversight for emergency management. The Director of Corporate Services may choose to delegate

responsibility for chairing the EERT to another Executive level member of staff dependent on the nature of the major emergency.

The Head of Governance and Compliance has delegated day to day responsibility for emergency management and is the University's EERT Coordinator. The Governance and Immigration Officer has been designated to act as Emergency Response Support Officer, and can be contacted in the Head of Governance and Compliance's absence.

Responsibility includes:

- Co-ordination of major emergencies;
- In consultation with the EERT Chair, establishing the EERT to manage a major emergency.
- Planning and co-ordinating major emergency exercises, both internal University exercises, and also exercises where the University is involved as a partner in conjunction with outside agencies;
- Assigning a Central Department as a lead department for the development of specific corporate contingency plans.
- Advising Colleges and Central Departments on the development, effectiveness and review of their business continuity plans and any relevant associated procedures.

#### **c. Corporate Communications & Marketing Office**

The Director of Communications and Public Affairs is responsible for the drawing up, implementation and review of a *Major Incident Communications Plan*. The Plan will be approved by the Health and Safety Task Group and will be reviewed every three years.

#### **d. Deans of College, Heads of School and Directors of Professional Services**

Deans of College, Heads of School and Directors of Professional Services are responsible, for undertaking risk assessments on possible emergency scenarios. They are also responsible for the drawing up, approving and reviewing of their business continuity arrangements including putting in place a business continuity plan for their area of responsibility.

This *Emergency Management Policy and Major Emergency Response Plan* outlines the procedure to be followed for a major emergency at the University. The relevant Dean of College, Head of School and Director of a Professional Service is responsible for providing the University's EERT Coordinator with the details of senior staff to be called in the event of a major emergency relating to their area of responsibility.

### **5. BUSINESS CONTINUITY**

The EERT Coordinator will ensure that corporate contingency plans are drawn up and approved by the Emergency Management & Business Continuity Group addressing significant areas of emergency risks. Each contingency plan will identify a lead department and a lead responsible senior and operational officer. The contingency plans will be kept under a programme of regular review.

As outlined in Section 4[d] above Colleges, Schools and Professional Services must also ensure that they have a regularly updated Business Continuity Plan (BCP) which identifies potential emergency situations specific for their area. The BCP should consider what steps can be taken in advance to minimise the impact of College or Central Service Department specific incidents, and should outline the steps needed to recover from such incidents. The Health and Safety Task Group will be reassured on a yearly basis that College / School / and Professional Services have updated their BCPs.



## **6. TRAINING**

The EERT Coordinator, will ensure that staff are aware of the *Emergency Management Policy and Major Response Plan and regular training*, managed and delivered by the Senior Student Affairs Officer (acting as the Emergency Management Training and Development Manager) will be implemented for key staff at all levels to ensure they are aware of their roles in order that they discharge their responsibilities effectively.

Major incident exercises will normally be held every year. Multi agency exercises will also be held periodically, in consultation with the emergency services.

**Version 2 approved by Health and Safety Task Group 9<sup>th</sup> July 2019**

*This Policy will be reviewed every three years.*

**List of Tactical Lead Officers**

<b>Contingency Plan</b>	<b>Tactical Lead Officer (and nominated Deputy)</b>
Procedure for Death of a Student or Critical Incident Involving a Student	Director of Student Experience (Head of Student Support)
Procedure for Dealing with the Death of a Member of Staff or Critical Incident Involving Staff	Director of Human Resources (Deputy Director Human Resources (Operations))
Procedure for Dealing with Adverse Weather	Head of Governance and Compliance (Governance and Immigration Officer)
Procedure for Dealing with a Major Emergency Overseas	Director of Human Resources (Deputy Director Human Resources (Operations)) – Staff Head of Governance and Compliance (Governance and Immigration Officer) – Student
Procedure for Establishing a University Helpline	Director of Student Experience (Head of Student Support)
Emergency Procedures: Pontio Arts & Innovation Centre	Artistic Director (Pontio) (Pontio Operations Manager)