



**LIVERPOOL HOPE  
UNIVERSITY**

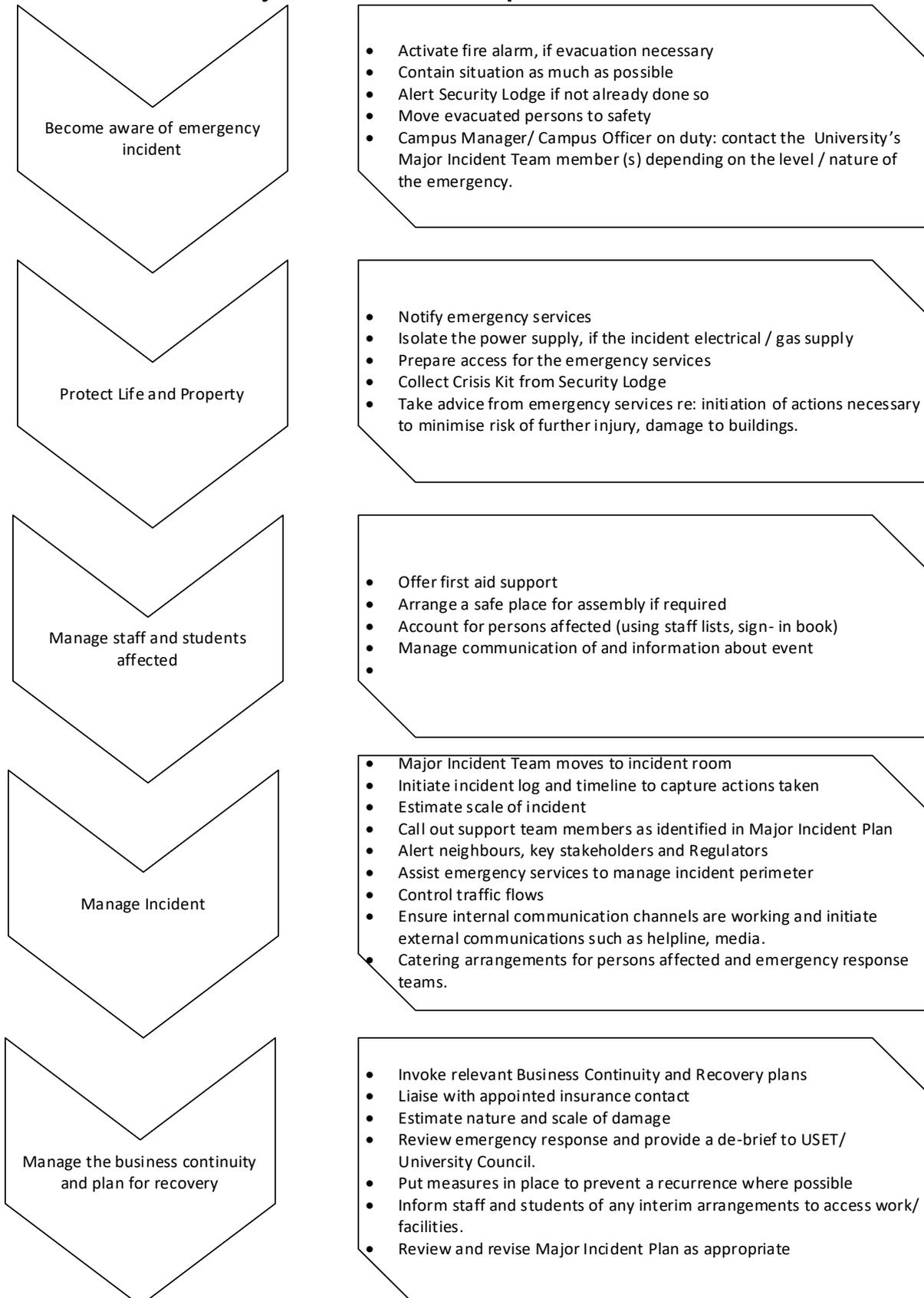
**175** YEARS OF ACADEMIC  
EXCELLENCE

# MAJOR INCIDENT PLAN

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### Major Incident Plan Response Flowchart



## Introduction

This document describes the roles and responsibilities of University staff in response to any event which due to its scale and impact is beyond the scope of normal mechanisms or the University's usual decision-making processes. Such an event is anticipated to pose a significant risk to the University, including its staff or students. This document will support the mobilisation and operation of the Major Incident Team who are responsible for managing any such crisis.

This document deals with what happens immediately after a major incident.

The University has produced accompanying [guidance for staff on what to do during a Major Incident](#).

## Definitions

For the purposes of this document the following definitions apply;

**“Crisis Kit”** means those documents and ITS equipment required for the Major Incident Team to operate (as set out in Appendix 1).

**“Major Incident”** means any event or situation which threatens to significantly disrupt University operations, typically characterised by little or no advance warning and requires the involvement of external agencies in response.

### “Major Incident Room”

Hope Park	HCA023, Vice Chancellors Office, or Lille Room
Creative Campus	CAP211
Aigburth Park	Trinity Building/ Malachy House
Plas Caerdeon	Remotely from HCA023 or Lille Room with Plas Caerdeon Centre Manager attending remotely.

**“Major Incident Team”** as defined below.

## The Major Incident Team

<b>Role</b>	<b>Staff Member</b>	<b>Nominated Deputy</b>
<b>Major Incident Lead</b>	Vice Chancellor	Deputy Vice Chancellor & Provost
<b>Co-ordinator</b>	Executive Director Finance, Services and Resources	Head of Financial Services
<b>Damage Manager</b>	Director of Estates	Estates Services Manager
<b>Communications Manager</b>	Deputy Vice Chancellor & Provost	University Registrar Director of Student Enrolment & Admin
<b>Security</b>	Campus Manager	Rostered Duty Manager
<b>Legal</b>	Solicitor & Senior Officer for Legal Services, Governance and Risk	Company Secretary and Clerk to Council
<b>Secretary</b>	Company Secretary and Clerk to Council	Designated member of the Major Incident Team

## Co-opted Members (depending on the nature of the incident)

<b>Role</b>	<b>Duties</b>	<b>Staff Member</b>
<b>IT Network Advisor</b>	<b>Provision of information on the status of the network and anticipated recovery requirements</b>	Director of IT Services
<b>Health and Safety</b>	<b>Advising on health and safety impact</b>	Health and Safety Advisor
<b>Human Resources</b>	<b>Liaising over all matters concerning the welfare of staff</b>	Director of Personnel
<b>Student Liaison and Support</b>	<b>Liaising over all matters concerning the welfare of students</b>	Head of Student Welfare and Well Being
<b>Liaison and Support</b>	<b>Liaising over all matters concerning the welfare of staff and students</b>	University Chaplains

The role of the University's Major Incident Team is to formulate a strategic response to the incident as it unfolds, to ensure the swift resumption of the University's core activities. To assist the operational recovery, finance and resource allocation will play a significant role, as too will the reputational risk posed against the institution therefore the identification of a suitable spokesperson will also be among the team's priorities.

A confidential and up to date contact information for each member of the Major Incident Team as well as co-opted members must be retained at each site's main Security Lodge. The Health and Safety Advisor together with the Head of Committee Secretariat are responsible for keeping the emergency list up to date.

It is necessary for Major Incident Team members to be available in the event of a genuine emergency at all times. Such incidents may be rare but the ability to contact team members will be crucial for the University to respond quickly and effectively. Major Incident Team members should have out of hours contact information for their own operational managers too.

### 1. Managing The Incident

Within the first hour the priority is to contain the incident and ensure the welfare of staff, students and visitors. Contact and liaison with Emergency Services should be established and the Major Incident Team be advised. The approach to managing an incident will depend on the time of day and time of year.

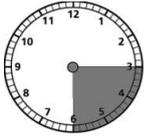
#### Invocation Process – During Working Hours



- a) The Campus Manager would inform the Major Incident Lead and the Co-ordinator (using emergency contact number if applicable) of a major incident and provide available information.
- b) After consideration of the information, the Major Incident Lead will decide whether to invoke the Major Incident Plan.
- c) Campus Services shall open the applicable Major Incident Room and provide relevant items from Crisis Kit with assistance from the Secretary.
- d) Major Incident Team members assemble.



- e) The Major Incident Lead briefs the core team on the nature of the Major Incident
- f) The Major Incident Lead determines who should be co-opted in order to provide expert support dependent upon the nature of the crisis. Details will be passed to Campus Operatives or Secretary who will begin call-out.

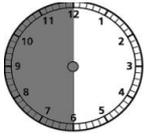


- g) The Major Incident Team shall take time to step back and assess.. The University has adopted the CHALETS system as a checklist of initial actions to be considered:

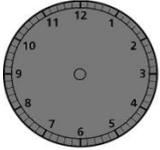
- |                           |   |
|---------------------------|---|
| <b>Casualties</b>         | <input type="checkbox"/> Have all staff, students and visitors been accounted for?  |
|                           | <input type="checkbox"/> Have third parties been informed?  |
| <b>Hazards</b>            | <input type="checkbox"/> Have all known visitors been accounted for?  |
| <b>Access</b>             | <input type="checkbox"/> Have danger areas been evacuated?  |
|                           | <input type="checkbox"/> Has the Security Lodge been informed/the area secured and a rendezvous point established for Emergency Services?               |
| <b>Location</b>           | <input type="checkbox"/> Have necessary building plans been made available?   |
| <b>Emergency services</b> | <input type="checkbox"/> If appropriate, have the Emergency Services been called?   |
|                           | <input type="checkbox"/> Are the Emergency Services getting all the help they need?   |
|                           | <input type="checkbox"/> Have lines of communication between the incident location and Incident Room been established and are they working effectively? |
| <b>Type</b>               | <input type="checkbox"/> Can business be carried on?  |
| <b>Start-up</b>           | <input type="checkbox"/> What additional support is required?   |
|                           | <input type="checkbox"/> Is the Major Incident Room in use?   |
|                           | <input type="checkbox"/> Has the Secretary maintained an Incident Log and has it been maintained fully and accurately?                                  |
|                           | <input type="checkbox"/> Have all Major Incident Team members been contacted and briefed?   |
|                           | <input type="checkbox"/> Has the Switchboard been informed?   |
|                           | <input type="checkbox"/> Has the Health and Safety Advisor been informed?   |
|                           | <input type="checkbox"/> Has the Insurance Officer been informed?   |

*The above list is not exhaustive and other steps may be required depending on the nature of the incident.*

- h) The Major Incident Team may find it useful to define their aim for the duration of the incident to help the decision-making process e.g. in the case of a power failure they may decide their aim is '*minimise business interruption*' .



- i) Manage the on-going incident and continue to liaise with specialist staff at the site of the incident and with the Emergency Services.
- j) At all times an accurate record of events and decisions taken should be recorded in detail by the Secretary.
- k) If the incident becomes protracted, the Co-ordinator should consider drafting members to form a relief team and allow members to rest .



- l) Stop and Review.
  - Do you have enough information to make decisions?
  - Have staff been evacuated and if so have you made provision for their welfare?
  - Is information reaching staff and students?
  - Are the Emergency Services getting the help and support they require?

### Invocation Process – Out of Hours / Shut-Down Periods

The process will broadly follow the above, however, response times may be affected by the time taken to assemble the Major Incident Team remotely. In these situations, greater emphasis will be placed on containing the incident and securing the site until such time as the Major Incident Team can meet. [Staff Guidance](#) is available on containing the situation and forms part of the annual training for Campus Operative staff.

## 2. Major Incident Team Roles and Responsibilities

### Coordinator

- receives initial briefings from campus manager / campus services
- briefs the major incident team
- allocates roles and responsibilities
- nominates a business recovery manager, if required.
- decides who should be co-opted to the major incident team to provide specialist advice.
- invokes business continuity plans where applicable
- responsible for closing the incident and handing over the site to emergency/ specialist services

### Damage Manager

- make contact at site with emergency services and arrange ongoing liaison
- provide emergency services with building plans, health and safety information, relevant hazards, high value assets to be preserved (where possible)
- if access to part of the site is not possible, establish the anticipated delay and prepare accordingly.
- establish if structural surveys are necessary and instruct specialists
- establish presence/ absence of asbestos risk, instruct specialists if necessary
- establish if there is a continuing fire risk and procedures to be followed is isolating gas and electricity supplies.
- ensure external advisers, specialist contractors are fully briefed on their role and the precautions to be taken.
- provide major incident team with regular updates.

### Communications Manager

- ensure efficient, accurate and an effective controlled release of information to external organisations.
- prepare holding statement and sign off with major incident team, for issue when needed
- arrange dissemination of information to staff, students and visitors.
- work with the coordinator/emergency services to help provide public warnings and notify neighboring properties if required.
- contact, instruct and rehearse persons who will be needed at press briefing.
- issue instructions to staff for dealing with incoming telephone calls (including to the switchboard), emails and faxes from staff/students, relative, contractors and media

### Security

- control of the incident scene/ deployment of resources.
- initiate major incident team callout procedures.
- provision of access control to the site/ buildings as required.
- general control of vehicle access on and off site.
- liaison with external agencies as required (prior to damage manager establishing contact).
- allocation of suitable parking areas for external agency vehicles as required.
- any immediate actions as required in respect of operational services made in consultation (as necessary) with external agencies.
- maintain contact with coordinator or damage manager to assist with any operational requirements.

**Legal**

- advise on legal position and appoint specialists to provide additional advice as required.
- be the point of contact and initial liaisons with any external regulatory body such as Health and Safety Executive (HSE), Environment Agency (EA), UK Health Security Agency (UKHSA), NACTSO and oversee the statutory HSE external accident reporting under RIDDOR.
- lead investigations of health and safety related accidents including gathering evidence
- liaise with the fire authority as necessary

**Secretary**

- ensure major incident plan is available
- ensures crisis kit is available
- prepare log to maintain record of events
- liaise with telecomms manager to ensure major incident room telephones are available and helpline established as necessary.

**Co-opted Member Responsibilities****IT Network Advisor**

- recalls relevant recovery team in line with local disaster recovery plan
- checks recovery priorities with the major incident team
- invokes priority recovery and the associated business continuity procedures
- maintains log of actions taken
- provide regular updates to Major Incident Team on progress and measures to expedite recovery.

**Human Resources and Student Liaison and Support**

- make available staff and student contact details as required
- to be in a position to provide next-of-kin information if required
- notify next-of-kin in conjunction with police instruction.
- support and advise next-of-kin as required
- establish names and location injured persons or those who may be traumatised. provide help as appropriate
- maintain a register of all persons injured, exposed to a known health risk and / or hazardous environment along with any actions taken
- provide the major incident team with details of injuries that could impact on business continuity

**3. Business Continuity Planning**

The University's has specific Disaster Recovery Plans in place to outline the response in the event of a significant disruption to the critical activities supporting learning, teaching, research or infrastructure. The plans focus on the effects not the cause of the disruption and it is accepted that contingencies cannot be anticipated for every eventuality. Flexible arrangements are in place which shall consider the actions to be taken in the event of a loss of premises or the loss of ICT or other data. These plans can be found on the University webpages, copies will also be held within each Crisis Kit.

- Estates Department Disaster Recovery Plan
- IT Services Disaster Recovery Plan
- SWL Special Collections Salvage Plan

The Major Incident Lead may choose to appoint one person as the Business Recovery Manager who can coordinate and assist in the process for managing business continuity whatever form that may take.

To aid business continuity, the University's insurers; Allianz will support the University with specialist advice. Allianz will be contacted, where appropriate, by the Pro Vice-Chancellor Operations (or nominated Deputy).

#### **4. Review**

This plan is tested every other academic year by the rehearsal of an emergency disaster scenario, the outcomes of which are documented and reported to the Health and Safety Consultative Committee and Council Standing Committee for Health and Safety.

The operational response invoked by Campus Managers and Campus Services staff in the event of a major incident is included as part of the Campus Operative annual training programme, arranged and recorded by the Estates Department.

**APPENDIX 1 – Major Incident Plan****Crisis Kit Contents List**

Copies of the Major Incident plan and associated Business Continuity Plans	
Crisis Communication Draft Statement	
Stationery	
Flip Chart Paper	
Access to photocopier	
Red safety Tape, No Access Signage	
Torches and spare batteries	
Health and Safety policy	
Hard copies of campus maps, isolation and services plans, building plans	
Location of high risk materials / equipment	
Incident Log template	
Staff List / Methods of retrieving this information electronically	
Current Student Accommodation List	
Current Student Timetable / Methods of retrieving this information electronically	