



BOURNEMOUTH UNIVERSITY

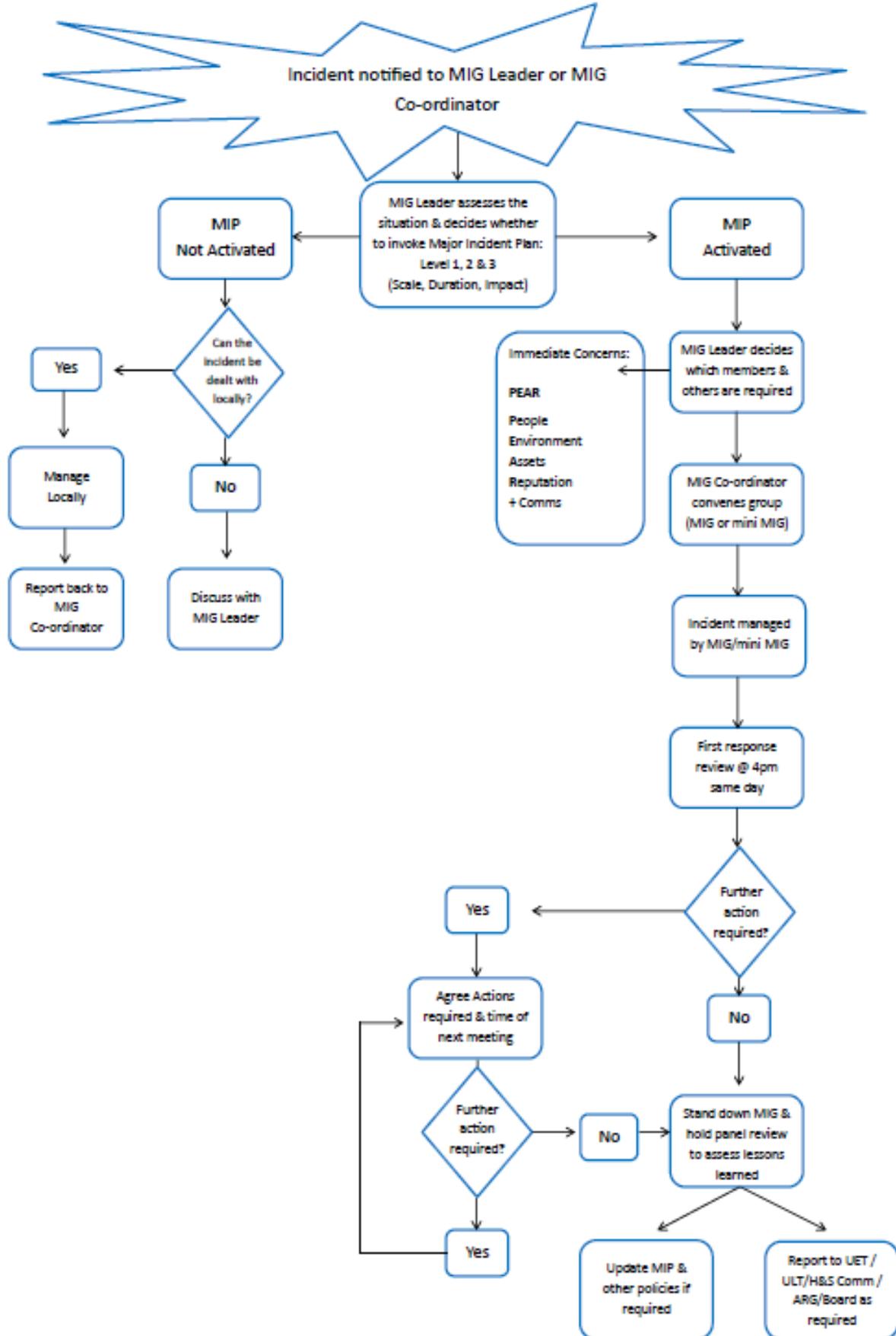
MAJOR INCIDENT PLAN

JULY 2017

CURRENT PLAN DATE	NEXT REVIEW DATE	PREPARED BY	APPROVED BY
JULY 2017	SEPTEMBER 2017	SNS	JA (ARG 16.06.17)

The Major Incident Plan aligns to BS 11200:2014 *Crisis Management Guidance and Good Practice* and replaces previous versions which were based on a UMAL Edition.

BU MAJOR INCIDENT RESPONSE – CO-ORDINATION & COMMUNICATION



	CONTENTS
1.	INTRODUCTION, OBJECTIVES AND SCOPE
2.	INCIDENT CATEGORISATION
3.	LEADERSHIP
4.	MEMBERSHIP
5.	ROLES AND RESPONSIBILITIES
6.	INVOCATION
7.	CONTROL ROOMS
8.	MEETINGS
9.	DECISION MAKING
10.	COMMUNICATIONS PLAN
11.	RECOVERY
12.	STAND-DOWN
13.	INCIDENT REVIEW AND LESSONS LEARNED
14.	TRAINING AND EXERCISING
15.	REVIEW AND UPDATE
16.	APPENDICES

1. INTRODUCTION, OBJECTIVES AND SCOPE

1.1 BU's emergency management structure has three levels - Gold, Silver and Bronze (see 2.1) - and has been established to support the management of emergency incidents at operational and strategic levels. For the purposes of this Plan a "major incident" is an incident which, because of its scale or impact, cannot be resolved through business-as-usual management or decision-making authority within acceptable time scales.

1.2 This Major Incident Plan establishes the structure, principles and process for managing incidents, including invocation, leadership, decision-making and responsibility, and is applied to all incidents regardless of the cause. The objectives following an incident are to:

- protect staff, students and others
- secure the University's infrastructure, facilities and environment
- maintain the University's reputation
- resume core business activities as soon as possible.

It also establishes principles relating to communication, recovery, review and training.

1.3 The Major Incident Plan applies to all members of the BU Community (staff, students, contractors and visitors) and to all BU assets. It includes the management of incidents in halls of residence (whether or not managed by BU) and provides additional information for specific incidents such as communicable diseases (Appendix D.1) and Data Breaches (Appendix D.2).

2. INCIDENT CATEGORISATION

2.1 Incidents are categorised as follows:

LEVEL 1 (BRONZE) DUTY CALL-OUT OFFICER	LEVEL 2 (SILVER) SERIOUS INCIDENT OFFICER	LEVEL 3 (GOLD) MAJOR INCIDENT GROUP
• A relatively minor or local incident causing	• Situations or incidents which pose a potential	• Major incidents which (if not already escalated) have the

<p>no serious physical threat to personnel or property.</p> <ul style="list-style-type: none"> • May result in a limited disruption of services • Has no legal ramifications • Poses no threat to BU's reputation. 	<p>threat to personnel or property and/or can cause disruption to the operation of the University.</p> <ul style="list-style-type: none"> • May threaten BU's reputation or status • May have potential legal ramifications • May involve the isolation and/or evacuation of part of a building • May require assistance from the external Emergency Services • May include loss of student residential accommodation 	<p>potential to escalate quickly into significant events.</p> <ul style="list-style-type: none"> • Will significantly affect the University community and/or the reputation or status of the University. • May compromise the functioning of an entire department or facility, building or group of buildings, and/or student residential accommodation, causing disruption to the University's overall operation. • Major efforts required from the University's own support services as well as from the external Emergency Services.
MIP/MIG activated: NO	MIP/MIG activated: POSSIBLY	MIP/MIG activated: YES

2.2 Incidents can occur without warning, or can arise through a series of actions (or inactions) which may not appear significant initially. Incidents which are managed badly can become major incidents, and incidents which initially appear serious may fade away. It is therefore important that members of the emergency management structure recognise the differences between the three levels and are able to escalate (or defer) appropriately and in good time. A possible or actual Level 3 incident can be notified to the MIG Leader or MIG Co-ordinator directly without going through the DCO or SIO. The MIG Leader will confirm whether it is a Major Incident and whether the Major Incident Group is to be convened.

3. MAJOR INCIDENT GROUP (MIG) LEADERSHIP

The Major Incident Group (MIG) is led by Jim Andrews, Chief Operating Officer. In his absence the MIG is led by Stuart Laird, Director of Estates, with Graham Beards, Director of Finance and Performance, as the UET-level decision-maker. The MIG Leader will set the strategy, direction, speed and shape of the response required, relative to the complexity and impact of the situation, and will allocate roles and responsibilities accordingly. See paragraph 5.2 for further details.

4. MAJOR INCIDENT GROUP MEMBERSHIP

4.1 The Major Incident Group is composed of nominated members and alternates as below.

Lead	Alternate
Jim Andrews (P507) MIG Leader	Stuart Laird (S503) Director of Estates
Shona Nairn-Smith (P522) MIG Co-ordinator	Karen Butters (M606) Head of Health, Safety & Wellbeing
Carol Moore (P501) MIG Operations Officer	Antonia Steel (P501) MIG Operations Officer
Karen Parker (M601) Associate Director of Human Resources	Sally Driver (M601) Senior Human Resources Manager
Stuart Laird (S503)	1. Steve Jones (S503)

Director of Estates	Head of Facilities Management 2. Sandra Baylis (PG80d) Facilities Manager (Soft Services)
Jon Ward (S701) Director of IT	Matt Hall (S805) Assistant Director of IT
Ken Bissell (S601) IT Service Experience Manager	Di Leggott (S701) IT Service Manager
James Stevens (P522) Chief Data Governance Officer	
Ann Fernandez (M501) Director of Marketing & Comms	1. Mark Covell (M502) Head of Corporate Comms 2. Nathaniel Hobby (M501) PR & Corporate Communications Manager 3. Emma Matthews (M501) Multimedia Reporter
Alan James (SC103a) Students' Union General Manager	Sarah Newland (SC101c) Students' Union Accounts Manager
Graham Beards (P508) Director of Finance & Performance	Sarah Hutchings (M201) Deputy Director of Finance
Jacky Mack (T123) Head of Academic Services	Christine Fowler (DLG06) Head of Library Services
Mandi Barron (DL111) Head of Student Services	Amanda Stevens (PH The Base) Student Support Manager
Drusilla Joyce (M201) Insurance & FA Officer	Kevin Welford (M201) Financial Accounting & Compliance Manager
Robin Walsh (MG01) Residential Services Operations Manager	Glenda Brown (MG01) General Manager – Larger Developments
Karen Butters (M606) Head of Health, Safety & Wellbeing	Jim Mussenden (M606) Health and Safety Adviser
Mark Brocklehurst (W128) Director of Operations, Faculty Media & Comm	Robert Hydon (D147) Director of Operations, Faculty Management
Deborah Wakely (M209) Head of Legal Services	Jeremy Swain (M209) Deputy Head of Legal Services

- 4.2 MIG Members are selected to represent various functions of the university, e.g., estates, health & safety or human resources, based on their knowledge, experience and capability to work quickly and calmly in an emergency and in accordance with the Major Incident Plan.
- 4.3 The MIG Leader will decide which members he requires, depending on the nature and extent of the incident. Group Members may be asked to undertake duties which differ from their 'day job', but should not be required to undertake two roles simultaneously. For example, the MIG Leader cannot also act as the Estates Lead. If an incident is likely to last for a long time, or takes place overnight, the MIG Leader will consider rotating members according to need and experience, to ensure resilience and continuity. Comprehensive handovers must be made.
- 4.4 Unlike DCOs and SIOs, MIG Members are not required to follow an official on-call rota, but are requested to make best endeavours to attend. MIG Members may decline to assist with a particular incident, for example if they have a personal connection to the incident or if they are away from the University.
- 4.5 MIG Members all have alternates who may be asked to deputise for them in their absence or if unable to assist with a particular issue. Alternates are fully trained and familiar with the Major

Incident Plan, and have the same role as the primary member. The MIG Co-ordinator requests details of annual leave at peak times of the year and liaises with members and their alternates to ensure sufficient cover.

- 4.6 Depending on the nature of the incident and the circumstances, the MIG Leader may co-opt other members of staff (or external agencies) to assist, for example if specialist advice or information is required from the University Chaplain or the Neighbourhood Police Team. Assistance may also be sought from local agencies including Bournemouth Borough Council, Borough of Poole, AUB and private student accommodation providers, particularly if temporary relocation of students is required.
- 4.7 The SPECTRE Group (including Space Planning and the Faculty Timetablers) will assist with the prioritisation of recovery arrangements, in conjunction with the relevant faculty or professional service staff, their business continuity plans and the BU Space Prioritisation Policy.
- 4.8 Students and members of staff who volunteer for organisations such as the Red Cross and St Johns Ambulance are a useful resource if large numbers of people are required to assist.

5. MAJOR INCIDENT GROUP ROLES AND RESPONSIBILITIES

- 5.1 The Major Incident Group (MIG) is responsible for the immediate handling of the incident and for co-ordinating the University's response to the incident. Their first objective will be to establish the extent of the incident and to ensure correct information is provided to all parties involved. They will establish immediate response strategies and tactics, deploy appropriate resources and initiate emergency-recovery processes.

5.2 MIG Leader

- a) maintain overall strategic control and focus
- b) co-ordinate actions and allocate resources as required
- c) assign single point of contact with the Emergency Services
- d) confirm the (internal and external) communications strategy with the Comms Team
- e) co-opt other internal and external stakeholders as required to manage the incident
- f) confirm the end of the incident and 'stand down' the Group.

5.3 MIG Co-ordinator:

- a) work with the MIG Leader to establish and manage the group response
- b) establish and confirm the level of confidentiality required
- c) arrange meetings and updates as instructed by the MIG Leader and confirm communications channels
- d) control the flow of information and disseminate as required
- e) ensure that actions and decisions (and justifications if necessary) are recorded
- f) ensure that each incident is assigned a name or reference number for all correspondence
- g) assign loggist and other support roles if required
- h) respond to queries
- i) arrange the post incident review and ensure that all actions arising are completed.

5.4 Director of Marketing and Communications and PR & Corporate Communications Manager:

- a) agree the Communications Plan with the MIG Leader and share it with all Comms colleagues
- b) manage all university statements, media releases and interviews, arrange press conferences and media visits
- c) monitor all press and social media coverage and take action as required
- d) manage internal communications with staff and students through all relevant on- and offline

media available

- e) set up and manage telephone helplines
- f) set up and manage emergency email contacts
- g) set up and manage emergency internet homepage
- h) advise on actions necessary to protect the University's reputation
- l) liaise with Head of Student Services and Associate Director of Human Resources.
- j) Update the Vice-Chancellor and/or University Leadership Team

5.5 **Associate Director of Human Resources:**

- a) Responsible for staff welfare
- b) Provide assistance for directly affected staff and their next of kin
- c) Organise counselling or other services for staff as required
- d) Liaise with Comms Team regarding internal comms for staff.

5.6 **Head of Student Services and Residential Services Operations Manager:**

- a) Responsible for student welfare
- b) Provide assistance for directly affected students and their next of kin
- c) Organise counselling or other services for students as required
- d) Liaise with Comms Team regarding internal comms for students
- e) Manage the relocation of students from residential accommodation if required.

5.7 **Director of Estates:**

- a) Oversee the evacuation of all or part of affected areas if required
- b) Organise the containment and assessment of physical and environmental damage and evidence, including CCTV and mobile phone footage, protecting all actual or possible crime scenes
- c) Ensure that witnesses or potential witnesses are located in a place of safety
- d) Liaise with Security, Emergency Services and local authorities (via the nominated contact if applicable)
- f) Initiate and control the restoration of building services, communications and access for business continuity
- g) Assist in salvage, damage management and clean-up operations
- h) Locate, supply and equip alternative workspaces or accommodation as necessary
- l) Assist the Head of Student Services to organise necessary arrangements for evacuation, transport and alternative accommodation, including halls of residence and student residents
- J) Provide advice to the MIG and others on the Estates implications of the incident.

5.8 **Director of IT and Chief Data Governance Officer:**

- a) Responsible for all aspects involving Information Technology or Information Services
- b) Ensure that the University's separate IT Recovery Plan is implemented if applicable
- c) Ensure that the IT systems, applications, data, etc. are recovered effectively.
- d) Ensure Data Breach Incident Management Plan is invoked where necessary and ensure Information Security protocols are applied
- e) Assist in damage assessment, salvage and clean-up operations
- f) Provide advice to the MIG and others on the IT implications of the incident.

5.9 **Director of Finance & Performance and Insurance Officer:**

- a) Responsible for all aspects of business recovery
- b) Contact and be the liaison with the University's insurers and loss adjusters
- c) Ensure correct cost recording procedures are in place
- d) Assess business interruption losses

5.10 **Head of Legal Services**

- a) Contact and be the liaison with the University lawyers, insurers and loss adjusters
- b) Establish position of any legally binding contracts which may be threatened by the incident

6. MAJOR INCIDENT GROUP INVOCATION

- 6.1 The Facilities Team (normal working hours) and the Security Team (out of hours) are responsible for first-line investigation of incidents affecting the University and will follow existing emergency procedures on discovery of an incident. Overnight and at weekends, site security is provided by a contractor who has instructions to contact the Duty Call-Out Officer or Serious Incident Officer in the event of an emergency.
- 6.2 Incidents are usually notified to Poole House Reception on 222 (01202 962222) which is staffed 24/7. The reception team member or security guard will call the emergency services if necessary and then decide what assistance is required. He/she may call the Estates Operations Team Leader, DCO or SIO. The SIO will contact the SIO Co-ordinator (also MIG Co-ordinator) to inform her of the situation and seek advice on actions required. The SIO Co-ordinator will decide whether to inform the MIG Leader.
- 6.3 Incidents can be escalated straight to Level 3 (MIG/Gold) if appropriate. Notifications can be made down as well as up.
- 6.4 If the MIG Leader agrees that the incident warrants invocation of the Major Incident Group, he will instruct the MIG Co-ordinator accordingly. He may decide to convene immediately, or at a specified point later that day or the following morning. He may request attendance in person, or via conference call initially. The MIG Leader will decide who he requires to assist with the incident, and may request for some members to be on standby. A swift response is essential to manage the incident effectively; if in doubt the MIG Leader will convene the Group and stand it down if necessary.
- 6.5 It is not always necessary for the MIG Leader or other members of the Group to attend the scene directly, unless specifically required and depending on the circumstances. All MIG Members who attend the scene must inform the MIG Leader on arrival and departure.
- 6.6 A confidential list of mobile, office and home telephone numbers is maintained by the MIG Co-ordinator and is attached as Appendix A of this Plan. The University Security Team is also provided with a copy of this list. The MIG Co-ordinator will contact each member required, on their mobile phone in the first instance, and confirm that the situation is being managed via the Major Incident Group. She may also use the MIG Text Alert system or email. She will make a note of who has been called, when, and what the response is. She will confirm where to meet and when, and what members should bring with them – usually notebook and pen, staff ID card, mobile phone, MIP and Hi-Vis Vest.
- 6.7 Information may be relayed by text or email if appropriate and if during the night. Phone calls to private landlines during the night should be minimised.
- 6.8 All enquiries from the media or members of the public will be managed by the Communications Team, as directed by the MIG Leader. See paragraph 10 for further information.

7. MAJOR INCIDENT GROUP MEETING CONTROL ROOMS

- 7.1 When activated, the MIG will meet in one of two pre-designated Control Rooms which will form

the focus for the University's immediate response to the incident. The MIG Leader may designate his own office (P507) as the primary Control Room, for example for privacy or for sight of the campus. The University Control Rooms depending on access and availability are:-

1. Room PG30d, Ground Floor, Poole House, Talbot Campus
2. Room S204, Studland House, Lansdowne Campus
3. Room P507, Office of the Vice-Chancellor, Poole House.

If necessary, the MIG Leader may choose a location off-campus, for example if the roads are blocked, preferably one with WI-Fi, catering facilities and a private area.

- 7.2 Control Rooms have been chosen for their location (in buildings which are open 24/7) and their telephone, video and PC connections. They contain Battle-boxes which hold copies of the Plan and its appendices in paper and digital format, and emergency stationery supplies. Entry to Control Rooms will be controlled and restricted to authorised personnel only. They are not be used for press, media or staff/student briefings.
- 7.3 The Control Rooms and Battleboxes are kept locked. Keys are available from:
- Poole House Reception for Room PG30d, Ground Floor, Poole House, Talbot Campus (Key 22)
 - Studland House Reception for Room S204, Studland House, Lansdowne Campus (Key 58)
- 7.4 The MIG Co-ordinator will ensure that the Control Rooms and Battleboxes are checked and that the phones in PG30d are tested and updated every six months.
- 7.5 Emergency Kit Bags are also held in Poole House Reception and Studland House Reception, containing hi-vis vests, torches, whistles, disposable gloves, etc., for use by the Facilities Team. Basic mass-casualty first aid bags are also held at these locations.

8. MAJOR INCIDENT GROUP MEETINGS

- 8.1 The University's response to and recovery from an incident is achieved by the MIG working to Checklists (see Appendix B) provided for each Group Member within this Plan. These Checklists enable daily objectives to be set, priorities established and tasks assigned.
- 8.2 MIG members are pre-authorised to make immediate charges on a Major Incident Account up to a limit of £50,000, in line with current financial authority limits, using Barclaycard where possible. Details of Barclaycard holders and their authorisation limits are listed in Appendix C.1. In addition, a credit facility has been set up with two local hotel chains. Further details are listed in Appendix D.3 – Operation Manhattan. All receipts must be retained and submitted to the MIG Co-ordinator for processing and possible insurance claims.
- 8.3 The MIG Co-ordinator will also confirm the meeting time and place – normally Control Room 1 (Poole House), Control Room 2 (Studland House), or P507.
- 8.4 The MIG meets as often as required for status reporting, decision making and debriefing, etc., as directed by the MIG Leader. Meetings will take place in a nominated Control Room at 7.30 a.m. (unless otherwise instructed) but can also be convened remotely by phone or skype.
- 8.5 **MAJOR INCIDENT GROUP FIRST OBJECTIVES:**
- a) Act quickly to determine the scope and impact of the incident using PEAR Comms (People, Environment, Assets, Reputation, Comms)
 - b) Develop strategy to deal with the immediate effects of the incident
 - c) Prioritise immediate actions. Prevent further damage/harm.

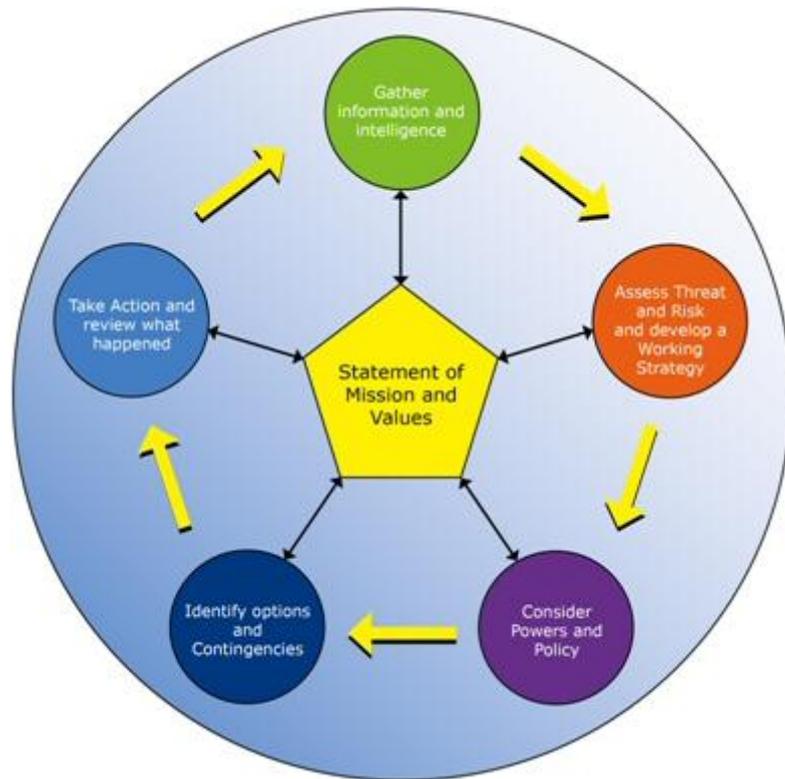
- d) Prioritise the Student Experience where relevant.
- e) Allocate individual and/or group responsibilities for implementing action
- f) Deploy resources and equipment
- g) Communicate information, advice and instructions
- h) Monitor and re-evaluate conditions.
- i) Respond quickly and calmly as the incident develops
- j) Be familiar with the MIP and any updates
- k) Give priority to the recovery programme and assign essential normal duties to other staff during critical recovery stages.

8.6 The MIG Leader will summarise the position as known and seek updates from members as appropriate to establish a common picture and understanding. Members may seek further clarification from colleagues; this should be relayed by phone or email. It should be made clear if any information is uncertain, unknown or may change. This process can be complicated, fast-moving and subject to misunderstanding or exaggeration; the MIG Leader must ensure that as much relevant information as possible is obtained, checked and summarised, in order to assist decision-making.

9. DECISION MAKING

9.1 The MIG Leader will confirm the strategy for managing the incident, including the Communications Plan and recovery objectives, and will ensure that decisions are made in accordance with the principles established in this Plan. Details of all decisions made, the rationale behind them, to whom actions have been assigned and which resources have been allocated, are recorded by the MIG Co-ordinator or assigned Loggist. These will be reviewed and updated as required, to ensure consistency, relevance and appropriateness.

9.2 Good decision-making is essential to assume control of an incident and direct actions towards recovery. Bad decision-making can exacerbate the situation, delay recovery and even cause harm. The MIG Leader will use the following decision-making model to structure the collection of information and decision-making.



<http://www.nationaldecisionmodel.co.uk/>

9.3 Using this model will help to organise information, simplify complexity and identify uncertainties or inaccuracies. A checklist is available in Appendix B.2.

10. COMMUNICATIONS PLAN

10.1 It is essential that a Communications Plan is established from the outset so that BU can place itself in a position of authority and control, as well as the source of all information. Social media presents particular challenges in terms of speed of response, establishing primacy and accuracy; sufficient resource must be allocated to this task as a priority.

10.2 The core message and key themes will be established and agreed by the MIG Leader. The Communications Plan will include details of all internal and external stakeholders, what they will be told, how they will be communicated with and why. Once the core content has been agreed, the Director of M&C or the PR & Corporate Communications Manager can issue statements and responses as required without seeking approval for each one. Draft generic statements and press releases will be prepared in advance for use in an emergency.

10.3 Key Communications Principles:

- Be prepared: have a clear, straightforward communication process in place.
- Move fast: communicate quickly and appropriately, indicating that more information will be given when possible.
- Monitor continuously: keep track of what is happening everywhere is critical.
- Maintain the flow release: what is known; “little and often” is better than waiting to release everything
- Speak with one voice, but not necessarily a single spokesperson.
- Be transparent: it will all come out in the end.
- Accuracy is key: use hard facts and avoid rumour, conjecture and assumptions

- Apologise: do not be afraid to apologise when appropriate and relevant
- Build a strategy: develop core message(s) and the supporting themes, and keep building them
- Manage the timing: let those closest know first
- Be human: be empathetic whenever appropriate
- Sign off: know who has authority to sign off communications for issue

(Ref: BS11200:2014 Crisis management. Guidance and good practice, p.23)

- 10.4 The Director of M&C or the PR & Corporate Communications Manager will advise the MIG Leader on managing incoming queries, whether in person or by phone or email. It may be sufficient to share information with askBU, the IT and Estates Helpdesks and PH Reception, to allow queries to be answered appropriately and consistently.
- 10.5 If a spokesperson is required, this task will be allocated to a senior member of staff who has been trained and who is comfortable to do so, and will normally be the Chief Operating Officer, Head of relevant Faculty or Professional Service, or the Communications Team member involved in the major incident. The Director of M&C or the PR & Corporate Communications Manager will advise the MIG Leader according to the gravity and scale of the situation.

11. RECOVERY

Planning for recovery will take place as soon as possible and may inform initial and on-going decision-making. For example, it may be clear that it will take several weeks before a building will be operational again; establishing this at the outset will improve decision-making and resource allocation. It will not always be appropriate or possible to aim for a return to the same position as before the incident and the outcome may even be considered to be an improvement on what was available previously.

12. MAJOR INCIDENT GROUP STAND-DOWN

The MIG Leader will decide when to 'stand-down' the Major Incident Group, usually when the situation has returned to a normal operational level, and will confirm this to all involved.

13. INCIDENT REVIEW AND LESSONS LEARNED

- 13.1 A debriefing session will be convened for all members of staff involved in an incident, to review actions arising, identify any amendments to the Plan and any other recommendations which are required. This will take the format of an informal Hot Debrief at the end of the day of the incident and an Incident Review as soon as possible once the Major Incident Group has been stood down. These should take place in a quiet room to facilitate discussion in confidence, with refreshments provided.
- 13.2 The MIG Leader will assess whether any further support or training is required. He will ensure that all those involved are thanked for their contributions and may share this with the relevant line manager(s), particularly if others have had to cover for MIG members' usual duties. The Incident Review Template is stored at Appendix C.5.
- 13.3 Any lessons learned from the incident will be shared with others as appropriate, for example in training sessions and formal reports, and used to update the Major Incident Plan if required. Formal reports may have to be submitted to the Audit, Risk and Governance Committee, HEFCE or others.

14. TRAINING AND EXERCISING

- 14.1 The Major Incident Plan is rehearsed at least once a year when all MIG members, their alternates and representatives from external organisations are invited to participate in an exercise organised by the MIG Co-ordinator. Incident Reviews are undertaken as part of the exercise; actions arising and lessons learned are captured and the Major Incident Plan is updated accordingly.
- 14.2 Role-specific training is provided for MIG Members according to need and experience, for example MIG Leaders or the Comms Team. The MIG co-ordinator attends external training sessions and exercises, for example as organised by the Local Resilience Forum, BCI or HEBCON.
- 14.3 The Major Incident Plan aligns to the BU Business Continuity Policy (I:\OVC\Public\Business Continuity) and various Business Continuity Plans, which in turn align to the *BCI Good Practice Guidelines* (<http://www.thebci.org/index.php/resources/the-good-practice-guidelines>), BS 11200: 2014 *Crisis Management Guidance and Good Practice* (<http://shop.bsigroup.com/ProductDetail/?pid=00000000030274343>) and ISO 22301:2012 *Societal Security – Business Continuity Management Systems* (<https://www.iso.org/standard/50038.html>).

15. REVIEW AND UPDATE OF THE PLAN

- 15.1 The Plan is reviewed and updated by the MIG Co-ordinator quarterly, and as required following any actual incidents or exercises, and submitted to the University Leadership Team and the Audit, Risk and Governance Committee for approval annually. It is then published via the OVC Public Folder and all staff and students are informed of its location. The Plan is also subject to external scrutiny by internal auditors and by the university's insurers UMAL.
- 15.2 An abridged version of the Plan is stored in the OVC Public Folder: I:\OVC\Public\Business Continuity - Shona Nairn Smith\Major Incident Plan.

	<u>APPENDICES</u>
A.	<u>CONTACT LISTS</u> MIG Members Accommodation Providers UMAL
B.	<u>CHECKLISTS</u> Closure of building or campus Decision-making checklist Evacuation Plan Checklist Immediate issues for consideration Manhattan – connectivity, comms, door-to-door, star rez instructions Stakeholder Checklist – include overnight deliveries and cleaners Stakeholder Matrix
C.	<u>FORMS AND TEMPLATES</u> Barclaycard Limits Damage Assessment Report Decision-making Log Files/Equipment Recovery Form Incident Review Template Loss of Personal Possessions Claim Form Major Incident Checklist Major Incident Log Sheet Major Incident Team Callout Log Sheet Visitors Emergency Register
D.	<u>POLICIES AND PROCEDURES</u> Communicable Disease (incl Meningitis) Procedure Data Breach Incident Management Plan Operation Manhattan (Halls of Residence) Procedures Student Death Management Procedure
E.	<u>MAPS</u> Lansdowne Campus Map Talbot Campus Map