

Major Incident Manual

Table of Contents

Table of Contents	2
Who to Contact/Inform:	3
Location of Emergency Team	3
How to Cascade Contacts:	4
Emergency Services:	4
Locations of Emergency Boxes:	5
Press Management:	5
Evacuation Plans:	6
Staff & Student Communications:	6
Actions by Incident type	8
Severe Weather	9
Suspect Packages, Bomb threats	10
Fire - Campus location	11
Denial of Access to campus	12
Contagious Disease including Pandemic Flu	13
Failure of Utility Supplies	14
Industrial Action/Protest	15
Systems Failure	16
Lone Gunman(Knife) on Campus	17
City Centre/Campus Accommodation Problem	18
Evacuation of Campus	19

Major Incident Manual

The next few pages identify what to do in the event of a major incident affecting the University. The key factors involve the fast communication to the necessary contacts enabling the process to protect people, reputation and property.

Who to Contact/Inform:

The Disaster Management Team –

- Primary contacts
- Secondary contacts
- Advisory

Chris Abbott Facilities	07748111667
Keith Hicks HOS Marketing & Communications	07770346656 07748335495
Theresa Mcgoldrick HOS Student Affairs	07811289345
Ian apperly HOS Personnel	07920829378 01179731079
William Marshall Director of Finance	07990620882
Steve Grive HOS IT Services	01749671455 07824868927
UMAL Insurance Alann Richardson	07801036942
Head Porter	01179656775 or 01173282552

The Frenchay Gate House -

Location of Emergency Team

The team will meet up in the Vice Chancellors offices in Du Pont, If this is accessible and co-ordinate activities from there.

Du Pont contains:

- 1 Emergency Kit
- Mobile Phones and desk phones
- A copy of the plan and contacts
- Suitable meeting areas and computers

A secondary control room is located on the in St Mathias Campus. To be used if Frenchay is Inaccessible for any reason.

Room M22/3, contains:

- 1 Emergency Kit, with contacts & Instructions
- Switchboard console for main number diverts
- Mobile phones and desk based phones
- 20 thick client machines

How to Cascade Contacts:

To automate contacts in an emergency, this web based externally hosted system holds key contacts for you to text, e mail and ring home numbers (where entered).

Provided you have access to an internet connection you can log onto this system, select the address book tab, tick those people you wish to communicate with and compose your message and send.

URL	User ID	Password
www.priorityalert.co.uk	Your uwe e-mail address	123UWE

If you wish to send a message use Derek.norris@uwe.ac.uk as your login e-mail address. (Only key contacts have access to this system)

Emergency Services:

The emergency services will be contacted by the Gate House staff at Frenchay regardless of the site affected. **You need to ensure this has been actioned.**

The police service will co-ordinate the activities of all the services but will expect the University to be prepared as follows:

- A place for them to report and be briefed about the problem.
- Identification of any casualties or people trapped/unaccounted.
- Identification of criminals
- Plans and location of hazards
- The place where they can set up a forward command centre

The Police service will potentially take the following action:

Cordon off the area by approx 800 metres	Take control of the affected area and all access routes
Front a press officer – after approx 30 minutes	Manage the incident and all other emergency services
Areas may be sealed off for days	Work closely with senior UWE staff

Locations of Emergency Boxes:

Bower Ashton, Porters lodge

Frenchay, Gate House

St Mathias, Porters Lodge

Glenside, Porters lodge

Du Pont, Primary control room, Executive Offices (UWE)

Secondary control room – St Mathias M22

Each site has an emergency box which contains:

- A set of plans, contacts and the manual
- A torch and spare batteries
- 60 space blankets
- A mobile phone
- 10 Masks and 100 latex gloves
- 1 Megaphone
- Evacuation locations and Marshall arm bands
- Marker pens and stationery items

Press Management:

All press related enquiries should be handled by the Marketing and Communications service leader **Keith Hicks**, as part of the DMT.

A briefing room will need to be established somewhere to handle press enquiries.

- **Be polite and identify the contacts for them**
- **Refrain from making comments on the situation**
- **Direct them to the appropriate location for information**
- **The police service will provide a press officer initially.**

UWE has professionally trained staff to deal with the Press.

Evacuation Plans:

If the need arises to evacuate staff and students this decision will be taken quickly and may be by the emergency services. The University has plans to enable evacuation within site boundaries and external for each campus.

Please see the more detailed page on Evacuation Processes.

Full site evacuation summary:

Campus	Evacuation area	Contact
Frenchay	Car park 20 (1,000 people to HP)	Clive Heath (HP) 01179799910
Bristol Business Park, Du Pont, 650,435,640	Holiday Inn Filton	Duty Manager 08704009014 opt 7
Bower Ashton	Ashton Court stable yard	Cellan Michael 01179639178
St Mathias/Glenside	To the unaffected Campus	Gate House 01179656775 or 01173282552
All other sites	Move at least 400 meters away from site	Gate House 01179656775 or 01173282552

Staff & Student Communications:

This depends on the type of incident but the methods are:

- The University Web pages - www.uwe.ac.uk
- The Portal & UWE online
- The e mail system
- The local Radio stations
- Security staff

The marketing and communications team, **Keith Hicks**, prepare the necessary internal and external messages and contact the Radio stations where appropriate.

The radio stations used are:

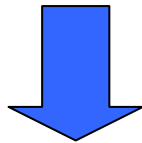
BBC - 0117 9741111
GWR 0117 9843211
Kiss 0117 9309189
Star- 0117 9106618

These numbers are provided just in case it's not possible to make contact with the Marketing team.

Out of Hours Emergency Escalation procedure

Incident

Any incident likely to impact people, property or reputation of UWE that is beyond immediate staff's Capability.



Frenchay Gate House

The Gate House staff will also have all contacts for services and support. They will mobilise these as instructed.

Contact emergency services

Contact Head of Facilities

UMG/Senior Manager

**Alert other senior Managers
Mobilise resources**

Key contact for staff on the ground

Disaster Management team

Referred to this team when the incident is thought to overwhelm normal mechanisms

Actions by Incident type

Severe Weather

The table below gives an indication of the types of condition and the severity that would potentially lead to a closure of a campus or the University.

The notification will be announced on the UWE main web page, should a closure situation arise.

The Head of House Services will be notified via the Gate House about local conditions and a member of the senior management team will make a decision about any closure

Conditions	Characteristics	Severity
High winds	Gale force 8 and above. Potential structural damage. Fallen trees. Flying debris. Vehicles overturned.	Evidence of flying hazards. Risk of injury to people in the open. Posts and signs uprooted. Driving is difficult. Gusts exceeding 60mph.
Heavy Snow	Accumulations on roads not cleared by salt. Visibility reduced. Blizzard rates of fall with wind. Severe wind chill. Freezing temperatures.	Accumulations above 5cm. Risk of freeze over at dusk. Attempts to clear paths etc not effective. Accidents occurring on site.
Ice	Sub zero temperatures. Black Ice. Unable to control vehicles. Unable to walk safely. Salt ineffective.	Temperatures below -8C. Salt less effective below -12C. Diesel solidifies in filters at -9C. Heating systems failing. Offices below 14c
Freezing Rain	Rain turns instantly to ice. Walking is very dangerous. Driving is very dangerous. It appears as black ice everywhere.	Any indication should warrant partial closure. Keep people inside if already on campus.
Severe Electrical Storms	Local flooding. Power failures. Lighting strikes. Strong winds. Large hail stones. People at risk in the open.	Damage to buildings. Lighting strikes to people in the open. Flooding, overflowing drains. Risk of explosion.
Flooding	Torrential rain. Fast flowing water. Land slides/mud slides. Basements filling up. Electrical installations exposed.	Water entering buildings. Water above floor level inside. External floods over 6 inches

Suspect Packages, Bomb threats

Any incident must be reported immediately to the **Security Control Room 01173286404**.

An initial investigation will take place to determine the potential risk of such a package by security staff. They will attempt to locate the package and start the evacuation of people from the immediate area.

The Police will be contacted as soon as the suspect package has been identified and classified as potentially a risk.

Actual suspect devices:

Type of threat	Description	Action
Letter Bomb	Small device designed to harm those in immediate area. Likely to be any size of envelope/small package	Isolate, do not open. Remove from inside building. Call police Keep people away from package – 50 metres Move people away from facing windows.
Parcel Bomb	A bag, box or parcel, designed to kill people close to the seat of the blast. Collateral damage caused glass and cladding.	Do not move the package. Evacuate all people from the immediate area, radius of 100 meters. Call the police and seal off the area.
Vehicle Bomb	Car or lorry device designed for large scale casualties and structural damage.	Evacuate all people within 250 metres of the device. Keep all other people at least 400 metres away from area. Call the police and seal off area.

The Telephone threat

This activity is not adopted by the new generation of terrorists, no warnings are the trademark but there are still groups who use this tactic.

Types	Actions
Calls to disrupt the organisation - Hoax	Obtain as much information as possible Dial 1471 if possible to obtain originators number. Report the incident to security and the police immediately.
Calls to identify the package – minimise casualties	As above Emphasis on where is the device planted.

Fire - Campus location

Actions to take as a result of a fire affecting a Campus, Emergency services need to be contacted by the Gate house. **No automated dial solution for this.**

Please see escalation as per out of hours, contact the Head of House services and other relevant parties such as Keith Hicks for press management.

Action	Description	Notes
Evacuation	Removal of all people to a safe location	At least 400 metres away and not an adjoining building
Contact Estates via Gate house cascading	Alert to incident and request site attendance	Damage estimates and contractor mobilisation
Partial closure of site	Restrict access to area and main site access point	Allow emergency services to operate
Re-housing of resident students	Temporary accommodation if rooms affected	Accommodation services to be contacted and arrange
Roadways on site	All internal traffic routes	Clear paths through all routes for services to tackle the fire
Local residence	Local businesses & domestic housing	Alert HEFCE and neighbours of smoke drift and dangers
Access routes	Entrances and access to site	Close off pedestrian and vehicle access

Notifications to all staff and student about the damage and impact on their workplace, needs to be communicated via the web pages, local press & radio. This is a reminder but the press office should handle this.

Denial of Access to campus

Characteristics associated with either an incident outside of the University or a cordon area that encompass the whole of a campus area.

Types of incident such as a Gas leak, chemical spillage on a local road, murder enquiry, terrorist activity, or similar. Could easily result in no damage to infrastructure or buildings, yet no staff or students access allowed.

This may also affect the Gate house and security staff, resulting in them also having to leave the site. These serious incidents may last for hours or days!

Action	Description	Notes
Escalation	Alerting UWE senior staff	Head of House services and other senior staff on Vocal
Evacuation	Removal of all staff and students from the affected area	Remove to offsite locations or send home
Security	Lock down	Securing areas before leaving
Contacts & records	Contractors details and staff	Paper records of telephone numbers etc to use off site
Re-location (security staff)	To an open campus and set up a contact point	Could use the secondary control rooms or other campus lodges
Personal belongings	Phones, keys bags etc	Take all items of importance with you and those you are advising
Notifications	Informing Press office	Notifications via radio and local press

Co-ordination with emergency services and senior management, about the controlled return to site.

Contagious Disease including Pandemic Flu

Identification of the location and suspected people affected and their movements is a critical element of the containment of diseases. This may also include a lock in situation as seen in China when the SARS outbreak took hold in Hong Kong.

Types of disease likely to be encountered: Meningitis, Mumps, other notifiable diseases, Anthrax, Foot and Mouth, Bird Flu, Pandemic Flu, Food Poisoning outbreak and many more.

Action	Description	Notes
Contact the police immediately	Notifiable diseases must be reported to Police	Via Gate house or security
Identification of affected people	Need to establish who has been in contact and alert emergency services immediately	Affected need to be admitted to A&E without delay.
Cordon off the area where the outbreak has emerged.	Stop movement of people and vehicles in the affected area.	Reduce the risk of spreading the infection
Escalate to senior Management team	Notify Head of House services	Mobilise help & support
Direct Emergency services on arrival	Take advice and aid fast arrival at the scene	
Prepare for helpline set up	Concerned relatives and parents support	

Useful contacts:

Meningitis help line - 0800 800 3344 (24 hours - free phone).
NHS Direct - 08454647
Health Protection Agency:
Regional centre –Stonehouse 01453829740
National centre 02077592700

Failure of Utility Supplies

Prolonged loss of Power, Water or Gas supplies affecting a campus.

Potentially less of a problem in the summer months with extended daylight and warmer temperatures but Power will render the site inoperative within a short time.

Loss of water is a detriment to health and hygiene and causes sanitation issues within a few hours. Usually leads to closure of a site.

A decision about the impact and sustainability of the site/area will need to be made and people communicated with about the outcome.

Action	Description	Notes
Alert senior management	Identify affected area	Potential period of outage needs to be established
Alert utility provider	Notify and establish likely length of outage	Relay onto senior management team
Establish communications	Phone, word of mouth relay details and actions	Most likely to let people go home
Alert Security	Awareness for incidents resulting from utility loss	People stuck on lifts etc
Alert Maintenance contractors	Make safe any equipment/ facilities resulting from outage	

Contacts for utility & maintenance contractors are with the Gate House at Frenchay.

Industrial Action/Protest

Staff & or students or external protests affecting a campus.

Police need to be notified due to risks of disruption and conflict between groups. Attempts should be made to minimise impact on campus, diverting entrance flows and restricting protesters access to buildings and open areas.

Contact Security - **01173286404**.

Action	Description	Notes
Alert the Gate House/Security	Provide details of incident	Contact Police
Alert senior management		
Restrict flows of people	Don't allow staff/students near the area	Restrict vehicle access
Evacuation	Remove staff/students close to area	Move to safer location
Prepare for press arrival	Identify a location for them to be managed	

More severe situation such as Animal Rights activists will potential put peoples safety at risk, including security staff. Emergency services support is the highest priority in these circumstances along with removal of people from the risk area.

High risk of press interest and if the protest is about UWE The press office and Keith Hicks need to be involved immediately.

Systems Failure

Total or partial failure of computing, affecting a significant area, a campus or all of the University.

The most important action here is to ensure power is restored to the air conditioning units supplying the main computer rooms at the earliest opportunity.

Actions	Description	Notes
Contact the IT support desk	Ring 01173283612 Ext 83612	This service operates 7 days per week
Alert estates via the Gate House	Contact gate house alert maintenance contractors	Electricians need to check computer switch gear
Close down desktops	Shut down devices	
Escalate to senior management	Staff may have to go home if it's a prolonged outage	
Communication	Awareness via phone to key personnel and regular updates	

Lone Gunman(Knife) on Campus

Communication and identification are the key elements here, speed of response and alerting will save lives. Whilst it may be impossible to stop, damage limitation is achievable.

A quick assessment of access controlled or lockable locations will help the direction of people to safe havens during this type of incident

This is likely to be immediately classified as a major incident and communication is essential to all senior staff and support personnel.

Contact security - **01173286404**.

Action	Description	Notes
Alert Police	Immediately notify the police & Security	
Alert senior management	DMT and Head of house services, VC etc	
Locate the suspect	Using CCTV and sightings locate the place and movements	Try to track the movement and remove people from area
Communicate	Immediately build awareness with staff and students	Phone, e mail, texts, IT pop up messages etc get the info out there.
Stop access to site	Stop anybody entering the site affected	Close off entrances
Evacuation	Only to controlled access locations, don't allow anybody into the open.	Do not set off fire alarms
Close off other campuses	Close down other campuses in case the problem escapes to another sites	Stop intercampus buses
Prepare for press arrival	Press office & Keith Hicks alerted	Radio and TV will report
Engage with counselling services	Trauma and support services need to be established to handle the impact	Internal and external agencies brought together to provide assistance to those affected

Advice to people affected:

Block entrances to their particular location, lock doors and barricade the entrances.

Move all people away from windows and doors behind some sort of barrier.

Stay where they are unless they cannot secure the location.

Have a means of escape if the barrier or lock is breached.

City Centre/Campus Accommodation Problem

The University has responsibility for re-housing students as student accommodation is not their primary residence. The local Councils will only temporarily shelter them.

A location for them to be temporarily housed needs to be established from the emergency services/Council to direct the recovery of dispersed students.

Contact security - **01173286404**.

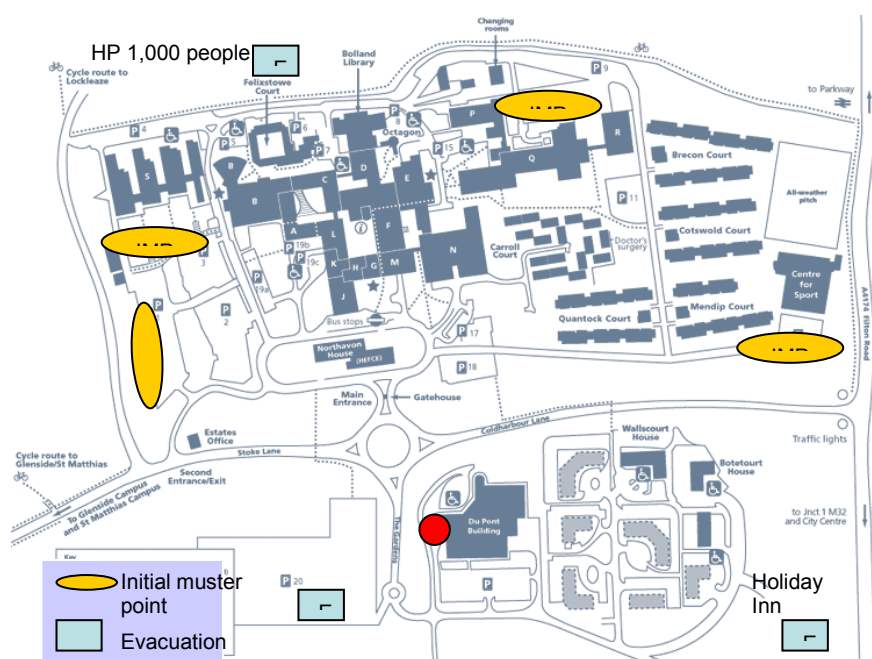
Action	Description	Notes
Alert Gate House	Identify the problem	Need to contact Accommodation services
House Services	Contact and start the process for re-housing In Traders etc	
Transport	Contact South Glos Bus & Coach to obtain up to 30 buses – day or night	Roger Durbin 07920026801
Marshalling	Co ordinate the collection and shelter for students	Locate back on appropriate campus locations
Security	Secure buildings evacuated to protect belongings	
Communication	Alert affected campus about temp housing arrangements	Impact on facilities of the rehousing

Evacuation of Campus

Each campus has been split into sections with IMP's (initial mustering points). These are shown on the maps below. Security staff and requisitioned volunteers will direct staff and students to the appropriate areas.

It is best that personal belongings are taken in this instance.

Frenchay

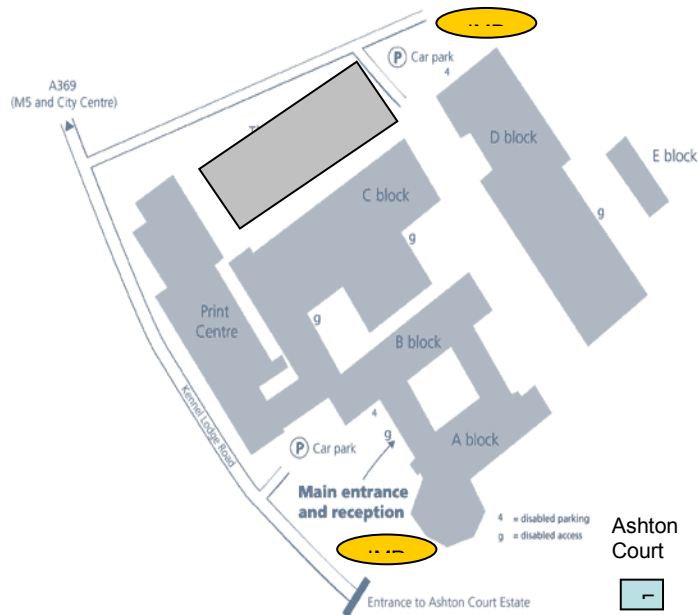


The main areas to evacuate people are: 1,000 people over to HP, (see contact details in site evacuation plans in the main document). All the business park UWE people can go to the Holiday Inn (Ex Crest) and the remaining people go over to car park 20.

Dependant on weather conditions Car park 20 evacuees will need support and shelter at the earliest time. This may include requisitioning buses from South Glos Bus and Coach to move people to other campus, Glemside & St Matts.

The red dot indicates the incident control room but in this instance they may have to re-locate to St Matts.

Bower Ashton



Bower Ashton has two muster points one at the top end of the campus and the other in the lower car park. The ultimate destination is the Mansion House Café and stable yard, which should be able to accommodate all staff and students.

Glenside & St Matthias

These campuses evacuate to each others location in the event of a serious incident. If they are both affected then Frenchay is the destination.

