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23 Incident Response Plans for Front Line Responders in Universities & Colleges

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We would like to thank you for downloading “23 Incident Response Plans for Front Line Responders in Universities & Colleges”. This document has been prepared to aid the development of Incident Response Plans in Universities & Colleges. Please edit the document as required and should you have any questions or queries, please get in touch – david@incidentcontrolroom.com.



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1. Fire (including Explosion) Incident Response Plan

» Observe Smoke / Explosion

In unlikely event of observing a fire or explosion and alarm has not activated activate by breaking a break glass unit.

» Fire/explosion

When informed of a potential fire or explosion by the fire alarm system, Security Officers will immediately take charge as Incident Scene Control Manager (ISCM).

» Obtain info regarding incident

When informed of a fire or explosion, request the informant to provide details of the type, location, scale of the occurrence and local particular risks.

» Confirm with Fire Service

Confirm with the Fire Service that a Fire has occurred by calling {enter information here}.

» Inform Security Personnel

Inform the Security Personnel by radio of the occurrence providing all relevant details.

» Investigation of Alarm

Investigate the alarm and act accordingly.

» Tackle fire if safe to do so

In the event of a minor localised fire, arrange for appropriately trained staff to fight fire using appropriate fire extinguishers if safe to do so without endangering themselves or others.

» Everyone accounted for?

Ensure work area evacuated. Check that nobody has been left within the building, paying special attention to vulnerable people (hearing or sight impaired; poor mobility; wheelchair user who are waiting in the refuge areas).

» Direct Emergency Services

Position Security Officers at entrances to meet and direct emergency services and control access to and exit from the Campus.

» Search party required?

Organise search party for any missing/stranded persons if safe to do so. Be aware of possible hazardous gases from fire.

» Liaise

If necessary, liaise with Facility Manager to have utilities in or near emergency area isolated. (After hours telephone electricians on {enter information here} and plumbers on {enter information here}).

» MSDS sheets available?

Arrange to have relevant MSDS sheets retrieved from local staff {where relevant}.



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» **Cover surface water drains**

If required, ensure surface water drains are covered in area of fire.

» **Stand- down response**

When incident is resolved, act to stand-down response.

» **Serious Fire or explosion?**

In the event of a more serious fire or explosion (level 2 or 3), inform the {enter information here} who will act to convene the Incident Control Team.

» **Escalation of situation**

As the incident level escalates or other circumstances dictate, the {enter information here} may appoint a senior staff member to co-ordinate the overall response.

» **Control access and exit**

General Services Supervisors (GSS) to control access to and exit from the Campus as appropriate.

» **Ensure Evacuation/assembly**

Position Security Officers at entrances of buildings to ensure evacuation / assembly and prevent persons re-entering buildings or place of emergency.

» **Cordon off area**

Where necessary, cordon off area(s) with red and white tape and barriers and source emergency signage as appropriate.

» **Traffic Management Duties**

Security Officers to assist with Traffic management duties;

» **Provide First Aid**

Security Officers to provide first-aid, if appropriately trained

» **Any other duties**

Prevention of Crime and Distraction of Evidence - Protect evidence, prevent looting, Prevent sightseers, Further financial Loss.

» **Refer media enquiries**

Refer all press or media enquiries to the Office of Media & Communications at whose discretion a statement may be issued.

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2. Chemical Spill Incident Response Plan

» Chemical Spill

When informed of a serious chemical spill by Security Officers, or otherwise, immediately take charge as Incident Scene Control Manager (ISCM).

» Serious?

Inform Security Officers or Reception Centre at ext. _____ once an incident is more serious than local resources can handle (level 2 / 3).

» Obtain info regarding incident

When informed of a serious chemical spill, request the informant to provide details including: type of chemical; Approximate quantity; exact location; if fuming or otherwise.

» Maintain Contact

Maintain contact with the staff/students involved in the incident.

» Inform GSS

Inform the General Services Supervisors (GSS) by radio of the occurrence providing all relevant details.

» Secure and cordon off area

Arrange to have area of spill secured and cordoned off, keeping all employees clear of spill.

» Liaise!

Liaise with local management and/or technical personnel to determine the seriousness of the spillage and ascertain details of the incident, i.e. type of chemical; approximate quantity; exact location of spillage; risk of fumes etc.

» Co-ordinate the overall response.

Inform the General Services Officer and/or Buildings Officer who will act to convene the Incident Control Team (ICT). As the incident level escalates or other circumstances dictate, the {enter information here} may appoint a senior staff member to co-ordinate the overall response.

» Direct the appropriate responses

The ICT will then co-ordinate and direct the appropriate responses through the Incident Scene Control Manager (ISCM). The ICT will report to and liaise with the EMT also.

» Contact relevant contractors

As required have relevant management and/or contractors been contacted.

» Isolation Required?

Arrange for electrician, plumber, etc. to be available to liaise with Incident Scene Control Manager and Emergency Services on arrival, in the event that assistance is required in isolation of utilities supplies in or near emergency area.



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» **MSDS sheets available?**

Have appropriate MSDS sheets ready; consult the MSDS sheet for Accidental Release Measures and any Environmental Precautions to be taken

» **Cover surface water**

Arrange to have all surface water in the area covered or protected.

» **Attempt to contain spillage?**

If safe and trained personnel are wearing appropriate Personal Protective Equipment and Clothing (PPE), oversee attempt to contain and stop chemical spillage.

» **Control Access and Exit**

Control access to and exit from the Campus.

» **Meet and direct Emergency Services**

Position Security Officers at entrances to meet and direct emergency services and control access to and exit from the Campus

» **Ensure Evacuation/assembly**

Position Security Officers at entrances of buildings to ensure evacuation / assembly and prevent persons re-entering buildings or place of emergency.

» **Cordon off area**

Where necessary, cordon off area(s) with red and white tape and put temporary emergency signage in place.

» **Traffic Management Duties**

Security Officers to assist with Traffic management duties.

» **Provide First Aid**

Security Officers to provide first aid, if appropriately trained.

» **Refer media enquiries**

Refer all press or media enquiries to the Office of Media & Communications at whose discretion a statement may be issued.

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3. Gas Leak Incident Response Plan

» Gas Leak Occurs

When informed of a gas leak by the Security Officers or otherwise, immediately take charge as Incident Scene Control Manager (ISCM).

» Obtain info regarding incident

When informed of a gas leak, request the informant for details such as: location, source / type of gas etc.

» Inform GSS

Inform the General Services Supervisors (GSS) by radio of the occurrence providing all relevant details.

» Alert staff

Alert staff in immediate area; arrange to have area of leak secured and cordoned off, keeping all employees clear. Prevent traffic from entering area. Prevent any smoking in area. Prevent any naked flame / hot work use in the gas leak area. Prevent use of mobile phones in area of gas leak.

» Liaise

Liaise with local management and/or technical personnel to determine the seriousness of the leak & ascertain details of the incident, i.e. type of gas; approximate quantity; exact location etc.

» Investigate the incident and act accordingly

In the event of a minor leak (level 1), as required, liaise with Superintendent of Engineering Services, or Facility Manager to have utilities in or near emergency area isolated. Arrange to provide for repairs as necessary (after hours telephone electricians on {enter information here} & plumbers on {enter information here}).

» MSDS sheets available?

Arrange to have relevant MSDS sheets retrieved.

» Act to stand-down response

When incident is resolved, act to stand-down response.

» Serious Leak?

In the event of a more serious leak (level 2 or 3), inform the General Services Officer and/or Buildings Officer who will act to convene the ICT.

» Escalation

As the incident level escalates or other circumstances dictate, the {enter information here} may appoint a senior staff member to co-ordinate the overall response.

» Direct the appropriate responses

The ICT will then co-ordinate and direct the appropriate responses through the Incident Scene Control Manager (ISCM) as appointed by the Director of Buildings and Estates. The ICT will report to and liaise with the EMT as required.



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» **Assist ISCM**

For Level 2 and 3 emergencies, continue to assist, as appropriate to the situation, the Incident Scene Control Manager

» **Attempt to contain gas leak if safe to do so**

If safe and trained personnel are wearing appropriate Personal Protective Equipment and Clothing (PPE), oversee attempt to contain and stop gas leak.

» **Control Access and Exit**

Control access to and exit from the Campus.

» **Meet and Direct Emergency Services**

Position Security Officers at entrances to meet and direct emergency services and control access to and exit from the Campus.

» **Ensure evacuation/assembly**

Position Security Officers at entrances of buildings to ensure evacuation / assembly and prevent persons re-entering buildings or place of emergency.

» **Cordon off area**

Where necessary, cordon off area(s) with red and white tape and put temporary emergency signage in place.

» **Traffic Management Duties**

Security Officers to assist with Traffic management duties.

» **Provide First Aid**

Security Officers to provide first aid, if appropriately trained.

» **Refer all media enquiries**

Refer all press or media enquiries to the Office of Media & Communications at whose discretion a statement may be issued.

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4. Serious Student Incident - Incident Response Plan

» Serious Student Incident

When informed of a Serious Student Incident by the immediately take charge as Incident Scene Control Manager (ISCM).

» Investigate Incident

Arrange with Security Officers to investigate, record and attempt to resolve incident.

» Inform GSS or Buildings Officer

In the event of a more serious incident (level 2 or 3) which threatens health and safety of students or staff or poses a threat to the University property or the environment, inform the General Services Officer and/or Buildings Officer who will act to convene the ICT.

» Escalation?

As the incident level escalates or other circumstances dictate, the ISCM takes overall response of the incident

» Direct the appropriate responses

The Incident Scene Control Manager (ISCM) will report to and liaise with the EMT as required.

» Liaise

If necessary, liaise with Facility Manager to have utilities in or near emergency area isolated. (after hours telephone electricians on {enter relevant information here} and plumbers on {enter relevant information here}).

» Assist ISCM

For Level 2 and 3 emergencies, continue to assist, as appropriate to the situation, the Incident Scene Control Manager.

» Control Access and Exit

Control access to and exit from the Campus.

» Meet and Direct Emergency Services

Deploy Security Officers at entrances to meet and direct emergency services.

» Ensure Evacuation and Assembly

Deploy Security Officers at entrances of buildings to ensure evacuation / assembly and prevent persons re-entering buildings or place of emergency.

» Implement Evacuation or lockdown

Deploy Security Officers to implement evacuation or lockdown as considered appropriate by ISCM.



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» **Cordon off Area**

Deploy Security Officers where necessary, to cordon off area(s) with red and white tape and put temporary emergency signage in place.

» **Traffic Management Duties**

Security Officers to assist with Traffic management duties.

» **Provide First Aid**

Security Officers to provide first aid, if appropriately trained.

» **Refer Media Enquiries**

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5. Bomb (or other) Incident Response Plan

» Receipt of threat

When informed of a bomb or other threat, request the informant to provide all details collected. When will bomb explode? Where is it? What type of bomb?, What is in the bomb? What will make it explode? Why did you put it there? Male or Female Caller, Accent? Rational, are they familiar with university?

» Bomb (or other) Threat

When informed of a bomb or other threat informed by the immediately take charge as Incident Scene Control Manager (ISCM) and inform the Emergency Services by dialling {enter information here}.

» Note info regarding caller

With regard to the caller, note impressions of age, gender, accent, background noises, caller ID etc.

» Written Threat

If a written threat is received, cease handling it & report to {enter information here}.

» Inform Security Personnel

Inform the Security Personnel by radio of the threat and arrange for full details to sent to the {enter information here} (and others as instructed) by sms and email. The {enter information here} will ensure that the ISCM receive a copy of the written details.

» Alert Staff

Alert staff in immediate area.

» Evacuation?

Once threat has been received and if evacuation is required- alert people in immediate area and ensure evacuation alarm is activated.

» Suspicious item

Suspicious items may be identified by plain piece of A4 paper with word 'Suspicious' adjacent to item, without touching item itself.

» Coordinate the overall response

The ISCM to coordinate the overall response.

» Escalate Emergency Response Plan?

The ISCM will investigate the threat and activate the Emergency Plan if deemed necessary.

» Direct the appropriate responses

The ICT will then co-ordinate and direct the appropriate responses through ISCM. The ICT will report to and liaise with the EMT as required.



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» **Take charge!**

For Level 2 and 3 emergencies, continue to act as the Incident Scene Control Manager unless someone else has been appointed to take charge.

» **Control Access and Exit**

Security Officers to control access to and exit from, the Campus.

» **Meet and Direct Emergency Services**

Position Security Officers at entrances to meet and direct emergency services.

» **Ensure Evacuation/assembly**

Position Security Officers at entrances of buildings to ensure evacuation / assembly and prevent persons re-entering buildings or place of emergency.

» **Everyone accounted for?**

Check that nobody has been left within the building, paying special attention to vulnerable people (hearing or sight impaired; poor mobility; wheelchair user etc.).

» **Search party required?**

Organise search party for any missing/stranded persons if safe to do so. Wheelchair users and other personnel with special needs will have been informed to go to fire refuges (stairwells) and remain.

» **Hazards in area?**

Inform Emergency Services on arrival of bottled gas and bulk gas storage areas and warn them of any specific hazards in the area e.g. Gas bottles, waste oil etc.

» **Cordon off area**

Cordon off area(s) of threat with red and white tape and put temporary emergency signage in place.

» **Traffic Management Duties**

Security Officers to assist with Traffic management duties.

» **Provide First Aid**

Security Officers to provide first aid, if appropriately trained.

» **Communicate emergency Stand - down**

Communicate emergency Stand- down.

» **Refer media enquiries**

Refer all press or media enquiries to the Office of Media & Communications at whose discretion a statement may be issued.



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6. Utility Failure Incident Response Plan

» Utility Failure

When informed of a power outage or other utilities failure immediately take charge as Incident Scene Control Manager (ISCM).

» Obtain info regarding incident

When informed of a Utilities Failure, request the informant to provide details of the, location and scale of the occurrence.

» Inform GSS

Inform the General Services Supervisors (GSS) by radio of the occurrence providing all relevant details.

» Normal procedures

The GSS (supported by Facilities senior staff as required) will take a decision on whether the occurrence constitutes an emergency or can be dealt with through normal procedures.

» Alert Staff

Alert staff in immediate area, arrange for Buildings Office Staff to investigate failure and as required, liaise with relevant persons {enter information here} to provide for repairs as necessary. (after hours telephone electricians on {enter information here} and plumbers on {enter information here}).

» Equipment

Shut down all equipment if a warning is provided. Unplug, where feasible, all equipment and secure any process in train at the time of the loss of utility.

» Assess equipment or process

Don't assume that the Utility failure is just for a few moments assess if it affects any equipment or process in your area and take the necessary precautions.

» Arrange for generators

Arrange for generators to be engaged for priority power needs.

» Act stand-down response

When incident is resolved, act to stand-down response.

» Power outage

For power outages, which occur without daylight, evacuation may be required.

» Serious Utilities failure

In the event of a more serious utilities failure which would cause disruption to the activities of the University (level 2 or 3), inform the General Services Officer and/or Buildings Officer who will act to convene the ICT.



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» **Escalation**

As the incident level escalates or other circumstances dictate, the Director of Buildings and Estates may appoint a senior staff member to co-ordinate the overall response.

» **Assign responsibilities**

The ICT will then co-ordinate and direct the appropriate responses through the Incident Scene Control Manager (ISCM) as appointed by the Director of Buildings and Estates. The ICT will report to and liaise with the EMT as required.

» **Assist ISCM**

For Level 2 and 3 emergencies, continue to assist, as appropriate to the situation, the Incident Scene Control Manager.

» **Meet and direct emergency services**

Position Security Officers at entrances to meet and direct emergency services and control access to and exit from the Campus.

» **Ensure evacuation/assembly**

Position Security Officers at entrances of buildings to ensure evacuation / assembly and prevent persons re-entering buildings or place of emergency.

» **Cordon off areas**

Where necessary, cordon off area(s) with red and white tape and put temporary emergency signage in place.

» **Traffic Management Duties**

Security Officers to assist with Traffic management duties.

» **Provide First Aid**

Security Officers to provide first aid, if appropriately trained.

» **Refer media enquiries**

Refer all press or media enquiries to the Office of Media & Communications at whose discretion a statement may be issued.

7. Severe Weather Incident Response Plan

- » **Take charge**
Take charge as Incident Scene Control Manager (ISCM).
- » **Monitor Weather Forecasts**
Buildings and Estates will monitor weather forecasts & expect to be able to issue advance warning of Severe Weather conditions.
- » **Gritting/Salting of pedestrian areas**
Co ordinate with Buildings Office staff for Gritting/Salting of pedestrian areas to minimise the impact of ice and snow, giving priority to areas of high use.
- » **Liaise**
Liaise with {enter information here} to monitor water supply and provision of heating and to provide for repairs as necessary.
- » **Take reports of failures**
Arrange for reports of failures in utilities (water supply, heating etc.) to be passed onto appropriate staff for resolution.
- » **Escalation?**
As the incident level escalates or other circumstances dictate, the Director of Buildings and Estates may appoint a senior staff member to co-ordinate the overall response.
- » **Assist ISCM**
For Level 2 and 3 emergencies, continue to assist, as appropriate to the situation, the Incident Scene Control Manager.
- » **Signage?**
Deploy Security Officers to erect appropriate signage.
- » **Apply grit/sand**
Deploy Security Officers to re-direct persons to less hazardous routes. Apply grit and/or salt to university roadways and car parks.
- » **Evolving Situations**
Be aware of evolving situations by following information released by weather forecasts.
- » **Control access**
In the event that the University is closed, Security Officers are positioned control access to campus.
- » **Refer media enquiries**
Refer all press or media enquiries to the Office of Media & Communications at whose discretion a statement may be issued.

8. Suspicious Package Incident Response Plan

» Suspicious Package discovered

When informed of the suspicious package by the Security Officers, or otherwise, immediately take charge as Incident Scene Control Manager (ISCM).

» Investigate incident

If you have established this is a suspicious package, cease handling and do not open.

» Follow Bomb (and other) Threat Protocol

Suspect Mail Bombs shall be dealt with according to the protocol for Bomb (and Other) Threat. This protocol specifically deals with the procedures to be followed for mail suspected to contain dangerous substances

» Alert Staff

Alert staff in immediate area. Once threat has been received and if evacuation is required alert people in immediate area and ensure evacuation alarm is activated.

» Minimise risk of contamination

Persons who have come into contact with suspect mail should remain in situ until resolution of emergency to minimise risk of contamination.

» Contact Emergency Services

Emergency Services to be contacted to investigate suspect package.

» Ambulance & Fire Brigade required?

In the event of the package has been opened & there is a cause to think chemical or biological contamination has occurred arrange for ambulance & fire services to be informed of: exact location of incident-street address, building floor; no. of people potentially exposed; description of package/device & actions taken e.g. area isolated.

» Convene ICT

Inform General Services Officer and/or Building Officer who will act to convene the Incident Control Team.

» Co-ordinate Overall response

The Director of Buildings and Estates may appoint a senior staff member to co-ordinate the overall response.

» Direct the appropriate responses

The ICT will then co-ordinate and direct the appropriate responses through the Incident Scene Control Manager (ISCM) as appointed by the Director of Buildings and Estates. The ICT will report to and liaise with the EMT as required.

» Take charge

For Level 2 and 3 emergencies, continue to act as the Incident Scene Control Manager unless someone else has been appointed to take charge



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» **Control Access and Exit**

Security Officers to control access to and exit from, the Campus.

» **Meet and Direct Emergency Services**

Position Security Officer at entrances to meet and direct emergency services.

» **Ensure Evacuation/assembly**

Position Security Officer at entrances of buildings to ensure evacuation / assembly and prevent persons re-entering buildings or place of emergency.

» **Cordon off area**

Where necessary, cordon off area(s) with red and white tape and put temporary emergency signage in place.

» **Traffic Management Duties**

Security Officers to assist with Traffic management duties.

» **Provide First Aid**

Security Officers to provide first-aid, if appropriately trained.

» **Communicate emergency Stand - down**

Communicate emergency Stand-down in accordance with the plan.

» **Refer media enquiries**

Refer all press or media enquiries to the Office of Media & Communications at whose discretion a statement may be issued.

9. Civil Unrest Incident Response Plan

- » **Civil Unrest**
When informed of civil unrest immediately take charge as Incident Scene Control Manager (ISCM).
- » **Obtain info regarding incident**
Request the informant to provide details of the type, location and scale of the occurrence.
- » **Inform GSS**
Inform the General Services Supervisors (GSS) by radio of the occurrence providing all relevant details.
- » **Deploy Security Officers**
Arrange for people in area to be alerted and deploy Security Officers to secure buildings and campus entrances and to ensure building security and/or evacuation as appropriate.
- » **Contact Police**
Arrange for the Emergency Services as required to be informed of the emergency.
- » **Escalation?**
Monitor situation through Security Officers and staff on the ground. In the event of the incident escalating (level 2 or 3), inform the General Services Officer and/or Buildings Officer and Director of Building and Estates who will act to convene the ICT.
- » **Coordinate overall response**
The Director of Buildings and Estates may appoint a senior staff member to coordinate the overall response.
- » **Direct the appropriate responses**
The ICT will then co-ordinate and direct the appropriate responses through the Incident Scene Control Manager (ISCM) as appointed by the Director of Buildings and Estates. The ICT will report to and liaise with the EMT as required.
- » **Assist ISCM**
For Level 2 and 3 emergencies, continue to act as the Incident Scene Control Manager unless someone else has been appointed to take charge.
- » **Control Access and Exit**
Control access to and exit from, the Campus.
- » **Restrict access**
Position Security Officers at entrances to campus to restrict access.
- » **Ensure building security**
Position Security Officers at entrances of buildings to ensure building security.
- » **Monitor events**
Deploy Security Officers at various positions to monitor events.



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- » **Provide First Aid**
Security Officers to provide first aid, if appropriately trained.
- » **Communicate emergency Stand - down**
Communicate emergency Stand-down.
- » **Refer all media enquiries**
Refer all press or media enquiries to the Office of Media & Communications at whose discretion a statement may be issued.



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10. Industrial Dispute Incident Response Plan

- » **Contact HR**
Contact the Department of Human Resources.
- » **Do not negotiate**
Do not negotiate with staff involved in unofficial action.
- » **Do not meet trade union**
Do not meet with the trade union without the Department of Human Resources while industrial action continues.
- » **Do not interfere**
Do not take any potentially provocative action which could lead to an escalation of the industrial action without considering all potential avenues of restoring normal working.
- » **Who to contact?**
Contact {enter information here}.

11. Pandemic (Serious Outbreak of Infection)

» **Outbreak of infectious disease**

Inform The Head of Student Health Department (or equivalent) if concerns that there is an outbreak of infectious disease on Campus or in University Accommodation.

» **Out of Hours Service required?**

If unavailable Telephone the Student Health Department (or equivalent) for out of hour contact details and instructions and inform and request advice and assistance from the Out of Hours services available.

» **Managing Index case(s)**

Index case(s) should be managed as per instructions of medical doctors consulted. Pending attendance or advice, index cases should be advised to remain in isolation in their bedroom.

» **Monitor Index case(s)**

Index cases should be monitored for deterioration and if concerned about sudden deterioration, contact the Ambulance on 999.

» **Control measures**

Anyone attending index case to adopt infection control measures, including wearing of gloves/masks/plastic aprons if available. As this is unlikely to be the case, attention to Respiratory hygiene/cough etiquette on the part of the sufferer and adequate hand washing on the part of those attending will help reduce risk of transmission

» **Persons at increased risk?**

Should not be attended to by an individual at increased risk of infectious illness such as individuals with chronic illnesses or if pregnant.

» **Advise**

Advise anyone sharing accommodation with the index case(s) contacts to watch for signs of emerging illness and to seek medical advice if they become ill.

» **Do not alarm index case(s)**

Do not alarm index case(s) or contacts by speculating on the cause of the infection.

» **Do not declare that outbreak has occurred**

Do not declare that an outbreak of infectious illness has occurred. That is the responsibility of the Medical team involved.

» **Who to contact?**

Contact {enter relevant information} in the Student Health Department on ext {enter relevant information}.

12. Radiation

1. Radiation Incident Occurs

If there is "Radiation Contamination or over Exposure" (Go to steps 2-13), if there is a "Breach of Security" (Go to steps 14-17), if there is a Fire or Explosion (Go to steps 18-19) and if there is "Laser Incident " (Step 20)- for " Eye exposure " (Go to steps 21-23) for "Severe skin exposure" (Go to steps 24-26) and for "Fire" (Go to Step 27).

2. Radiation contamination or over exposure

Radiation contamination or over exposure (level 1) occurs. Stay Calm, now take control of the incident.

3. Contaminated Clothing Type A

Any accident in which a person, or his/her clothing, may have been significantly contaminated (e.g. through a spillage or spread of an unsealed radioactive substances (powders, liquids or gases).

4. Ingestion of Radioactive Substances Type B

Any incident following which there is a possibility of radioactive substances entering the body (e.g. through a cut or open wound, by breathing or through the mouth).

5. Overexposure to ionising Radiation Type C

Any accident in which a person is overexposed to ionising radiation (e.g. handling high activity sealed sources, faulty x-ray machines, etc.).

6. Contamination of Lab area or Equip Type D

Any accident in which a lab area or lab equipment have been significantly contaminated (e.g. through a spillage or spread of an unsealed radioactive substances (powders, liquids or gases).

7. Report Incident Immediately

Report immediately to the local Departmental Radiation Supervisor or his/her stand-in who will take charge of the emergency procedures.

8. Type A - Contaminated Clothing Incident?

Contaminated clothing should be removed and the procedure followed as per the code of practice.

9. Type B - Ingestion of Radioactive Substance Incident?

Where the ingestion of radioactive substances is suspected the earliest possible notification to the Supervisory Medical Officer should be made and medical advice must be sought.

10. Type C - Overexposure to ionising Radiation Incident?

Seal off the area. Notification to the Supervisory Medical Officer should be made and medical advice should be considered in extreme cases. If decontamination is necessary it should be started as soon as possible.

11. Type D - Contamination of Lab area or equip Incident?

Seal off the area. Call University Security at {enter information here} Decontamination should be started as soon as possible.



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12. Notification

The Regulatory Service of the Radiological Protection Institute (or equivalent) shall also be notified of an incident/accident involving a licensed item as soon as possible and at the latest within 24 hours. Contact: {enter relevant information here including phone numbers}. A duty officer is on call outside normal working hours.

13. Report Incident

Departmental Radiation Supervisor must send a full report on any accident or emergency to the Radiation Protection Officer within 2 weeks of the incident (or as per equivalent local regulations).

14. Breach of security measures and theft

Breach of Security measures and theft (level 1,2a) occurs. Stay calm, now take control of the incident.

15. Theft?

Theft of licensed radioactive source(s)? Call University Security at {enter relevant information here}.

16. Radiation store alarm system activated?

Radiation store alarm system activated or breach of door(s) of the radiation store? Follow Radiation Store Security and (Fire) Emergency Procedures.

17. Notification

The Regulatory Service of the Radiological Protection Institute (or equivalent) shall also be notified of an incident/accident involving a licensed item as soon as possible and at the latest within 24 hours. Contact: {enter relevant information here including phone numbers}. A duty officer is on call outside normal working hours.

18. Fire or explosion (level 2 & 3)

Fire-fighting takes precedence over the control of contamination, but all reasonable efforts should be made to minimise the spread of contamination, particularly at the clearing up stage.

19. Emergency action

Contact people as per Radiation Store Security and (Fire) Emergency Procedures.

20. Laser incident occurs

A laser incident is defined as any unplanned and unwanted event that occurred during the performance of work activities with lasers and that resulted in or could have led to injury personnel or material damage to property.

21. Eye exposure (level 1)

Turn off laser, leave the laser lab or location, promptly report to the local laser safety supervisor or radiation protection supervisor or his/her stand-in.

22. Emergency action

Upon suspected eye injury seek immediate medical attention (time until treatment is critical!). {enter relevant contact information for Ophthalmology Department}.

23. Reporting

Local laser safety officer must send a full report on the incident to the Radiation Protection Officer within 2 weeks (where applicable).



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24. Severe skin exposure (level 1)

Turn off laser, leave the laser lab or location, promptly report to the local laser safety supervisor or radiation protection supervisor or his/her stand-in.

25. Emergency action

For severe skin burning apply standard first aid treatment for burns and seek medical attention through local medical services.

26. Reporting

Local laser safety officer must send a full report on the incident to the Radiation Protection Officer within 2 weeks (where applicable).

27. Fire (level 2 & 3)

Turn off laser, leave the laser lab or location, promptly report to the local laser safety supervisor or radiation protection supervisor.

13. Academic Misconduct Incident Response Plan

» Academic Misconduct Occurs

Cases or suspected cases of academic misconduct should be dealt with as speedily as possible to avoid escalation of the problems caused by the scandal or damage to the institutional reputation.

» Report Case

Report cases of all academic scandal /suspected academic scandal to the Head of School/line manager immediately.

» Contact the Registrar and Director of HR?

The Head of School should inform the Registrar and Director of HR (or equivalent) where the issue is related to staff.

» Contact Vice President for Research?

Contact the Vice President for Research (or equivalent) where the issue is research-related.

» Contact the Dean of Graduate Studies?

Contact the Dean of Graduate Studies (or equivalent) where the issue is related to postgraduate students.

» Contact the Registrar?

Contact the Registrar (or equivalent) where the issue is related to programme approval admissions, exams, marks or standards.

» Contact Vice-President for the Student Experience?

Contact Vice-President for the Student Experience (or equivalent) where the issue is related to undergraduate students.

» Report the case

If for any reason the staff member does not wish to go directly to their line manager they should report the case/suspected case directly to the appropriate incident control manager.

» Responsibility?

The Registrar/VP Student Experience/VP Research/Dean of Graduate Studies (or equivalent) takes on the initial responsibility of an initial investigator.

» Immediate Steps

Initial investigator is responsible for taking immediate steps with the help and advice of Corporate Secretary/VP External Affairs/Marketing and Communication (or equivalent) to prevent the possible destruction of evidence and escalation of the issue and/or media attention.

» Take actions

It may be necessary to remove access to computer systems, relocate individuals to another building, suspension in accordance with University statutes, and/or delegating of functions to another staff member for further investigation.

» Carry out an immediate investigation

An initial investigator must carry out an immediate investigation into the allegation of academic misconduct. All documents should be retained safely; it is also the investigators responsibility (having sought advice as appropriate) to contact relevant bodies as soon as possible.



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» **Contact relevant bodies!**

Relevant bodies may include the Registrar, Corporate Secretary, Office of Media and Communications, University Security, and/or Head of HR (or equivalent) depending on the nature of the scandal.

» **Allegations true?**

If in the opinion of the initial investigator the evidence or report on allegations appears to be a prima facie case of serious academic misconduct requiring further and detailed investigation, he/she shall at the earliest opportunity convene a meeting of the Academic Misconduct Response Committee (or equivalent).

» **Academic Misconduct Response Committee**

The Academic Misconduct Response Committee comprises of the Registrar* (Chair, if not initial investigator), VP Research, the Corporate Secretary, the Head of Student Experience, the Dean of Graduate Studies, Head of Dept/School/Unit (or equivalent) where the academic scandal originated, and the Director of Human Resources.

» **Case relates to a student?**

Where the case relates to a student(s) the Registrar should be replaced by the Vice President for Teaching and Learning.

» **Legal advice?**

The Academic Misconduct Response Committee shall have at its disposal expert legal advice, fraud specialist or other experts if required.

» **Final report**

Committee shall prepare a final report outlining a description of the incident, assessment of whether or not the allegations have merit, the extent or potential extent of reputational damage to the university, the means by which the incident was perpetrated and the outcome, and action to strengthen future responses to Academic Misconduct issues

» **List appropriate University procedures**

The Final report should also list the appropriate University procedures that should be implemented in relation to dealing with the perpetrator. This report would be ruled on in the case of staff through the President, and in the case of students through the Registrar.

» **Avoid destruction of evidence**

Do not take any action that could lead to the possible destruction of evidence.

» **Initial Phase**

Great care is needed in the initial phases of the investigation and response, as the institutional response itself can be the cause of reputational damage.

» **Do not accuse anyone of abuse or misconduct**

Allow the issue to be properly investigated without prejudicing the outcome.

» **No unsanctioned comments**

No unsanctioned comments should be made to the media/in response to media coverage until the internal procedures have been conducted.

» **Who to contact?**

Contact Head of School/Dept/Unit; Registrar, Head Student Experience; VP Research; Dean of Graduate Studies



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14. Data Network Collapse Incident Response Plan

» Data Network Collapse Occurs

Data Network Collapse. Contact Security Officers or Reception Centre {enter relevant contact information here} providing details of the type, location and scale of the occurrence.

» Notify

In hours: Operators ext. {enter relevant contact information here}. Out of hours: {enter relevant contact information here}.

» Likely duration of outage

Establish the likely duration of the outage (bearing in mind communications will be problematic and initial estimates may need to be revised).

» External Stakeholders

Contact external stakeholders who may be affected by the outage (e.g. banks) to inform them of outage and expected duration.

» Internal Stakeholders

Contact internal stakeholders to initiate any plans for alternate completion of business critical functions (e.g. hand processing of payroll).

» Liaise

Contact Head of Operations (or equivalent) {enter relevant contact information here} and Network Projects Officer (or equivalent) {enter relevant contact information here}.

15. Fraud Incident Response Plan

» Fraud occurs?

Fraud occurs e.g. financial fraud, asset related fraud, computer fraud, false representation concealing material facts, alternating, concealing or destroying manual or computer records, the misuse of computer facilities etc.

» Report fraud

Report all fraud on suspected cases of Fraud to their line managers. The line manager should immediately in turn inform the Bursar or the Corporate Secretary (or equivalent).

» Do not wish to go directly to line manager

If an employee does not wish to go directly to their line manager they should go directly to the Bursar or the Corporate Secretary.

» Initial Investigator

The Registrar/Bursar/Corporate Secretary takes on the initial responsibility of an initial investigator.

» Initial Responsibility?

Initial investigator takes immediate steps to prevent the possible destruction of evidence i.e. removing access to computer systems, relocating individuals to another building, suspension in accordance with University statutes, delegating of functions to another staff for further investigation.

» Preserve documents

An initial investigator must carry out an immediate investigation to the allegation of fraud. All documents would be preserved in a safe place; it is also the investigators responsibility to contact all relevant bodies as soon as possible. This may include University Insurers, Police, Dept of Education etc.

» Allegations true?

If the report on allegations appears bone fide the investigator shall at the earliest opportunity convene a meeting of the Fraud Response Committee.

» Fraud Response Committee

The Fraud Response Committee comprises of the Bursar, the Corporate Secretary, Head of Internal Audit, Head of Dept/School where the fraud has occurred, Director of Human Resources and the Registrar (or equivalents).

» Head of Internal Audit

The initial investigator shall lead the Committee. Where necessary the Head of Internal Audit may conduct an investigation and report his/her findings to the Committee and the Audit Committee (or equivalent).

» Legal advice?

The Fraud Response Committee shall have at its disposal expert legal advice, fraud specialist or other experts if required.



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» **Final Report**

On completion of the investigation the Committee shall submit a final report outlining a description of the incident, the value of the loss to the university, the means by which the fraud was perpetrated and the outcome, the means taken to prevent reoccurrence and action to strengthen future responses to Fraud and also list the sanctions to apply

» **Prevent destruction of evidence**

Do not take any action that could lead to the possible destruction of evidence.

» **Who to Contact?**

Contact the Registrar, Bursar and Corporate Secretary.

16. Personal Data Security Breach Incident Response Plan

» **Data Security Breach Occurs!**

Incidents should be reported immediately to the IT Helpdesk in the event of Data Security Breach, tel Ext {enter relevant contact information here} or email {enter relevant contact information here}.

» **Notify**

Based on the nature of the data security breach, the following actions should be taken: In the first instance the Director of IT services (or equivalent) should be notified on {enter relevant contact information here}. When the incident involves Personal Data, notify the Information Compliance Officer (or equivalent) on Ext {enter relevant contact information here}.

» **Breach of physical security or loss of equipment or records!**

When the incident involves a breach of physical security or loss of equipment or records. Security Operatives should be notified on Ext {enter relevant contact information here}.

» **Record as much info as possible!**

When reporting a data security breach (whether an actual, suspected or potential breach), give as much information as possible about the nature of the breach, when it was discovered, where the breach occurred, what type of data was involved (e.g. personal data), and how many people are/could be affected.

» **Responsibility of Director of IT**

The Director of IT (or equivalent) will, in the first instance, notify the IT Engineers and setup a team to close down the technical issues and identify the extent of the problem. The Director of IT will report findings to the Information Security Group, which consists of the Director of IT, Deputy Corporate Secretary and Information Compliance Officer (or equivalents).

» **Assign responsibilities**

Depending on the findings from the initial review, actions may be defined for IT, Security or Information Compliance Officer, including potentially contacting those affected by the breach (data subjects) and the Data Protection Commissioner.

» **Priority?**

The process in the main will be managed by the Director of IT and the initial priority will be to remove and close down existing risks/vulnerabilities and then to assess the extent and implications of any breach.

» **Contact list?**

The Director of IT, in consultation with the Information Security Group, will draw up a list of on who needs to be contacted, including the Data Protection Commissioner, individuals affected by the breach, Media, University Management Team.

» **Liaise**

The Deputy Secretary will liaise with the legal staff in the Office of Corporate & Legal Affairs (or equivalent) to agree legal position with respect to a personal data breach

» **Final Report**

A final report on the matter will be co-ordinated by the Information Security Group and presented by the Director of IT.

17. Building Collapse Incident Response Plan

» **Building Collapse**

When informed of a (partial or entire) building collapse by the Security Officers, or otherwise immediately take charge as Incident Scene Control Manager (ISCM).

» **Report emergency?**

Security Officers should note and report the following: All life threatening emergencies; Small fires (use available resources to extinguish if possible); Structural damage to buildings; Broken or fallen power lines; Burnout on the exterior of electrical boxes; Gas Odours; Sewer and water line damage; Pavement cracks or sink holes; Unknown spills;

» **Inform GSS**

Inform General Services Supervisors (GSS) by radio of the occurrence providing all relevant details.

» **Obtain info regarding incident**

When informed of a fire or explosion, request the informant to provide details of the type, location and scale of the occurrence.

» **Alert Staff**

Alert staff in immediate area; arrange to have affected area secured and cordoned off, keeping all employees clear.

» **Investigate Incident**

Investigate the incident and act accordingly; in the event of a minor collapse (level 1), as required, liaise with Facility Manager to provide for repairs as necessary.

» **Inform GSS and/or Buildings Officer**

In the event of a more serious incident (level 2 or 3), e.g. safety of staff and students or the University's activities are threatened, inform the General Services Officer and/or Buildings Officer and Director of Building and Estates who will act to convene the ICT.

» **Co-ordinate overall response**

As the incident level escalates or other circumstances dictate, the Director of Buildings and Estates may appoint a senior staff member to co-ordinate the overall response.

» **Direct the appropriate responses**

The ICT will then co-ordinate and direct the appropriate responses through the Incident Scene Control Manager (ISCM) as appointed by the Director of Buildings and Estates. The ICT will report to and liaise with the EMT as required.

» **Take charge**

For Level 2 and 3 emergencies, continue to act as the Incident Scene Control Manager unless someone else has been appointed to take charge.

» **Control Access and Exit**

Control access to and exit from the site.

» **Tackle fire if safe to do so**

Attempt to fight fire using appropriate fire extinguishers if safe to do so without endangering yourself or others.



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- » **Meet and direct emergency services**
Position Security Officers at entrances to meet and direct emergency services and control access to and exit from the Campus.
- » **Ensure evacuation /assembly**
Position Security Officers at entrances of buildings to ensure evacuation / assembly and prevent persons re-entering buildings or place of emergency.
- » **Cordon off area**
Where necessary, cordon off area(s) with red and white tape and put temporary emergency signage in place.
- » **Traffic Management Duties**
Security Officers to assist with Traffic management duties.
- » **Conduct initial surveys**
GSS Supervisors to prepare initial surveys of emergency area, once immediate danger is over.
- » **Provide First Aid**
Security Officers to provide first aid, if appropriately trained.
- » **Refer media enquiries**
Refer all press or media enquiries to the Office of Media & Communications at whose discretion a statement may be issued.

18. Off Campus Injury Incident Response Plan

» Serious injury or fatality occurring off campus?

Serious injury or fatality occurring off campus of student or staff member engaged in Institute activities (e.g. site visits, international travel, study groups, internships/placements, etc).

» Establish the facts

Establish and record the facts available about the incident

» Inform Dept of Foreign Affairs (or equivalent)!

The Dept of Foreign Affairs (or equivalent) may need to be informed of incidents that occur abroad. Liaise with the relevant diplomatic contact & seek their advice on issuing statements, contacting next of kin, etc.

» Attend location

The Crisis Management Team will nominate one of its members to attend the incident location on behalf of the University (if appropriate) and report back.

» Contact next of kin

Contact next of kin and involve student services/counselling staff as appropriate once emergency services and Dept. Of Foreign Affairs staff are contacted.

» Incident occurs abroad?

If the incident occurs abroad travel arrangements for Institute representative and next of kin may need to be arranged

» Inform the relevant Authorities

Inform the relevant Authorities including the Health and Safety Authority

» Inform Staff & Students

Issue e-mail to staff and students on the incident and actions being taken as appropriate.

» Counselling Services

Arrange counselling and specialist trauma support services to any others impacted by the incident or including the family of the victim.

» Liaise

Liaise with the Emergency Services for updates; Once situation is under control, notify the EMT.

» Establish impact of the incident

Examine any impact of the incident on the operations of the Institute and inform staff, students and any external event organisers accordingly and appropriately. Examination Contingency Plans may need to be activated.



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» **Media enquiries**

Refer all press or media enquiries to the Office of Media & Communications at whose discretion a statement may be issued.

» **Final Report**

Incident/Accident Report should be completed by relevant dept. & processed in the normal fashion.

19. Serious Assault or Rape Incident Response Plan

» Serious Assault or rape occurs On Campus

Contact Security Officers or Reception Centre {enter relevant contact information here} providing details of the type, location and scale of the occurrence. Contact the Emergency Services Immediately.

» Inform GSS

Inform the GSS by radio of the occurrence providing all relevant details- location, source / type of assault etc.

» Establish & Record Facts

Establish and record the facts available about the incident.

» Victim(s) details

Record victim(s) details i.e. Name/occupation/position (if student, state course of study) & id number if possible.

» Incident location?

Record location & address in which incident occurred (Room, Building, Dept).

» Medical Care

Ensure that the victim is being cared for by Institute First Aid/medical staff and that the emergency services have been contacted (Ambulance and Police).

» Meet Emergency services

Position Security Officer at entrances to meet and direct emergency services and control access to and exit from the Campus.

» Assailant is on campus?

Ascertain if the assailant is on campus and provide this information to the Police.

» Coordinate GSS team

Coordinate GSS team at building entrances and exits to prevent public from entering the building.

» Isolation required?

Be prepared to isolate off areas of the campus and/or close entrances and buildings as required by the Police.

» Contact next of kin

Following consultation with the Police inform next of kin of the victim.

» Counselling Services

Arrange counselling and specialist trauma support services to any others impacted by the assault or rape including the family of the victim.



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» **Liaise**

Liaise with the Emergency Services for updates; Once situation is under control, notify the EMT.

» **Media enquiries**

Refer all press or media enquiries to the Office of Media & Communications at whose discretion a statement may be issued.

» **Establish impact of the incident**

Examine any impact of the incident on the operations of the Institute and inform staff, students and any external event organisers accordingly and appropriately. Examination Contingency Plans may need to be activated.

» **Final Report**

Incident/Accident Report should be completed by relevant dept. & processed in the normal fashion

20. MEDIA: Initial Holding Statement

- » **Incident has Occurred**
Acknowledge and inform the public that an incident has occurred.
- » **Reassure**
Reassure local residents / public on actions being taken and the likely duration of the incident.
- » **Inform residents/Public**
Inform the residents / public of (i) any possible dangers e.g. to health etc. (ii) proactive actions necessary e.g. sheltering indoors if appropriate.
- » **Assist Police**
Assist the Police in maintaining public order where appropriate.
- » **Provide Secondary Information**
Depending on the nature of the incident, the information to hand and media deadlines a secondary set of information may be provided including: Provision of traffic / access updates (e.g. avoid particular area(s), use public transport, etc.; Identification of a Media Reception Point; Consider providing a spokesperson, to the Media to broadcast the message but this should never delay the issue of a holding statement.
- » **Issue to Police PR**
The statement(s) should always be issued initially to the Police Press Office and then to media.



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21. MEDIA: Press Statement for Major Emergency

» Opening statement

An incident (brief description: explosion/fire/plane crash) took place/ is imminent at (location) on (day & date) at (approx. time).

» Declaration

At (time) a Major Emergency was declared by (Agency name), if appropriate.

» Responding Agencies

As a result of the Major Emergency Plan being activated resources of the Local Authorities, Relevant Departments and Police were called to the scene of the incident.

» Response

Currently there are (number of units) present at the scene at this time. (Give specific numbers of how many units of each service are present where appropriate).

» Reassure

At this early stage all our energies are concentrated on bringing the situation under control.

» Key Messages

State key messages in a concise and factual fashion with no superlatives or unnecessary adjectives.

» Key Messages

Urge members of the public not to attend the scene.

» Key Messages

Advise Members of the public in the area are to go indoors and remain indoors until further notice (If appropriate).

» Key Messages

Access to the site is restricted and emergency vehicles require clear entry and exit. Motorists are advised it is vital that all roads in the vicinity are kept clear.

» Key Messages

Advise the public that alternative routes and diversions are now in operation and to be vigilant in the vicinity and to listen to radio news bulletins for further updates.

» Key Messages

State that public transport routes are / are not impacted at this time.

» Key Messages

Assemble Members of the media at the media centre located in {enter relevant contact information here}.

» Key Messages

State that the University is not in a position to comment on any medical details as yet and no interviews can be given at this time;

» Key Messages

State that further updates will be issued (as soon as possible / no later than XX:xx am/pm)



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22. MEDIA: Initial Press Statement Incident Response Plan

» **Concerned Public**

Concerned members of the public who wish to make contact with the emergency services may contact the following number: {enter relevant contact information here}.

» **Advise Public**

Residents and members of the public currently in the area of the University/ XXX area are advised to stay indoors and close their windows and tune into news bulletins.

» **Move to Safe Location**

Residents and members of the public currently in the area of the University / XXX area are asked to immediately leave the area for their own safety. A secure rest area, providing food and drink, is being provided at *****.

» **Advise**

Those living in the University / XXX area are advised that there is no immediate danger to their health and safety, but in the interests of ensuring clear and swift access by emergency services to the site, they are asked to stay in their homes.

» **Issue Statement**

A further statement will be issued no later than (State time).

» **Concerned Relatives**

Contact numbers for concerned relatives. This information will be posted on the following website(s) www.xyz.ie<<http://www.xyz.ie>><<http://www.xyz.ie>>.

» **Communication**

Ensure that all communication to the media should be circulated to both Local and National Media Outlets.

23. MEDIA: Press Conference Venue

- » **Name Plates**
Provide Name plates to clearly identify the speakers at the conference.
- » **Venue**
Select a venue with two entrances, one for the journalists and one for those facing the media, to avoid entry and exits through the media throng.
- » **Room Capacity**
The room must be sufficiently large to accommodate number of journalists.
- » **Internet Access**
Internet access/ WIFI should be made available, where practicable, for journalist use of their mobile phones and laptop computers.
- » **Security**
Security measures should be put in place to control the venue - See Contacts.
- » **Press Credentials**
Security / an MLO should check the journalists press credentials as they enter.
- » **Provide Platform**
Provide a stable, raised dais / platform towards the back of the room for TV cameras, where practicable.
- » **Camera Set Up**
Cameras must not be allowed to set up too close to the speakers, this can be very intimidating.
- » **Positioning**
Ensure print, radio and stills cameras are positioned towards the front.
- » **Availability**
The Lead MLO or another MLO designated by them must be available to facilitate all of the above.



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