

**LONDON DEANERY
MAJOR INCIDENT PROCEDURE**

Applicable to:	All Staff
Lead Department:	Corporate Services

Major incidents can occur from time to time and can include extreme weather conditions, major travel accidents/disruption and terrorist activity. Fire will be dealt with using the well-established Fire Procedures.

First steps

- Any member of staff may be first to become aware of a potential major incident. They should bring this to the attention of their Head of Department or the Director of Corporate Services. Staff must not use group email addresses during suspected incidents as this may not be picked up immediately by a senior member of staff. Additionally early press reports are not always reliable and may cause an unnecessary level of concern if passed on without management assessment. A senior member of staff will be given the responsibility of sending regular email updates. This will have the benefit of being considered management responses based on all information available including advice from Police and from the Central University.
- The Head of Department contacted will ascertain which other Board members are in the building and convene an emergency planning meeting. They will decide whether to handle the issue as a major incident, take action short of a major incident or whether to monitor the situation. Where a major incident is in progress, responsibilities will be allocated at this meeting and initial steps agreed. Where a Department has no senior manager on site, another Board member will be given the task of communicating directly with that Department to ensure a management presence. Staff will be made aware of the senior managers 'on duty'.

Accounting for staff

- It is important to establish the whereabouts of all staff. Temporary and agency staff should not be forgotten. Line managers will be asked to account for all staff expected to be in work and those on leave. Completed lists should be sent to the HR Department as quickly as possible and not delayed while

various attempts are made at contacting absent staff.

- If any staff are due in, they must be contacted immediately either by line managers or HR to advise them to not travel. Staff working outside the building should also call in to their line managers or Human Resources to let them know you are ok. If you are able, please contact family to let them know you are ok in order to reduce the number of calls coming into the Deanery.
- Reception staff will direct any calls from concerned family and friends to the HR Department.
- Lists must identify staff working away from the building. Managers must be identified to establish regular contact with these staff if possible. Corporate messages and advice should be passed on.

Visitors to the Deanery

- Heads of Department or their deputies should identify visitors to the Deanery and ensure that they are communicated with.
- Reception will be advised what to say to visitors just arriving or scheduled to arrive at the Deanery.
- Consideration should be given to support to visitors from outside of the Greater London Area.

Security and Safety

- Support to staff caught up in a major incident should be offered by senior managers and HR. It may be best to offer them support away from their immediate workplace to allow them to recover.
- Where staff present themselves at work with injuries first aid staff must be contacted. If the injuries are significant an ambulance should be called. Although we employ doctors, it must be recognised that their expertise may not be relevant to the injuries requiring attention. Staff should not delay contacting an ambulance to search for a doctor on site.
- If an evacuation is required, this would normally be at Police request and their advice and instructions should be followed.
- Staff wishing to leave the building against police advice (unless officially sealed off) should be made aware of the risks but the right to leave respected.

- Security and safety advice, where given, should be rescinded when safe to do so.
- Where travel networks are severely disrupted, staff should be encouraged to group together in their journeys home to provide support and assistance.

Next Steps

- Where the disruption may or is expected to continue beyond the day in question advice should be given to staff before they leave. Staff on leave and due in the next day should be contacted if possible to let them know if they should not come in the next day. Where possible a message will be put on the website to let staff and stakeholders know the current state of affairs at the Deanery. Voice mail messages will also be left on the Human Resources phones.
- As quickly as possible, departmental staff should consider the scheduling or rescheduling of meetings and advise staff and visitors accordingly.
- Where all or part of the building become unusable the Business Continuity Plan will be put into operation.

Review

This procedure is subject to review and amendment in discussion with the Central University in establishing appropriate responses to emergencies and producing robust business continuity plans.

For further information contact:	Director of Corporate Services
Related Documents:	