



Incident & Crisis Management Crib Sheet

If you believe that a major incident or crisis is developing involving the University, its staff or students, call Security Services on **0117 331 1223** internal **11 22 33**.

If you experience problems with this number call, **999** to alert the emergency services. If you believe that any individual(s) require urgent medical attention, please dial **999 immediately** and ask for the ambulance service. Notify Security Services as soon as possible thereafter.

Response:

FOR ALL MAJOR INCIDENTS

- Identify incident nature
- If required raise the alarm
- If necessary evacuate the building / area
- If any individual(s) requires medical attention, please **call 999 immediately** and ask for the ambulance service. Notify Security Services as soon as possible thereafter
- For all other emergencies contact Security Services first and communicate the nature of the incident to them by calling **0117 331 1223** or **11 22 33**. If you have any problems contacting security call **999** to alert the emergency services
- Security Services will inform Emergency Services and other key contacts if appropriate e.g. The Registrar, Estates Office, Key Departmental Contacts & The Safety & Health Office, etc
- If required cordon off area & prevent individuals from entering (Security Services can provide help with this)
- Consider the Safety & Health implications of the incident e.g. pollution
- Implement specific incident plan if appropriate (see over)

Please refer to the Incident and Crisis Management Framework (<http://www.bristol.ac.uk/cicp>) for details of your continuing role and responsibilities throughout an incident or crisis.

For the following incidents please refer to the specific plan or contact Security Services for further information, help and advice.

FIRE	Contact Security Services (0117 331 1223 or 11 22 33) Begin implementation of the fire safety guidelines that can be found at http://www.bristol.ac.uk/safety/fire-safety/
STRUCTURAL INTEGRITY OF BUILDING OR MAJOR LOSS OF SERVICE / UTILITY	Contact Security Services (0117 331 1223 or 11 22 33) Security Services have plans in place to deal with major incidents and crises and will manage the implementation of these plans. Security Services will liaise with the Safety & Health Office when appropriate. Security Services will alert the emergency/utility services and liaise with them on site.
EVACUATION	Contact Security Services (0117 331 1223 or 11 22 33) for advice on the appropriate evacuation protocol Security Services will manage the evacuation as appropriate
CONTAMINATION / POLLUTION	Contact Security Services (0117 331 1223 or 11 22 33) & Safety & Health Office (0117 92 88780) to discuss the potential threat. Security Services will advise on appropriate procedure
DEMONSTRATION / DISORDER	Contact Security Services (0117 331 1223 or 11 22 33) Security Services will manage the situation
TERRORISM / THREAT OF TERRORISM (IN VICINITY) OR ORGANISED CRIME	Contact Security Services (0117 331 1223 or 11 22 33) Security Services will liaise with emergency services and manage the ongoing procedures
MASS INFECTION / PANDEMIC	Contact relevant staff as outlined in the incident plans Infectious diseases protocol: http://www.bristol.ac.uk/infectious-diseases/protocol/index.html
STAFF / STUDENT INJURY / DEATH	Dial 999 immediately and ask for the ambulance service. If you are with the patient you may need to follow instructions and help with immediate treatment. Contact Security Services (0117 331 1223 or 11 22 33) as soon as possible to notify them that you have called for an ambulance. Contact relevant staff as outlined in the incident plans Staff Injury / Death refer to: http://www.bristol.ac.uk/planning/crisismanagementandbcm/icmfdocuments/deathofmemberstaff.html Student Injury / Death refer to appendix N1 & N2: http://www.bristol.ac.uk/planning/crisismanagementandbcm/icmfdocuments/

Once the immediate consequences of the incident have been resolved, you may need to consider the following:

- If the building has been evacuated, is it safe to re-enter? (risk assessment sheets for this purpose are available in appendix G (<http://www.bristol.ac.uk/cicp>). If you are unsure about any aspect of this procedure please contact Estates Office 0117 33 **16765** or Safety & Health Office 0117 92 **88780** (office hours).
- If all or part of the building is unusable is alternative space needed in the short term? Please contact Estates Office 0117 33 **16765** (office hours) for help and advice.
- Are there any other safety and health implications that should be considered? Heads of Department and/or departmental safety advisers should contact the Safety & Health Office for advice 0117 92 **88780** (office hours).

Key Contacts: Security Services 0117 331 1223 or 11 22 33, or non emergency number 0117 92 87848, Estates Office 0117 33 16765, Safety & Health Office 0117 92 88780