

Appendix L Estates Incident Management Team: Roles & Responsibilities

There is no quorum for the estates incident management team. The number and type of individuals involved will depend on the incident.

Role/Function	Staff Details	Responsibilities / Actions
Shift-Coordinator	<i>Maintenance Services Shift Manager (as on duty)</i>	Manage shift resources and act as the first line technical back-up in any incident.
	Or the out of hours on call Maintenance Manager	Attend the site if necessary and call for further assistance as required.
		Ensure that the immediate problems created by the event are under control.
		Assess the resource levels required going forward and supplement as necessary.
		Act as a point of continuity concerning knowledge of the faults created by the event.

Role/Function	Staff Details	Responsibilities / Actions
Incident Manager	<p>Primary: <i>Surveyor</i> (As appropriate for affected building, see Appendix G)</p> <p>Deputy: <i>Senior Mechanical Engineer/Senior Electrical Engineer</i></p>	<p>Act as a point of liaison with local management staff in the building affected and judge how far the incident is affecting continued use of the building. In particular:</p> <p>Evaluate the extent of the building faults created and help evaluate whether the building will be safe to occupy once the emergency is over.</p> <p>Consider all safety systems in the building and assess whether other faults may be revealed once the incident is over and water and power are restored – limiting the extent of re-commissioning so far as deemed necessary.</p> <p>If the incident escalates to a crisis, inform the CMT.</p> <p>If the incident does not escalate to a crisis, take responsibility for activating necessary communication cascades within affected departments (in the event of a crisis, this role will be overseen by the CMT).</p> <p>Organise and procure the resources needed to make the affected area safe.</p> <p>Determine the extent of the continuing cordon around the affected area and consult the Safety Office as necessary for advice</p> <p>If the incident does not escalate to a crisis, liaise with the Safety Office and other relevant colleagues to determine whether and when the building can be safely returned to normal use, and/or whether the affected area can be safely handed over for repair work to begin (in the event of a crisis, this role will be overseen by the CMT).</p>

		In the event that the area cannot be safely occupied, procure a statement of the conditions that need to be met prior to re-occupation, in consultation with relevant staff, and pass these to local management staff as appropriate.
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Role/Function	Staff Details	Responsibilities / Actions
Security Services	<i>Security Services staff as on duty</i>	Manage shift resources and act as the first line technical back up in any incident.
		Attend the site if necessary and call for further assistance as required.
		Ensure that the immediate problems created by the event are under control.
		Assess the resource levels required going forward and supplement as necessary.
		Act as a point of continuity concerning knowledge of the faults created by the event.
		Advise the Incident Manager of critical issues that may affect the recovery from the event, or may affect other buildings and staff.
		N.B. Once key contacts have been notified, it is expected that these contacts will take responsibility for informing further colleagues within their area as appropriate. Security Services should not be asked to make further calls to inform deputies or departmental contacts outwith their communication cascades.
		Erect a barrier as necessary to prevent people from accessing the emergency area.
		Under the guidance of the Incident Manager, adjust or remove this barrier once the incident is under control, in order to define the areas which are still being assessed for safety.

Role/Function	Staff Details	Responsibilities / Actions
<p>Operations Director</p>	<p><i>Director of Operations or nominee/deputy</i></p>	<p>Ensure that the incident is managed by a person with appropriate knowledge and authority, from the Maintenance Services Team, who can take the necessary decisions about the safe course of action required until the incident is over and will assume the role of Incident Manager.</p>
		<p>Ensure that Security Services, the Health & Safety Office and other relevant staff are made aware as soon as possible of the incident manager identified.</p>

Role/Function	Staff Details	Responsibilities / Actions
Director of Health & Safety	<i>Director of Health & Safety or nominee/deputy</i>	To offer advice and guidance to other members of the incident management team.
		Advise the Incident Manager on the extent of the continuing cordon around the affected area.
		Advise the Incident Manager on whether and when the building can be safely returned to normal use, and/or whether the affected area can be safely handed over for repair work to begin.
		Upon receipt of risk assessment checklists from the Incident Manager, authorise the affected building for operational use, within any restrictions stipulated.
		Liaise with other staff as necessary in order to gain a full appreciation of the residual risks in the affected area following the incident, including relevant DSAs, Heads of Department and laboratory 'owners'.

Role/Function	Staff Details	Responsibilities
Head of Department	<i>Primary: Heads of affected departments</i>	On the advice of, and with written agreement from, the Incident Manager and the Director of Health & Safety, accept release of the affected building back to the department(s).
	<i>Deputy: Other senior member of affected department</i>	Following release of the affected building back to the department, ensure that affected space is appropriate for return to normal operational use.

Documentation to help monitor, log and track responsibilities during and after an incident are available at Appendix G Risk Assessment Checklists, Appendix H Surveyor Responsibilities and Appendix I Tables and Forms.