

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 33 11 22 33** internal **11 22 33**.

If you experience problems with this number call **999** to alert the emergency services.

Response:

FOR ALL MAJOR INCIDENTS

- Identify incident nature
- If required raise the alarm
- If necessary evacuate the building / area
- Communicate nature of incident to Security Services (0117 33 11 22 33). If you have any problems contacting security call 999 to alert emergency services
- Security Services will inform Emergency Services and other key contacts if appropriate e.g. The Registrar, Estate Services, Key Departmental Contacts & The Health & Safety Office
- If required cordon off area & prevent individuals from entering (Security Services can provide help with this)
- Consider the Health & Safety implications of the incident e.g. pollution (Health & Safety Office can provide help with this)
- 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 33 11 22 33) Begin implementation of the fire safety guidelines that can be found at http://www.bristol.ac.uk/safety/fire/
STRUCTURAL INTEGRITY OF BUILDING OR MAJOR LOSS OF SERVICE / UTILITY	Contact Security Services (0117 33 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 Health & Safety Office when appropriate. Security Services will alert the emergency services and liaise with them on site.
EVACUATION	Contact Security Services (0117 33 11 22 33) for advice on the appropriate evacuation protocol Security Services will manage the evacuation as appropriate
CONTAMINATION / POLLUTION	Contact Security Services (0117 33 11 22 33) & Health & Safety Office (0117 92 88780) to discuss the potential threat. Security Services will advise on appropriate procedure
DEMONSTRATION / DISORDER	Contact Security Services (0117 33 11 22 33) Security Services will manage the situation
TERRORISM / THREAT OF TERRORISM (IN VICINITY) OR ORGANISED CRIME	Contact Security Services (0117 33 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 Meningitis: http://www.bris.ac.uk/meningitis/action-plan.html Influenza Pandemic Contingency plan: http://www.bris.ac.uk/cicp/
STAFF / STUDENT INJURY / DEATH	Contact Security Services (0117 33 11 22 33). If you are with the patient Security Services may advise that you dial 999 for the Ambulance Service; this aids immediate treatment and their response. Contact relevant staff as outlined in the incident plans Staff Injury / Death refer to: http://www.bris.ac.uk/cicp/staff-death.html Student Injury / Death refer to: http://www.bris.ac.uk/cicp/student-death.html

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 F (<http://www.bristol.ac.uk/cicp>). If you are unsure about any aspect of this procedure please contact Estate Services 0117 33 16765 or Health & Safety Office 0117 92 88780.
- If all or part of the building is unusable is alternative space needed in the short term? Please contact Estate Services 0117 33 16765 for help and advice.
- Are there any other health and safety implications that should be considered? Heads of Department and/or departmental safety advisers should contact the Health & Safety Office for advice 0117 92 88780.

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