

Faculty of Humanities

Major Incident Communications Cascade for Staff

Policy for Implementation

Context and purpose of this policy

The Faculty Health and Safety Committee conducted a review of the existing Health and Safety guidance and protocols during the summer of 2016. During this exercise it was noted that in light of the national/international developments the current advice around bomb threats should be extended to include additional guidance for staff on communicating with local PSS teams in the event of a major incident on campus particularly in relation to areas located by Humanities staff. Having taken this proposal further and consulted with Faculty Senior Management, HPRC (November 2016); University Risk and Compliance Office (November 2016) and PSSLT (November/December 2016) there is broad agreement to establish a basic communications cascade for all PSS line managers to put in place with all PSS teams and that this should be put in place with immediate effect.

Introduction

The University has well established Emergency Incident response procedures, which includes the escalation of an emergency incident to a major incident. In such cases the on-duty Emergency Incident Manager will convene an Emergency Management Team that will coordinate the University's response and activity to the incident. Further information about these procedures can be found here:

<http://documents.manchester.ac.uk/display.aspx?DocID=4286>

The University is presently developing a communications plan that will alert staff to incidents and create a workable cascade model for relaying critical information.

It has been noted that during the time prior to the University-level major incident communications plan, the Faculty is potentially at risk of not being able to effectively disseminate vital information to staff nor to be able to exercise its duty of care to its staff by ensuring their safety and well-being should a major incident occur.

Two recent national/international incidents highlight the need to now be constantly vigilant in this area:

1. The recent stabbing of two students outside Manchester College after which the college was placed in lock down and students instructed to stay in classrooms until police had secured the site: <http://www.bbc.co.uk/news/uk-england-manchester-38093663>

2. A knife attack injuring 11 students at Ohio State University:

<http://edition.cnn.com/2016/11/28/us/ohio-state-university-active-shooter/>

With this in mind the Faculty wishes to put forward this interim guidance for cascading information in the event of a major incident.

Guidance

Each School and Faculty function should establish a simple communications cascade based on direct reporting relationships and gather one primary and one alternative telephone number from each staff member. Thus, the Head of School Administration of Faculty Function Head may have a small handful of managers or team leaders to contact, while in turn, those staff will be responsible for their own direct reports or teams, and so forth. The procedure could be actioned relatively easily by means of a group text message function. For academic staff the same general principle applies, HoS will contact their disciple or division heads who in turn would contact either the next layer of academic leaders or similar.

An example of how the protocol should be cascaded follows:

	Primary Contact	Secondary Contact
DOFO		
HoSA 1	07123456789	0161-123-7890
HoSA 2		
HoSA 3		
HoSA 4		
HoSA 5		

	Primary Contact	Secondary Contact
HoSA 1		
Manager 1	07123456789	0161-123-7890
Manager 2		
Manager 3		

	Primary Contact	Secondary Contact
Manager 1		
Staff Member 1	07123456789	0161-123-7890
Staff Member 2		
Staff Member 3		
Staff Member 4		
Staff Member 5		

The list of contacts should be kept up to date via a verification method suitable to the School or Function. Ideally the list should be reviewed at least twice per year, or following any re-organisation or staff movements. The lists should be kept securely. When kept electronically they should only be kept on University network storage. Recognising that a major incident may involve the loss of email and/or internet, paper copies should also be maintained, but again these should be held securely.

What should happen next?

All PSS staff with line management responsibility should action this protocol with immediate effect, new staff should also be informed of the policy during induction as part of normal health and safety briefings. The PSSLT will conduct a light touch stock take on implementation in April 2017.

Further advice:

Additional material linked to serious incidents on campus can be found below and we encourage line managers to draw the existence of these policies to staff during the course of the implementation of the communications cascade:

Advice on travelling abroad and insurance issues:

<http://www.goabroad.manchester.ac.uk/emergencies-and-insurance/>

Advice on accident and near miss reporting:

<http://documents.manchester.ac.uk/display.aspx?DocID=12088>

JR/RS

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