Crisis Management Stand-Up Process

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**Context**

Recent emergency incidents have highlighted the need for quick response and communication to the appropriate emergency contacts. Staff are reminded that the procedure for reporting an incident or concern for safety and/ or security – either for themselves or others is:

1. Call 999 if there is a direct threat to life or medical emergency;
2. Contact Security on 0161 306 9966.  This number is also on the back of your staff identity card;
3. Security will liaise with the Emergency Incident Manager (EIM);
4. Where other staff need to be contacted, the EIM will coordinate – please check with the EIM before disclosing to others;
5. Staff are reminded to keep their emergency contact details up to date on [MyView](https://sts.ds.man.ac.uk/adfs/ls/idpinitiatedsignon.aspx?LoginToRP=Dashboard).

Staff are reminded to be aware of [data protection and confidentiality responsibilities](https://www.staffnet.manchester.ac.uk/igo/data-protection/disclosing-personal-data/) when passing on information – therefore, to pass on only appropriate details to a minimum number of people and to check with the EIM before disclosing information to third parties.

In the case of an emergency incident, this Faculty Management Plan will be activated. This might include initiation from:

* the University Emergency Incident Manager;
* a HoS, HoSO, DoFO or the Dean;
* the University Incident Management Team.

**Process**

This process is to:

* Guide the Faculty’s initial response to emergencies;
* Establish managerial responsibility for dealing with emergencies;
* Ensure that appropriate consultation takes place with the key operational areas affected by the incident;
* Provide action guidelines and practical advice for operational staff identified as being responsible for managing the early stages of an emergency.

**The Faculty Incident Group (FIG)**

* The person wishing to stand up the Faculty Incident Group (FIG) will contact the Faculty Business Support Manager (BSM) (victoria.roberts-2@manchester.ac.uk) in the first instance.
* The FIG WhatsApp group may also be used as back-up to alerting the members, in the event that the BSM is uncontactable by email.
* The core FIG would ordinarily include:
	+ The Dean (or Deputy Dean),
	+ The DoFO,
	+ Head of Compliance & Governance,
	+ Head of Communications & Marketing,
	+ Business Support Manager

The exact composition of the group will be determined by the DoFO in liaison with the Business Support Manager (BSM). The HoS and HoSO and selected members of the School team will be invited to attend, if the incident is contained in one School. If more than one School is impacted, then membership of the group will be increased accordingly. Other selected members of the Faculty Leadership team will be required to assist, depending upon the nature of the incident eg. Head of Faculty Estates.

If there is widespread impact, it is likely that Patrick Hackett will stand up the Registrars Response Team. The DoFO will act as the conduit between the FIG and the RRT.

* The first meeting of the group will convene within two hours of the incident by confirmation of approval by the DoFO to the BSM.
* The meeting will be virtual via Teams, using University email addresses.
* Notification of the meeting will be sent by the BSM to members by email and an emergency contact WhatsApp address.
* All emergency mobile numbers are held by the Executive & Compliance Support Officer.
* During evenings and weekends, the group will be convened within three hours maximum.
* The aim of the initial FIG meeting will be to discuss the severity and potential impact of the emergency and agree the makeup of the Contingency Planning Group (CPG), depending on the nature of the incident.
* All notifications and papers will be held on a bespoke incident channel on Teams
* The BSM will provide admin assistance for the group to capture notes, decisions and actions (see Appendix 1).

The Dean or DoFO will ordinarily act as Chairperson. In case of absence, their deputies would take on this role. In the event that the whole team was unable to convene, then a smaller sub-group should meet and take all necessary actions and decisions.

**Terms of Reference of Faculty Incident Group (FIG)**

1. To act as the decision making authority for the faculty’s response to an emergency incident.
2. To agree the strategy in response to the incident and take actions required to
3. To develop the procedures and practices to be used for handling an emergency situation and communicating these to employees.
4. To keep a log of all action taken during an emergency incident.
5. To ensure the availability of all necessary equipment, building plans and other information likely to be required during an emergency incident.
6. To review the plan on a regular basis and update it as necessary.

All communications should be instigated by the Head of Communications & Marketing, or the designated nominee. It is important that all staff are aware any external communication should only be undertaken by this person.

This policy is owned by FLT and will be reviewed and updated annually

**Appendix 1**

**Humanities Faculty Incident Group event log**

**Date: \_\_\_\_\_\_\_\_\_\_\_ Start time: \_\_\_\_\_\_\_\_\_\_ End time: \_\_\_\_\_\_\_\_\_\_\_**

**Nature of incident**

|  |
| --- |
|  |

**Post-incident learning points**

|  |
| --- |
|  |

**Action Log:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Time** | **Action agreed** | **Delegated to** | **Date/time action completed** | **Comments** | **Priority level** |
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**Appendix 2**

**Contact Information of Humanities Faculty Incident Group**

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| --- | --- | --- | --- |
| **Name** | **Job Role** | **Emergency contact number** | **Last updated** |
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This list will be updated annually and the BSM will collate a FIG WhatsApp group for use in times of emergencies.

**Appendix 3**

**Meeting 1 outline agenda**

**Strictly Confidential**

**Humanities Faculty Incident Group**

**Agenda**

**Date/ Time**

**Teams link to be added**

|  |  |  |
| --- | --- | --- |
| **No.**  | **Item**  | **Owner**  |
| **1**  | **Confirm attendance**    | Dean  |
|  |  |  |
| **2**  | **Review of Terms of Reference:** * To include summary of how meetings will run, regularity of meetings, expectations on members, and roles and responsibilities.
 | Dean  |
| **3** | **Incident event log:*** To include risks, actions and priorities
* Update from RRT (if appropriate)
 | DoFO   |
| **4**  | **Issues raised from group members**   | All   |
| **5**  | **Business Continuity – matters for consideration**   | Head of Compliance & Governance  |
| **6**  | **Communications plan**  | Head of Communications & Marketing   |
| **7**  | **Summary of actions and decision from this group:** * Actions/decisions to refer to RRT
 | BSM  |
| **8**  | **Date for next meeting - TBA**  | BSM  |