Emergency Management Policy

Controlled Document – refer to Intranet for latest version

Category: Health & Safety	Date Created: July 2015
Responsibility: Health & Safety Manager	Date Last Reviewed: December 2016
Approval: Director Organisational Development & Human Resources	Version: 16.1

Purpose

This policy provides the mandate for decision making that will enable UCOL to respond quickly and appropriately to an emergency or crisis event that puts lives or facilities at risk. This policy attempts to minimise the impact of the event and the disruption to business activity whilst maximising the effectiveness of UCOL's response to, and recovery from, the occurrence.

UCOL has adopted the Coordinated Incident Management System (CIMS) for the management of significant critical incidents that might arise. The CIMS approach is used throughout New Zealand's emergency services and provides for a flexible framework for the management of serious incidents.

Scope

This policy applies to all campuses and outposts operated by UCOL. It also covers staff, students, contractors and visitors who are known to UCOL at the time of an emergency or crisis event occurring.

Responsibility

The implementation of this policy is the responsibility of the Health and Safety Manager, through the Emergency Management Planning Group and in accordance with the Activation Chart – Appendix A.

Definitions

Coordinated Incident Management System (CIMS): CIMS provides a model for command, control and coordination of an emergency response. It is a means of coordinating the efforts of individuals and agencies as they work towards the common goal of stabilising an incident and protecting life, property and the environment.

Critical Incident: A critical incident is Level 1 (refer Appendix A - Activation Chart).

Campus Closure – Closing a campus is a formal process that can only be undertaken by the Chief Executive or their delegate. This would only take place in extreme situations and would be a deliberate action for a planned period. This is a different action to shutting the campus doors to keep people safe during an urgent and serious situation.

Emergency Management Planning Group (EMPG): This group will ensure the Emergency Management Plan is reviewed regularly and updated to reflect learnings from events and changes in legislation etc.

Emergency Operation's Centre (EOC): The UCOL location(s) where the Incident Management Team gathers to manage the response to a critical incident or planned event. The primary location will be in Palmerston North but local centres will be established as required on other affected sites.

Essential Staff: Members of the Incident Management Team and Executive Management Team are essential staff.

Incident Controller: The Incident Controller is the person who leads the Incident Management Team and has delegated operational responsibility for any critical incident affecting UCOL. The Incident Controller leads a coordinated response leading up to, and during an emergency event and operates with the support and assistance of the Incident Management Team and Strategic Emergency Management Group.

Incident Management Team (IMT): The Incident Management Team is established by the Chief Executive of UCOL. The team consists of personnel who are able to carry out the functions of incident control, operations, planning and intelligence, logistics, welfare, health and safety, and communications. This team is under the leadership and direction of the Incident Controller.

Lead Agency: In the event of a critical incident on any UCOL campus which requires the response of a statutory agency of the NZ Government (such as the NZ Police, Civil Defence or the NZ Fire Service), that lead agency will take full control and the emergency situation and response to it. UCOL Emergency Teams will act in support of the Lead Agency and be directed by the Incident Controller of the statutory agency.

Strategic Emergency Management Group (SEM Group): This group, comprised of the Executive Management Team, is responsible for ensuring the necessary strategic decision making occurs during a critical event.

Policy Statements

In the event of an emergency or crisis event occurring at UCOL:

a. A Critical Event is any event or potential future event that gets to Level 1 on the Activation Chart.

b. The Incident Controller, or any member of the IMT who responds first, have delegated authority from the Chief Executive to take any necessary steps to safeguard life and secure property.

c. The Incident Controller has the delegated authority from the Chief Executive to make immediate operational decisions necessary to preserve the safety and security of UCOL. This may include the shutting or secondment of facilities, equipment, other resources and expertise to expedite the response from both within and outside UCOL. The Incident Controller has authority to assign tasks and delegate responsibilities within both the Incident Management Team and the wider UCOL community. The Incident Controller will liaise with the Lead Agency in regards to managing and controlling the affected location(s) of the emergency.

d. The Incident Management Team will make an "activation level" decision and if necessary establish a UCOL based Incident Operations Centre (IOC). See Appendix A for activation levels and notifications.

e. The Chief Executive approves the suspension of all core responsibilities and/or duties of UCOL's Incident Management Team members during the response and recovery phases.

f. The Chief Executive is responsible for making decisions which require the highest level of authority at UCOL:

    i. providing strategic direction for the Incident Controller;

    ii. ensuring that communications with the wider UCOL community and the public are managed effectively;

    iii. ensuring the financial short term and longer term implications are handled;

    iv. overseeing the implementation of UCOL's Business Continuity Plans;

    v. makes the decision on total or partial campus closure for specified periods after taking advice from the Incident Controller.

g. Where the IMT and the Chief Executive decide to declare an emergency at UCOL, the IMT will, after consultation with the Chief Executive, make a formal declaration to the UCOL community. Such a declaration will include as appropriate:

- communications as to the nature and severity of the incident

- closure of part or all of the campus

- evacuation of non-essential personnel

- suspension of business activity

- activation of all or some Business Continuity Plans.

h. The only person (or persons) authorised to speak to the media on behalf of UCOL in a critical incident, emergency or planned scenario test are the Chief Executive, the Director Communications or their delegates.

i. In a critical incident or emergency, UCOL acknowledges the need for non-essential staff to attend to the safety and well-being of their own families. Essential staff should have contingency plans in advance for both themselves and for their families. All staff are to always ensure their own safety in the first instance.

j. The Incident Management Team is authorised by the Chief Executive to acquire people and equipment from within UCOL as required to provide support and assistance to any persons who have been affected/injured as a result of the incident.

k. The Incident Management Team is also authorised to contact UCOL's Crisis Management Support contractor to provide counselling and/or mental health services to any person or their family members who have been affected as a result of the Incident.

Relevant Legislation

- Health and Safety at Work Act 2015

Related Documentation

- Emergency Management Plan (under development)

Appendix A

Activation and Notification Levels for a Critical Event

Impact Activation Chart

Response Level			IMPACTS						
			Harm to People	Harm to Environment	Asset Damage	Loss of Business Continuity	Damage to Reputation	Political Interest	Threats
Level 3	Level 2	Level 1	Life or property at risk Large area affected (city/province) Single or multiple serious injuries or fatalities Mass Illness requiring external resources	Serious environmental harm requiring external agencies support Hazardous chemical spill / gas release Environmental impact affecting neighbouring area	Significant damage to structures, facilities or equipment which seriously affects daily operations	Loss of whole campus operations for multiple days	Significant national or international media interest / activity	Demonstrations or unrest involving political interest groups which requires external agency support	*Any threat that may result in impacts to these six areas* *For example Bomb threat*
			Single or multiple injuries requiring immediate hospitalisation affecting daily operations	Moderate environmental harm able to be dealt with by UCOL staff Minor hazardous spill	Accident or damage to facilities or equipment which could affect daily operations	Disruption affecting significant amount of campus operations for more than 1 day	Local or regional concerns which have the potential to escalate	Demonstrations or unrest involving political interest groups which can be managed by UCOL personnel	*Any threat that may result in impacts in these six areas* *For example* *Threatening behaviour*
			Illness or injuries of a minor nature Significant near miss	Minor environmental impact able to be dealt with by UCOL personnel Environmental nuisance (noise etc)	Minor damage to facilities or equipment able to be dealt with by UCOL personnel	Minor disruption to departmental operations	Campus community awareness of issue, little media interest	Peaceful demonstration / gathering on campus able to be managed by UCOL personnel	*Any threat that may result in impacts in these six areas* *For example* *Suicide threat or other form of personal harm*