



MAJOR INCIDENT PLAN

BY LAW of

CHESTER STUDENTS' UNION

Passed at Trustee Board on
28 January 2019

Introduction

This plan refers to Chester Students' Union and shall be invoked when a major incident is deemed to have occurred. It is noted that due to CH1 extended trading hours and sale of alcohol, this area has its own Major Incident Plan which should be read in conjunction with this document.

It is intended to provide CSU with a framework for managing the repercussions of a major incident and to identify the actions necessary for managing the crisis, restoring critical functions, and safeguarding the reputation of Chester Students' Union (CSU) and the University of Chester (the University).

It is recognised that minor incidents, which do not require the intervention of emergency services or the local authority must be correctly dealt with, as these have the potential to become major incidents.

CSU has a duty to protect all employees, students, guests and contractors from major risks and, as such, an evacuation plan is in place. In some circumstances, it may be considered safer to evacuate, and keep all staff and guests contained within CSU until it is safe to leave.

The key objectives of this plan are to:

- protect staff, students and others;
- secure the Union and University's infrastructure and facilities;
- maintain the Union and University's reputation;
- resume core business activities as soon as possible.

1. Definition of a major incident

- 1.1. For the purpose of this policy, a major incident is defined as any situations or incidents which pose a potential serious threat to personnel or property and/or can cause disruption to the operation of CSU; may threaten the reputation or status of the Union or have potential legal ramifications; may involve the isolation and/or evacuation of part of a building and assistance from the external Emergency Services.
- 1.2. Examples include: terrorism, Major Fire, Incident involving a number of casualties, neighbouring hazard.

2. Declaration of a major incident

- 2.1. A major incident will be declared by the CEO. For the purposes of this document, where the CEO is absent from the business, the Student Activities Manager shall fulfil the CEO's role, with support from a designated External Trustee.
- 2.2. The CEO will be responsible for co-ordinating a suitable response to the major incident.
- 2.3. The CEO will be ultimately responsible for decision making until the emergency services arrive, unless there is immediate risk to life or property. If this is the case then the nearest available person should alert emergency services.
- 2.4. The CEO will use their discretion as to whether to declare a major incident and what, if any, emergency services to involve.

3. Communication

- 3.1 Should an incident occur, it will be the responsibility of the CEO to communicate instructions to all staff through the line management structure:

CEO > Sabbatical Officers and Department Managers
Department Managers > Departmental Staff/Head Doorperson
Head Doorperson > Door staff (CH1)
CEO > Workmen in CSU at the time

- 3.2 Should the emergency services be called, the CEO will immediately inform University Security.
- 3.3 Departmental Managers should call the emergency services prior to contacting the CEO if required.

SU Bar – Door Staff

- 3.4 Where door staff are present, radios will be worn by the Bar Manager and all security staff.
- 3.5 The following codes will be used to determine the level of incident:
 - MR SANDS – fire
 - BLACK - major incident involving weapons & large groups
 - RED – serious incident
 - AMBER - minor incident, which could become a code RED
 - GREEN – All clear
 - MR WHITE – incident requiring discreet security presence, such as drug search
 - CRASH – seal all exits. This can be declared by the Bar Manager only.

4. University of Chester Liaison

- 4.1. The CEO shall liaise with the University Security as soon as practicably possible following a major incident.
- 4.2. University Security staff shall be responsible for contacting the relevant University personnel.
- 4.3 As CSU is located in University premises, the University may choose to implement their Incident Management Plan. If this occurs the CEO shall provide them with all of the information required, whilst continuing to ensure that the Union's requirements as an independent business are met.

5. Risk Assessment

CSU Premises and Activities

- 5.1. All CSU premises and activities will be fully risk assessed by the relevant department manager.
- 5.2. The Risk Assessments will be updated annually, or more frequently if change of use.
- 5.3. All Risk Assessments shall be stored on the shared drive in a folder clearly marked Health and Safety. They will be saved as pdf documents and all previous versions shall be archived to avoid confusion.

Sports and Societies

- 5.4. Sport and Society activities will risk assess each activity in accordance with the Student Activity Safety Policy.
- 5.5. The Student Activity Manager will ensure that a copy of external facilities risk assessments (including the University) used for home games or training are kept and updated annually.

6. Evacuation Procedure

- 6.1. The decision to evacuate an area or building is made by the CEO or most senior staff member present, Emergency Services, University Security, Fire Wardens, or with the sounding of the fire alarm.
- 6.2. The assembly point is on the grass outside the building in Chester and Warrington, as instructed at Shrewsbury or as directed by the Emergency Services.
- 6.3. No individual may re-enter the evacuated building or area until instructed it is safe to do so by those listed in 6.1 Failure to adhere to this for any reason is a disciplinary offence.

Fire Wardens

- 6.4. Fire Wardens will be trained by the University and wear a high visibility jacket during the evacuation. They are responsible for evacuating the building in a safe manner, without putting their own lives in danger.

Shop and Bar Managers/Supervisors

- 6.5. Should ensure that all customers are evacuated, without putting their own lives in danger.
- 6.6. Where Door staff are present in CH1, they will co-ordinate the evacuation.

General Staff

- 6.7. All staff must adhere to the instructions given by those listed in 6.1
- 6.8. Staff must leave the building without stopping to collect personal belongings, shutting doors and windows and turning off major electrical equipment on their way, but only if it is safe to do so and they are the last in the area.
- 6.9. Staff are requested to inform other individuals of the evacuation, but only if it is safe to do so.

7. Training, exercising and testing

- 7.1. Exercises and drills will normally be carried out on an annual basis, testing one element of the plan at a time. (NOTE – matches the University plan)
- 7.2. Debriefings shall follow exercises to allow for any required improvements.
- 7.3. All CSU staff shall have an annual briefing in the Major Incident Procedure and shall have an understanding of the role that they shall play in the occurrence of a major incident.
- 7.4. Door staff will all be aware of the Major Incident Procedure.

8. Major incident management structure

- 8.1. Operational management shall be carried out by the most senior manager closest to the incident, who shall keep a log of all actions taken
- 8.2. Tactical and Strategic management shall be carried out by the CEO. This shall involve co-ordination of the operational management, overall management of the incident, and allocation of resources. They will also ensure that the tactical management is in line with the policy framework and meets the demands of the Union as a whole.

9. Incident control rooms

- 9.1. Should an incident control room be required it is likely that the University will have implemented its own Incident Management Plan, and therefore those stated designated areas will be used.
- 9.2. Where the University have not implemented their procedures, but the CEO determines that a control room is required, a suitable room will be sourced which holds the relevant resources.

10. Media and External Party Management

- 10.1. No member of staff shall talk to the media or external parties unless authorised to do so by the CEO.
- 10.2. All enquiries from the media and external parties shall be directed towards the CEO.
- 10.3. The CEO shall contact the Director of Corporate Communications at the University of Chester

11. Scene and evidence preservation

- 11.1. Once any casualties have been attended to, the scene of the incident should be preserved for evidence and incident review.
- 11.2. It is the responsibility of the CEO and the police to ensure that any evidence is preserved.

12. Incident Review

- 12.1. After an incident has taken place, the CEO shall get together an incident review team and review the incident, update any procedural documents, and implement any additional safeguards to prevent or minimise the risk of such events recurring in the future. This shall be done as soon as is reasonably practicable following the incident.
- 12.2. All findings will be given to the Trustee Board.
- 12.3. The police, fire safety officers, health and safety executive and local authority officers may also carry out evidence gathering and investigation.

13. Plan Distribution

- 13.1. A hard copy of this document and plans of the Union buildings will be held at their homes by:
 - 13.1.1. CEO
 - 13.1.2. Student Activities Manager
 - 13.1.3. President
- 13.2. An electronic copy of the plan will be given to the University Academic Secretary to be held alongside the University's Incident Management Plan

14. Plan Review

- 14.1. This Major Incident Plan shall be reviewed annually, or whenever a Major Incident occurs.

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