**Emergency Incident Continuity Plan: Response & Recovery**

**Department/School/Business Unit:** XXXX Department

**Date of Issue:**

1. **Response Team (Key Players)**
   1. The following staff comprises the Department Incident Response Team and are responsible for managing the actions required to maintain service delivery.

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| **Post** | **Name** | **Contact Number** |
| Head of Department |  |  |
| Deputy |  |  |
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* 1. In the event of an emergency incident the team will meet in the Head of Department’s office, XX999 or if this is unavailable, in room XX888.

1. **Purpose and Scope**
   1. This plan has been written to assist with the timely resumption of the Departments critical Services to acceptable levels, in the event of disruption caused by:

* Loss of access to premises or equipment
* High staff absence
* Failure of technology
* Failure of a key supplier or partner
* Failure of utility services.

1. **Invocation of the Plan**
   1. This plan should be invoked when disruption to the Department’s critical services has occurred or is likely to occur. Any member of the Department Management Team has the authority to invoke the plan.
   2. Once the plan is invoked, priority must be given to maintaining the critical activities listed in this plan at minimal acceptable levels.
   3. Once the decision has been taken to invoke the plan, an action log must be kept to record decisions made, information received etc.
2. **Escalation**
   1. Once the plan is invoked, the Head of Department or, if they are unavailable, their deputy must inform the Dean or Director of Service, who must ensure that the Chief Operating Officer or another member of the Emergency Management Team (EMT) is informed of the situation.
3. **Debrief**
   1. Whenever this plan has been invoked, the Head of Department must hold a structured debrief post incident to review the plan.
4. **Summary of General Actions Required**
   1. **Health & Safety**
      1. All contingency arrangements must operate within the requirements of the University Health & Safety Policy. Contact Safety Services for assistance if specialist knowledge or advice is required. (Ext 2726 , or 0141 548 2726 or email safety@strath.ac.uk)
   2. **Key Players**
      1. In the absence of the Head of Department/School, the identified deputy will substitute.
      2. The Department Incident Response Team will manage staffing situations and issues that arise in undertaking the critical activities identified.
      3. Ensure that all key members of staff have reviewed their critical activities and are familiar with the proposed contingency action required.
      4. Key players (e.g. Academic Selector, Director of Teaching/Research etc.) should have additional members of staff appointed as deputies to cover absence.
   3. **Communication**
      1. Department Administrators should ensure that they have contact details for all staff & students.
      2. Department Administrators are responsible for keeping staff & students informed of any operational changes necessitated by the emergency incident.
      3. Voice mail messages and out of office email notifications should be used to provide contact details for urgent business to be taken care of.
   4. **Delivery of Teaching, Learning & Assessment**
      1. Director of Teaching should review the impact of the incident on course delivery and seek time table alterations, or where possible alternate staff or delivery methods.
      2. Director of Teaching should in extreme cases, be prepared to extend the teaching period, delay examinations or consider other forms of assessment.
      3. In extreme circumstances, curricula and learning outcomes may have to be amended to reflect expertise available for the delivery and assessment of each class.
      4. Members of academic staff may be required to review and modify teaching and assessment arrangements.
      5. Ensure all core learning materials are available online if face to face teaching is not possible.
      6. Consider the use of staff with suitable knowledge external to the teaching team to cover teaching and tutorials.
      7. Project and Design and Build marking procedures should be modified to accommodate inability to fully service technician requirements.
   5. **Marking of Assessments & Feedback** 
      1. Request electronic submission of assignments to enable work to be undertaken remotely.
      2. Manage with staff with sufficient knowledge of subject area and application of marking scales.
      3. Manage with Post graduate supports if clear marking schemes can be provided and marking can be checked.
   6. **Delivery of Research and Knowledge Exchange.**
      1. The Directors(s) of Research and Knowledge Exchange should review the impact of the emergency incident on delivery of research and knowledge exchange activities.
      2. Research and KE activities should be modified to accommodate inability to fully service technical requirements.
   7. **Critical Materials**
      1. Ensure all critical materials e.g. animal feed/ bedding is dual sourced, to ensure continuity of supply.
   8. **Security Incidents (Bomb Scares, Emergency Evacuations etc.)**

6.8.1 Head of Department to refer to appropriate generic emergency response plan on Sharepoint and liaise with Security Incident Officer managing incident.

* 1. **General**
     1. If necessary, out of hours access to the department should be suspended.
     2. Suitable staff may be asked to undertake temporary additional /supervisory roles to facilitate the continued delivery of critical services.

1. **Specific Key Risk Emergency Incident Plans**

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| Key Risk: Major IT Failure | | | | | | |
| **Speed of Development** | **Impact** | **Maximum Tolerable Period of Disruption** | **Estimated Disruption Period** | **Critical Incident Management Plan Response** | **Post Incident Continuity /Recovery Actions** | **Responsibility** |
| Rapid | Major | Depends on function | 1 Day<>1 Week | Ensure all staff rigorously adhere to protocols for back up of critical electronic data.  Assess damage.  Inform Emergency management Team.  Invoke Corporate IT Systems Failure Plan BCM 014. | Seek external advice/temporary assistance.  Repair/Renew. Invoke Insurance – Major Loss Claims Procedures Plan BCM 013  **Students:**  Amend timetabling for extra classes to cover missing sessions or put alternative teaching methods in place.  Extend submission deadlines.  **Staff:**  Restore any services needed for emergency communication or communication with staff involved in disaster recovery.  Restore any services needed to allow the University’s core business to function.  Restore services needed by students.  Consider overtime arrangements/temporary assistance.  Consider time tabling extra classes to cover missing sessions or put alternative teaching/assessment methods in place. Extend submission deadlines. |  |

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| Key Risk: Major Fire/Loss of Access To building | | | | | | |
| **Speed of Development** | **Impact** | **Maximum Tolerable Period of Disruption** | **Estimated Disruption Period** | **Critical Incident Management Plan Response** | **Post Incident Continuity /Recovery Actions** | **Responsibility** |
| Rapid | Major | Zero | 1 Week<> 2 years | Evacuate  Inform Emergency Management Team.  Evaluate injuries  Assess damage  Invoke Loss of A Building Plan BCM 020. | Liaise with Estates Services Space Management to seek temporary accommodation.  Invoke Insurance – Major Loss Claims Procedures Plan BCM 013.  Implement the restoration of the most time sensitive, essential business operations as quickly as possible and include the transfer of business operations and resources from temporary facilities to permanent facilities.  Rebuild/repair or relocation of the primary site and the restoration of normal business operations at the primary site.  **Students:**  Amend timetabling for extra classes to cover missing sessions or put alternative teaching methods in place.  Extend submission deadlines.  **Staff:**  Consider time tabling extra classes to cover missing sessions or put alternative teaching/assessment methods in place. Extend submission deadlines.  Consider longer term recovery arrangements i.e. exam board dates and graduation implications.  Consider implications for meeting Research or KE deadlines. |  |

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| Key Risk: Total Electrical Failure | | | | | | |
| **Speed of Development** | **Impact** | **Maximum Tolerable Period of Disruption** | **Estimated Disruption Period** | **Critical Incident Management Plan Response** | **Post Incident Continuity /Recovery Actions** | **Responsibility** |
| Rapid | Major | Zero | >1 Day | Shut down and make safe all electrical equipment and machinery.  Inform Emergency Management Team.  Consider the need to cancel classes in affected buildings.  Manage Fire Safety- cease all work with heat sources.  Prepare fire safety assistants to assist with fire watch patrols.  Secure department.  Liaise with Security Services to Increase security patrols. | **Students:**  Amend timetabling for extra classes to cover missing sessions or put alternative teaching methods in place.  Extend submission deadlines.  **Staff:**  Consider time tabling extra classes to cover missing sessions or put alternative teaching/assessment methods in place. Extend submission deadlines. |  |

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| Key Risk: Serious Health & Safety Incident | | | | | | |
| **Speed of Development** | **Impact** | **Maximum Tolerable Period of Disruption** | **Estimated Disruption Period** | **Critical Incident Management Plan Response** | **Post Incident Continuity /Recovery Actions** | **Responsibility** |
| Rapid | Major | Zero | 1 Day<>2 Weeks | Shut down and make safe all equipment and machinery involved in incident.  Inform Safety Services immediately.  Prevent access to area.  Take care of all staff and students involved in incident.  DSC to commence accident investigation. | **Students:**  Amend timetabling for extra classes to cover missing sessions or put alternative teaching methods in place.  Extend submission deadlines.  **Staff:**  Consider missed classes and adjust timetable. Consider alternative teaching/assessment methods (online teaching) to allow for recovery.  Consider longer term recovery arrangements i.e. exam board dates and graduation implications. |  |
| Key Risk: Pandemic Illness | | | | | | |
| **Speed of Development** | **Impact** | **Maximum Tolerable Period of Disruption** | **Estimated Disruption Period** | **Critical Incident Management Plan Response** | **Post Incident Continuity /Recovery Actions** | **Responsibility** |
| Quick | Major | Disruption will increase with time and response will be dependent on availability of staff | 4 Months | Head of Department or Director of Service (HOD) monitors department sickness absence.    HOD implements plans for managing high staff absence.  When absence levels prevent delivery of key services, HOD informs Dean and Chief Operating Officer, and liaises with the Emergency Management Team.  Observe Management Of A Flu or Other Contagious Disease Pandemic Plan BCM 010    Department Incident Management Team co-ordinate available staff to cover shortages, cancel classes/research close areas as required. | Liaise with Occupational Health to monitor staff wellbeing.  **Students:**  Amend timetabling for extra classes to cover missing sessions or put alternative teaching methods in place.  Extend submission deadlines.  **Staff:**  Consider missed classes and adjust timetable. Consider alternative teaching/assessment methods (online teaching) to allow for recovery.  Consider longer term recovery arrangements i.e. exam board dates and graduation implications. |  |

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| Key Risk: Severe Weather | | | | | | |
| **Speed of Development** | **Impact** | **Maximum Tolerable Period of Disruption** | **Estimated Disruption Period** | **Critical Incident Management Plan Response** | **Post Incident Continuity /Recovery Actions** | **Responsibility** |
| Rapid | Major | Zero | 1 Day <> 1 Week | Emergency Management Team will advise departments of decision to close University, otherwise business as normal.  On closure of University, Department Incident Management Team observe Severe Weather Plan BCM 009, co-ordinate the closure of the department and safe shutdown of equipment & machinery:  Manage cancellation of classes,  Notify staff /students of any changes to teaching arrangements being implemented.  Brief staff and students to monitor University Webpages, Social Media and emails for information on reopening of University.  Communicate local department arrangements to staff and students directly. | **Students:**  Amend timetabling for extra classes to cover missing sessions or put alternative teaching methods in place.  Extend submission deadlines.  **Staff:**  Consider missed classes and adjust timetable. Consider alternative teaching/assessment methods (online teaching) to allow for recovery.  Consider longer term recovery arrangements, i.e. exam board dates and graduation implications. |  |

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| Key Risk: Staff & Student Disruptions (e.g. Strike Action / Demonstrations) | | | | | | |
| **Speed of Development** | **Impact** | **Maximum Tolerable Period of Disruption** | **Estimated Disruption Period** | **Critical Incident Management Plan Response** | **Post Incident Continuity /Recovery Actions** | **Responsibility** |
| Rapid | Major | Depends on action | 1 Day <> 3 Days | Emergency Management Team to take a strategic view and liaise with Security Control & External agencies.  School/Centre./department Incident Management Team to co-ordinate internal response and liaise with Industrial Action Planning Group:  **Student Protest**  Business As usual but:  Increase security.  Targeted lock down.  Liaison with Security Services on security requirements.  **Academic Union Strike**  Where possible cancel specific classes and/or make alternative arrangements, otherwise business as usual.  **Full Union Strike**  Where possible cancel specific classes and/or make alternative arrangements, otherwise business as usual.  Heads of Department liaise with Deans on foreseeable impacts.  Deans advise Director of HR on likely impact and actions required.  Industrial Action Planning Group co-ordinates response and advises departments accordingly. | **Students:**  Amend timetabling for extra classes to cover missing sessions or put alternative teaching methods in place.  Extend submission deadlines.  **Staff:**  Consider missed classes and adjust timetable. Consider alternative teaching/assessment methods (online teaching) to allow for recovery.  Consider longer term recovery arrangements i.e. exam board dates and graduation implications. |  |