

University of limerick

Critical incident management

PLAN

September 2019

**If you discover an incident or emergency, you should follow the steps below:**

**Incident Occurs**



**3333**

from university extensions and

UL corporate mobile phones

(061 – 21 3333)  
from personal mobile phones

**You will be asked to provide the following information**

**E**

**N**

**Type of Incident**

**Hazards (present or potential)**

**Access (safe routes in and out)**

**Number of Casualties**

**Emergency Services Required**

**E**

**Exact Location**

**T**

**H**

**A**

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# Campus Map

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# Introduction

The University of Limerick’s main campus is located on the banks of the river Shannon predominantly within Co. Limerick but has, in recent years, expanded into Co. Clare. The university also has an Activity Centre on Lough Derg, near Killaloe, the Clinical Education and Research Centre on the grounds of University Hospital Limerick, Dooradoyle, the Troy and Plassey student residences, the Fab Lab and Health Hub on Limerick’s Patrick St. and the Digital District at Parkpoint.

With a 138 hectare campus with over 16,000 students and 1,600 staff as well as a significant number of members of the public on site availing of the many sporting and recreational facilities, the university has substantial numbers of people on campus at any given time.

The Critical Incident Management Plan is the university’s response to the requirements of the Safety, Health and Welfare at Work Act, 2005 (Part 2 Section 11). Under this legislation, the University of Limerick is obliged to prepare adequate plans to be followed in emergency situations. The legislation places a duty of care on the university to have such plans in place to protect all people on the campus, including staff and students who are off campus.

The aim of Critical Incident Management Plan is to set out the duties and responsibilities of university staff in the event of a campus-wide incident, or crisis, which may affect the operation and/or reputation of the university.

The main functional priorities for management and staff dealing with any emergency or critical incident are:

* To protect people: staff, students, visitors and others
* To protect the university’s property: infrastructure and facilities
* To maintain the university’s reputation
* To resume core business activity as soon as possible

This plan describes the roles and responsibilities of key individuals and groups within the university in responding to a major emergency, or critical incident, and the organisational arrangements that will be put in place to facilitate this response.

This plan does not provide a detailed action plan for every potential incident. It provides a framework of emergency action, principles, and guidelines to be followed in an emergency situation by those involved in the management of such an incident.

Emergencies on campus will generally fall into one of two categories:

1. Critical Incidents
2. Major Emergencies

One of the most significant undertakings of the university in any of the above situations will be our ability to communicate effectively with staff, students, parents and families, the general public, the Emergency Services and the media.

# Definition of Critical Incident and Major Emergency

## Critical Incident

Critical incidents can range in their level of seriousness, and may involve external emergency services, however their management is within the normal capabilities of the university. Critical Incidents include minor fires, local flooding, adverse weather, etc..

## Major Emergency

Major emergencies will be those events, which have a campus wide effect. They may involve multiple deaths or injuries, significant damage to infrastructure and may have campus wide implications related to business continuity. In the context of the initial management of a Major Emergency, the university may have a role in early evacuation of premises but management of the emergency response will be the remit of the Emergency Services (An Garda Siochána, the Fire Service and the National Ambulance Service). As the university moves into the recovery phase following the initial response, the management of the incident will normally be handed back to the University from the Emergency services.

*“A Major Emergency is any event, which, usually with little or no warning, causes or threatens death or injury, serious disruption of essential services or damage to property, the environment or infrastructure beyond the normal capabilities of the principal emergency services in the area in which the event occurs, and requires the activation of specific additional procedures and the mobilisation of additional resources to ensure an effective, co-ordinated response (Framework for Major Emergency Management, 2006, adopted by the Irish Government http://mem.ie/)”.*

**Role of the Emergency Services**

The external emergency services: Fire Service, Ambulance, and An Garda Sióchána have by law authority over an emergency. If the emergency services become involved in an incident then their instructions and actions take precedent over the actions set out in this plan.

# Activation of the Plan

The senior officers of the university (President or Deputy President) can activate this plan. In the event that senior officers are unavailable, their nominated delegate may activate this plan.

In order to activate this plan, the President or Deputy President (or their nominated delegate) must be briefed on an incident through the normal operational management structures.

Incidents that might give rise to the activation of this plan can be identified in a number of ways, i.e.

* Calls to the emergency telephone number (3333) or ((061) 21 3333)
* Notification by external agencies (e.g. weather alerts, power outages, emergency services)
* Notification of incidents internally (e.g. small fire)
* Incidents that cannot be contained (e.g. network failure, public health emergency)

It is important that the processes outlined in this plan are followed in all cases. The responsible manager should first classify the incident using the guidelines in the following **Incident Level Matrix**. This matrix refers to the Command and Control Team which is set out in the next section of this document.

**Incident Level Matrix**

|  |  |  |
| --- | --- | --- |
| **Critical**  **Incident** | **Level 1** | A localised incident that can be responded to and managed by the on-site services of the university with no requirement for external assistance (e.g. minor fire, burst pipe, storm damage). The Command and Control Team does not need to be mobilised but consider informing the Office of the President as early as possible with subsequent updates until the incident is resolved. |
| **Level 2** | A localised incident that requires the assistance of external emergency services but doesn’t create significant disruption for the business of the university (e.g. death on campus, serious injury to an individual, low-level criminality). The Command and Control Team **may** be mobilised, possibly for just a brief period of time. |
| **Level 3** | Any incident that requires the assistance of external emergency services and creates serious disruption to part(s) of the university, possibly requiring part closure and/or relocation of some department(s) (e.g. severe adverse weather, environmental health issue, public health issue, serious fire, utilities failure). A large scale cyber attack or GDPR incident involving the compromise of large tranches of personal data with the potential for significant reputational damage for the university may also fit within this category. The Command and Control Team **must** be mobilised. |
| **Major Emergency** | **Level 4** | Any large scale incident that severely disrupts the functioning of the university, including large fires, explosions, leaks of hazardous substances or terrorist/firearms incidents involving potential or actual large scale injury and/or death. The Command and Control Team **must** be mobilised. |

***(***Note: The incident levels matrix is further developed in the Incident Categories section of this document.)

If the incident is classified as level one, then the plan does not need to be activated, however the responsible manager should notify their line manager of the incident and follow the appropriate incident logging procedure.  The responsible manager, or their line manager, may decide to notify the President or Deputy President of the incident, particularly if there is a risk of escalation or if the incident might lead to publicity/press queries.

It should be noted that an incident, initially classified as level one, might escalate and subsequently be reclassified to a higher level. Any decision to reclassify an incident will be made by the person managing the local response, and where relevant in collaboration with the university’s Safety Officer.

If the plan is activated, the Command and Control Team will meet at the Command and Control Centre which is located in the Glucksman building. If, it is not possible to use this location, the alternative location in the Health Sciences Building on the North Campus will be used. The equipment list for the Command and Control Centre is set out in Appendix 3.

It should be noted that minor incidents which occur in the workplace that do not fall within the remit of this plan are dealt with through the University’s Safety Office and the person reporting will be required to complete a Dangerous Occurrence Form and/or the Accident Report Form.

The Safety Officer will record details of the critical accident/incident, take witness statements (where Gardai are not involved) and ensure that the scene of the accident is not disturbed while the accident/incident is under investigation.

The Safety Officer will contact the Health and Safety Authority and notify them where there are fatalities, a reportable workplace accident or to notify a dangerous occurrence, as appropriate.

# Notification of an Incident

As set out, the university can become aware of an incident through several channels (notification to the emergency number (3333), communication from external agencies (weather warning, power cut, etc. ), management concerns (cyber attack, etc..). The following algorithm sets out the assessment and escalation procedure to be followed upon becoming aware of an incident.

Where an incident is identified through a call to the emergency number an agreed “ETHANE” template exists to collect the appropriate information to inform both the Emergency Services and to effect the appropriate response from the university to any incident on campus. The information gathering template can be found at Appendix 1. If the receptionist/security officer at 3333 learns of an incident on campus through a call back from the Emergency Services, this will be recorded. The callback record document can be viewed at Appendix 2.

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# Incident Algorithm



# Decision making during an Emergency

In the event of an emergency, governance of the incident will be managed at two levels.

Strategic governance will be provided by the **Command and Control Team**.

This team may not be mobilised for every incident, depending on the incident categorisation. The membership of this team is:

## Command & Control Team

|  |  |  |  |
| --- | --- | --- | --- |
| **MEMBER** | | | |
| President | Deputy President, Chief Operating Officer & Registrar | | Vice-President Academic Affairs & Student Engagement |
| Vice-President Research | Director Human Resources | | Safety Officer |
| Marketing & Communications representative | |

In the event that any of the above members are not available, their nominated delegate will take their place on the Command and Control Team.

The initial functions of the Command & Control Team are outlined in the algorithm below:



Operational governance will be provided by the **Operational Team**.

## 

## Operational Team

|  |  |  |  |
| --- | --- | --- | --- |
| **MEMBER** | | | |
| Director Buildings & Estates | Human Resources Manager | | Director of Information Technology Division |
| Manager Marketing & Communications | | Safety Officer | |
| Relevant Dean/Departmental Head/Divisional Director | | Relevant UL/PCC/PCA Directors/Managers and/or representatives as required | |

The Command & Control Team will appoint one of the members above as chair of the Operational Team. The selection of chair will depend on the nature of the incident (e.g. Director of Information Technology Division will chair in the event of a sustained cyber-attack).

The initial duties of the Operational Team are outlined in the algorithm below.



# Responsibilities of other senior managers in the event of activation of the Critical Incident Management Plan

The algorithm below is in place for members of the UL Executive Committee, Deans and Heads of Division/Department.







# Incident Categories

# Risk Management

Critical incidents for the University are categorized in line with the UL Risk Management Policy.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | | **LIKELIHOOD** | | | |
| **I**  **M**  **P**  **A**  **C**  **T** |  | Improbable (1) | Possible  (2) | Quite Probable (3) | Very Probable (4) |
| **(1) Level 1** | 1 | 2 | 3 | 4 |
| **(2) Level 2** | 2 | 4 | 6 | 8 |
| **(3) Level 3** | 3 | 6 | 9 | 12 |
| **(4) Level 4** | 4 | 8 | 12 | 16 |

# Potential Scenarios and Applicable Levels

## Level 1 – Critical Incident - Minor

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Criteria** | **Activated from** | **Activation of Command & Control Team** | **Response required** | **Additional information** |
| * Minor fire * Significant spill of non hazardous substance * Low level gas leak * Person(s) trapped in lift * Minor flooding * Localised, short duration utilities outage | 3333 | No | Local building and/or specialist response (Chief Technical Officers), Building & Estates Department | Issue has no potential to escalate above Level 1  Inform VPAASE & Dir HR |

## Level 2 – Critical Incident - Moderate

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Criteria** | **Activated from** | **Activation of Command & Control Team** | **Response required** | **Additional information** |
| * Small explosion (localised to equipment/utilities) * Small fire or security issue contained or limited to a smaller area/building * Locally manageable spill of a hazardous substance * Localised building flooding (burst pipe) with water off * Spill involving radioactive or toxic substance managed locally or by the Fire Service * Isolation or evacuation of a building with Emergency Services involvement * Minor civil disturbance/protest * Localised storm damage * Partial building collapse (no injuries) * Death on campus * Student in difficulty off campus * Student incident with the potential to result in serious injury (one student) | 3333 or Heads of Department | Unlikely but may be required for one briefing/ assessment meeting | Local building and/or Specialist response (Chief Technical Officers) and Buildings and Estates Department for all  Fire Services  or  Ambulance Service  or  Police | Issue is unlikely to escalate higher than Level 2  Consider briefing COOR, VPAASE and/or HR  May or may not be media interest |

## Level 3 – Critical Incident - Serious

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Criteria** | **Activated from** | **Activation of Command & Control Team** | **Response required** | **Additional information** |
| * Developing fire which may spread * Significant spill or leak of a hazardous substance * Significant utilities outage which may jeopardise use of campus buildings * Escalating civil disturbance/protest with potential for damage to property, people or UL’s reputation * Explosion or partial building collapse with safe evacuation in jeopardy * Severe storm damage * Other severe weather alerts * Student incident with the potential to result in serious injury (multiple students involved) * Public health outbreaks * Significant threat to the university’s IT Networks or Systems * Significant reputational threat | 3333 or Head of Department if appropriate | Yes | Emergency Services  UL Critical Incident Management  Specialist response from those on campus with expertise in the affected areas/departments | Significant Critical Incident with the potential to escalate to a Major Emergency  Command & Control Team will be activated  Commence Business Continuity Process activation |

## Level 4 – Major Emergency - Extreme

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Criteria** | **Activated from** | **Activation of Command & Control Team** | **Response required** | **Additional information** |
| * Serious incident which, because of its scale, impact or consequences is beyond the scope of resolution by normal university mechanisms or decision-making authority within acceptable timelines.  **Examples:** * Incident on campus leading to activation of local authority or health service emergency plans * Multiple deaths on campus * Significant property loss or damage * Significant environmental damage * Major fires * Major leaks of hazardous substances * Widespread disruption affecting the university’s ability to function * Aircraft crash on campus * Person(s) with lethal weapons on campus * Bomb threat * Major civil disturbance/protest | 3333 or Statutory Emergency Services | Yes | Health & Safety, Buildings & Estates, Specialist resources (e.g. Chief Technical Officers) to support the Statutory Emergency Services | Major Emergency  Command & Control Team will be activated  Commence Business Continuity Processes activation |

# Communications during an Incident

In the event of a critical incident or major emergency occurring it is vital that all communications are consistent, timely, co-ordinated and centrally managed. There should be one authoritative source of information to internal and external stakeholders, and all such communication should be approved by the Command and Control Team.

In the pre activation period where consideration is given to the activation of the plan, it is imperative that this plan is followed and all communications go through the normal management structure, so that appropriate decision makers are fully informed, able to assess the severity of an incident and sufficiently briefed to make a decision on whether to activate this plan.

On activation of the Critical Incident Management Plan, the Communications Manager becomes a member of the Operational Team. The Communications Manager advises on, and co-ordinates all internal and external communications on behalf of the Command and Control, and Operational teams. This will necessitate working with Human Resources, Student Affairs and sometimes other divisions.

### Internal Communications

Internal communication includes all interaction with students, staff, visitors, tenants and contractors. The Communications Manager will approve all messaging prior to issuance, on behalf of the Command and Control Team, and work with the Operational Team to advise on messaging to be issued to UL students and staff via direct messaging, text message etc.

The Communications Manager will utilise appropriate members of the Marketing and Communications team to deal with the UL Website and Social Media/Messaging. Additional messaging will be co-ordinated through the following communications channels:

Human Resources - communications with staff

Student Affairs (incl. Chaplaincy) – communications with students

Co-Op, International Education, academic departments – communications with students/staff off campus

Buildings & Estates – communications with contractors, campus visitors and external tenants

PCC – communications with students living on campus and some campus visitors (conferences, Arena, pitches, etc..)

A suite of pro-forma messages will be put in place by the Communications Manager to ensure consistent and prompt communications to students, staff and all other internal stakeholders.

### External Communications

The Communications Manager will also establish and manage a media centre as a central hub for all external engagement relating to the Critical Incident and act as a liaison with the Command and Control Team.

All queries from the media should be referred to the Communications Manager. Where appropriate the Communications Manager will work with the Command and Control Team to identify the correct UL Spokesperson to address media and advise in relation to interviews, press statements etc.

# Business Continuity & Recovery Planning

This Critical Incident Plan sets out the immediate processes to be followed in the event of unforeseen occurrences, which severely affect the operations of the University. Consideration also needs to be given to the university’s ability to continue to operate in the immediate aftermath of any such occurrence.

Risk management and the process of risk mitigation is a dynamic process subject to ongoing review and update and it is this process, which forms the backbone of Business Continuity and Recovery Planning.

It is the responsibility of every Faculty, Division and Department of the university to have Business Continuity and Recovery plans in place. In the following table the impact on core university activities of examples of the types of incidents considered in this plan are set out, along with suggested recovery timelines and executive responsibility.

|  |  |  |  |
| --- | --- | --- | --- |
| **Activity** | **Incidents which may impact** | **Recovery Guidelines** | **Responsibility** |
| Academic Service Delivery | Fire, flood, utilities outage, security threat, adverse weather, explosion, large-scale injury or death on/off campus. | < 1 day during term time.  Up to two weeks otherwise. | VPAASE  Faculties  COOR  B&E |
| Examinations | Fire, flood, utilities outage, security threat, adverse weather, explosion, large-scale injury or death on/off campus. | < 1 day if incident occurs within 24 hours of scheduled exams.  Up to two weeks otherwise. | VPAASE  B&E |
| Research | Fire, flood, utilities outage, security threat, adverse weather, explosion, large-scale injury or death on/off campus, data network failure, IT systems damage. | < 1 week if delivery date of research is due.  Up to two weeks otherwise. | VPR  B&E |
| New Student Processing | Fire, flood, utilities outage, data network failure, IT systems damage, industrial action. | < 1 day if incident occurs within 24 hours prior to CAO deadlines.  Up to two weeks otherwise. | COOR  VPAASE |
| Administrative support and facilities | Fire, flood, utilities outage, security threat, adverse weather, explosion. | < 1 to 2 days | COOR  VPAASE  B&E  ITD  HR |
| Conferring Ceremonies | Fire, flood, utilities outage, security threat, adverse weather, explosion, large-scale injury or death on/off campus. | Up to two weeks to reschedule. | VPAASE  B&E |
| Regulatory events (quality, accreditation and external audits etc.) | Fire, flood, utilities outage, security threat, adverse weather, explosion, large-scale injury or death on/off campus. | Within an agreed timeframe with the assessing authority or regulator. | Faculties  VPAASE  COOR |
| Staff Recruitment | Fire, flood, utilities outage, security threat, adverse weather, explosion, large-scale injury or death on/off campus. | Prioritised within an agreed timeframe taking higher business delivery priorities into account. | Dir HR |
| Entertainment | Fire, flood, utilities outage, security threat, adverse weather, explosion, large-scale injury or death on/off campus. | Prioritised within an agreed timeframe with the stakeholders involved. | COOR  PCC  B&E |
| Large crowd sporting events | Fire, flood, utilities outage, security threat, adverse weather, explosion, large-scale injury or death on/off campus. | Shortest possible timeframe but the scale of the event must be factored in. | COOR  PCC  B&E |
| Student Accommodation | Fire, flood, utilities outage, security threat, adverse weather, explosion. | Shortest possible timeframe but level of damage must be factored in. | COOR  PCC  B&E |

Where business continuity and recovery are being considered the following are some key considerations to be implemented by university departments as part of departmental risk management.

|  |  |
| --- | --- |
| **People – Business Continuity & Recovery**   * What is the optimum number of staff required to carry out key activities? * What is the minimum staffing level required to provide minimal but effective service? * What skills are required to undertake specific activities? | **People – Risk Reduction**   * Maintain an inventory of staff skills to enable appropriate redeployment. * Processing mapping (e.g. algorithms) and documentation to facilitate staff in undertaking unfamiliar roles. * Succession planning. * Use of third party or agency staff. |
| **Buildings – Business Continuity & Recovery**   * What locations do critical activities operate from? * Do we have alternative locations available? * What equipment, machinery and other facilities are central to carrying out critical activities? * Can we locate alternative premises to relocate services while refurbishment/rebuilding is underway? | **Buildings – Risk Reduction**   * Agreements with other institutions (e.g. Mary Immaculate, Limerick Institute of Technology) * Relocation of staff to other areas. * Displacement of staff performing less urgent tasks with those undertaking high priority activities. * Remote working. * Use of third party buildings. * Alternative sources of plant, machinery and other equipment. * Use of hot desk spaces. |
| **Communications – Business Continuity & Recovery**   * What communications mediums are we in a position to access at short notice? * Have we a prepared list of agreed messages for each of the communication methods? * What plans are in place to inform staff, students, the general public and the media in the event of a critical incident? | **Marketing & Communications – Risk Reduction**   * Agreed key messages in place as part of incident response. * Agreed briefing schedules internally and externally. |
| **Information Technology – Business Continuity & Recovery**   * What information technology is essential to critical activity? * What systems are critical to carrying out critical activities? * What information/data is essential to undertaking critical activities? * How is this information/data stored and accessed? | **Information Technology – Risk Reduction**   * IT Disaster Recovery Plan. * Cloud solutions. * Maintaining technology at different locations. * Retention of older equipment as emergency replacement. * Third party suppliers contracted. * IT Disaster Recovery Plan. * Cloud solutions. * Data Centre backup. * Maintaining data off-site. * Ensuring data is backed up. * Ensuring critical information/data is stored securely. * Keeping copies of critical documentation in more than one location. |
| **Suppliers – Business Continuity & Recovery**   * Who are the priority suppliers on whom we depend to undertake critical activities? * What key services are contracted to external organisations? | **Suppliers – Risk Reduction**   * Suppliers storing off site. * Identification of additional or alternative suppliers. * Checking Business Continuity capacity of contracted suppliers. |
| **Partners & Stakeholders – Business Continuity & Recovery**   * Do we have any reciprocal arrangements with other HEIs Institutions or with other organisations? | **Partners & Stakeholders – Risk Reduction**   * Agreeing reciprocal arrangements with external institutions. * Ensuring mechanisms are in place to provide information to stakeholders. * Ensuring arrangements are in place to accommodate vulnerable groups. |

# Scenario Specific Plans

The following plans are available across the UL campus and will support the function of Critical Incident Management. **These plans should be followed in the event of one of the scenarios occurring on campus.** The full text of these plans are included in the Appendices section of this plan.

* Incident Involving Multiple Victims and/or Fatalities on the Campus
* Death or Serious Injury to One Person on Campus
* Death or Serious Injury as a Result of a Workplace Accident
* Riot/Violent Person with a Dangerous Weapon
* Closure of UL Properties for Sudden Unexpected Reasons
* Sudden/Unexpected Adverse Weather Condition
* Interruption to Water Supply
* Water Contamination
* Campus Wide Unplanned Electrical Power Outage
* Gas Line Rupture/Damage to Pressure Reduction Station
* Fire Resulting in Loss of Use of Building or Significant Parts of a Building
* Serious Communicable Diseases
* Food Poisoning
* Anthrax Threat
* Bomb Threat
* Sustained Cyber Attack

The Gardai and Emergency Services are to be contacted under several of the scenarios addressed in these plans. In some cases the incident may occur as a result of terrorist actions, in which case the Gardai may instruct the University to take additional actions to these set out in these plans.

In addition to these appendices, each campus building (including those operated by subsidiary companies) have individual evacuation plans that set out standard procedures in the event of an emergency and which also deal with building specific issues (e.g. chemicals in laboratories, etc..)

# Critical Incident Management – Implementation Plan

## Education and Training for Critical Incident Management Plan

All staff will be appropriately trained as part of the implementation of this plan. To this end the university will utilise both online and in house channels of communication in the implementation and evaluation on this plan.

All line managers are expected to read and understand their responsibilities as set out in this plan.

Appropriate training shall be provided for the members of the Command and Control Team, Operational Team, Executive Committee and Heads of Department. Training can be in the form of briefings on changes to the plan or amendments to algorithms. Some table-top scenario based exercises will also be used occasionally for training on Critical Incident Management.

Training will also take place, in the form of an information session, at both staff and student induction.

## Testing, Review & Update

Ensuring that the Critical Incident Management plan (includes action cards and algorithms where used) is fit for purpose is an ongoing activity. The plan itself will be reviewed on an annual basis but changes to action cards or algorithms will be made as often as is required. The first review of the plan will occur one year after approval.

# **Role of other University Committees, Offices and Departments**

All elements of the university have an obligation to report all incidents as well as responding to incidents or emergencies if and when required. The central co-ordinating office for the review and update of this plan is the Safety Office and any submissions, suggestions or queries will be taken on board during annual reviews of the plan.

# Administration of the Plan

The President/Deputy President through the Director Human Resources is responsible for:

* ensuring that the Safety Officer maintains the Critical Incident Management Plan and keeps it up to date;
* ensuring that sufficient resources are allocated to allow the plan to be advanced;
* ensuring that the plan is practiced on a regular basis;
* That the Command and Control centre is available and functional at all times.

The Safety Officer is responsible for:

* carrying out an annual review of the Critical Incident Management Plan and Departmental Emergency Plans;
* coordinating additions or modifications to the plan to ensure they are consistent with the university Safety Statement and policies
* communicating the university’s policy on crisis management to relevant personnel.

# Appendices



# Appendix 1 – 3333 Record Sheet

**Emergency Extension 3333 Responder Record Sheet**

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Time: \_\_\_\_\_\_\_\_\_\_

Record completed by (print name): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Dept: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |
| --- | --- | --- |
| **E** | **Exact Location** |  |
| **T** | **Type of Incident** |  |
| **H** | **Hazards (present or potential)** |  |
| **A** | **Access (safe routes in and out)** |  |
| **N** | **Number of Casualties** |  |
| **E** | **Emergency Services Required** |  |

Phone 999/112 Time: \_\_\_\_\_\_\_\_\_\_

Dispatch security to main gate or east gate as appropriate to direct Emergency Services Time: \_\_\_\_\_\_\_\_\_\_

Dispatch Security to incident location pending arrival of Emergency Services Time: \_\_\_\_\_\_\_\_\_\_

Inform a Member of the Crisis Operational Team Time: \_\_\_\_\_\_\_\_\_\_

***Ensure that extension 3333 remains staffed throughout the incident***

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Appendix 2 – Emergency Services Callback Record Sheet



**Emergency Services Callback Record Sheet**

***Ambulance***

Date: \_\_\_\_\_\_\_\_\_ Call received from: ***Fire*** Contact No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Time: \_\_\_\_\_\_\_\_\_\_

***Gardai***

***Coast Guard***

Record completed by (print name): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Dept: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |  |
| --- | --- | --- | --- |
| IN | **E** | **Exact location** (as advised by the original caller) |  |
| IN | **T** | **Type of Incident** (as advised by the original caller) |  |
| IN | **H** | **Hazards** (as advised to the service during the original call) |  |
| OUT | **A** | **Access** (advise Emergency Services regarding directions to the scene) |  |
| IN | **N** | **Number of Casualties** (as advised by the original caller) |  |
| IN | **E** | **Emergency Services responding** |  |

Dispatch security to main gate or east gate as appropriate to direct Emergency Services Time: \_\_\_\_\_\_\_\_\_\_

Dispatch Security to incident location pending arrival of Emergency Services Time: \_\_\_\_\_\_\_\_\_\_

Inform a Member of the Crisis Operational team Time: \_\_\_\_\_\_\_\_\_\_

***Ensure that extension 3333 remains staffed throughout the incident***

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Time: \_\_\_\_\_\_\_\_\_\_\_\_\_

# Appendix 3 – **Command & Control Centre Equipment**

* Two-way radio for communication with porters/security
* Stationery (pads, biros etc)
* Whiteboard and pens
* AM/FM radio (battery operated)
* Chairs
* First Aid kit
* Copy of the Critical Incident Management Plan
* 5 torches and batteries
* Large screen TV
* Saorview
* Internet access
* 4 phones
* Analog phone line to Eircom
* 2 PCs with internet access
* Printer with paper
* Fax with paper
* Staff next-of-kin list (accessed via HR system)
* Student next-of-kin list (accessed via Student Record system)
* Buildings Plans (accessed via Buildings & Estates electronic files)
* Campus Plans (master files kept in Buildings & Estates)
* 5 Hi Vis Vest
* 5 Safety goggles
* 5 Safety Helmet
* Wall Clock
* 5 Lever Arch Folder
* Equipment Storage Cupboard
* Bottled Water/Cups/Long life snacks

# Appendix 4 – Incident Scenarios

# 4.1 Incident Involving Multiple Victims and/or Fatalities on the Campus

The external emergency services: Fire Service, Ambulance, An Garda Sióchána have by law authority over an emergency, therefore under the provisions of the UL Critical Incident Management Policy these external authorities supersede the UL Critical Incident Management Policy when they are called to the scene.

* Any person at the scene of an accident may dial 999/112 and seek the assistance of the emergency services and then call the internal UL emergency phone 3333 using an internal phone or if using a mobile 061 213333 to ensure ETHANE information is received (Appendix 1). Assistance may also be sought from the trained first aiders on campus or the Student Medical Centre.
* A Security Officer will be instructed to go to the West Gate entrance to direct emergency services to the scene of the incident.
* If the incident occurs during normal working hours, the Medical Centre staff will be called to the scene.
* The Operational Team will assemble in the Command and Control Centre. If the first choice is not available, the contact message will tell the teams to go to a second centre.
* The Safety Officer will liaise between the incident site and the Command and Control Centre.
* The relevant Head of Department and the Buildings and Estates Officer will liaise with the emergency services at the incident site as per the Building Emergency Plan.
* Director, Human Resources Division will ascertain who are the victims (staff, students, contractors, children, visitors). The next of kin list for staff and students will be retrieved.
* The Director, Human Resources Division or a nominated member of the Operational Team will provide updates to the Command and Control on an hourly basis.
* The Director, Marketing and Communications Division Team will make a statement to the media if it is deemed appropriate and approved by the Command and Control Team.
* The Director, Buildings and Estates and the Vice President for Academic Affairs and Student Engagement will arrange alternative accommodation within the campus.
* The Vice President for Academic Affairs and Student Engagement will arrange for the communication of the location of the alternative venue to students via email, posters and announcements over public address system in library. Relevant Heads of Department, lecturers and technicians and administrative staff will be contacted by telephone (home, mobile), UL website and social media.
* A briefing sheet will be provided for Heads of Departments and Deans at the Command and Control Centre on a regular basis. The content of the briefing will be determined by the Command and Control Team.
  + - Human Resources will set up a reception centre in the Main Building (EG-010) for relatives of the dead and injured. This will be manned by Human Resources staff and Student Affairs counselling staff.
    - Heads of Departments whose departments have been affected by the incident may be required to assist Human Resources with respect to relatives and general communication with students.
    - Catering staff will provide tea, coffee and sandwiches at no charge to relatives.
    - Security will direct traffic within the campus taking instructions from the Buildings and Estates Department as to which areas are accessible. Additional contract security staff may be required in certain circumstances. This decision is to be made by the Buildings and Estates Department and the Command and Control Team.
    - Once the incident (fire, explosion, spillage etc.) is under control and victims have been removed from the scene, the Buildings and Estates Department will contact the relevant contractors to seal off the building(s), erect hoarding, and provide for clean up. This will be done following the advice of the Local Authority Fire Officer.
    - Where a fire involves hazardous substances, the firewater should be prevented from entering the drainage system where possible. Firewater must be disposed of as hazardous material. The Buildings and Estates Department will notify Limerick City and County Council.

# 4.2 **Death or Serious Injury to One Person on Campus**

**(E.g. sporting injury, isolated accident, road traffic accident)**

The external emergency services: Fire Service, Ambulance, An Garda Sióchána have by law authority over an emergency, therefore under the provisions of the UL Critical Incident Management Policy these external authorities supersede the UL Critical Incident Management Policy when they are called to the scene.

* Any person at the scene of an accident may dial 999/112 and seek the assistance of the emergency services and then call the internal UL emergency phone 3333 using an internal phone or if using a mobile 061 213333 to ensure ETHANE information is received (Appendix 1). Assistance may also be sought from the trained first aiders on campus or the Student Medical Centre.
* The Safety Officer will attend the scene of the accident and liaise with the emergency services.
* If the accident results in building damage, the Director, Buildings & Estates will be notified by the Safety Officer and (s)he will arrange for corrective action to be taken to secure the area.
* The Safety Officer will contact the Director, Human Resources Division to access next of kin details. Gardaí normally contact next of kin.
* Accidents occurring in the UL Activity Centre are dealt with under a separate Emergency Plan. The Activity Centre Operations Manager should notify the Safety Officer of any accidents involving death or serious injury as soon as possible. The Safety Officer will attend the scene as soon as possible and receive briefings from the Activity Centre Coordinator.
* The Safety Officer will advise the Chief Operating Officer and Registrar/ Deputy President of the incident.
* As required the Human Resources will set up a reception centre in the Main Building (EG-010) for relatives of the dead and injured. This will be manned by Human Resources staff and Student Affairs counselling staff.
* Following briefing by the Safety Officer, the Director, Marketing and Communications Division will issue a press statement if necessary.

# 4.3 Death or Serious Injury as a Result of a Workplace Accident

**[including persons on University business on and off campus (e.g. field trip accident)].**

* When in Ireland any person at the scene of an accident may dial 999/112 and seek the assistance of the emergency services and then call the internal UL emergency phone 3333 using an internal phone or if using a mobile 061 213333 to ensure ETHANE information is received (Appendix 1). Assistance may also be sought from the trained first aiders on campus or the Student Medical Centre.
* A Security Officer will be instructed to go to the West Gate entrance to direct emergency services to the scene of the incident.
* The Safety Officer will attend the scene of the accident (if on campus) and liaise with the emergency services.
* Where death or serious injury occurs on a fieldtrip the most senior person (staff or postgraduate) will liaise with the emergency services. The staff member or postgraduate will gather relevant information following consultation with the Safety Officer.
* The Safety Officer will contact the Director, Human Resources Division to access next of kin details. Gardaí normally contact next of kin.
* The Safety Officer will advise the Chief Operating Officer and Registrar/ Deputy President.
* The Safety Officer may travel to the scene of an accident to assist in making arrangements etc., if deemed necessary.
* The Safety Officer will liase with the Project Supervisor Construction Stage (PSCS) where a building contractor is involved.
* If the accident results in building damage, the Director, Buildings and Estates will be notified by the Safety Officer and (s)he will arrange for corrective action to be taken to secure the area.
* The Safety Officer will brief the Command and Control Team.
* As required the Human Resources will set up a reception centre in the Main Building (EG-010) for relatives of the dead and injured. This will be manned by Human Resources staff and Student Affairs counselling staff.
* All media contacts will be through the office of the Director, Media and Communications Division.
* The Safety Officer will provide a closing report to the Command and Control Team.

# 4.4 Riot/Violent Person with a Dangerous Weapon

* Any staff member or student who becomes aware of potentially violent activity (riot, lone person with a dangerous weapon) must immediately contact 999/112 and then call the internal UL emergency phone 3333 using an internal phone or if using a mobile 061 213333 to ensure ETHANE information is received (Appendix 1).
* A Security Officer will be instructed to go to the West Gate entrance to direct emergency services to the scene of the incident.
* A Security Officer will remain at each of the campus entrances and will direct new arrivals at the University away from the campus. They will remain in position until further instructions are received from the Buildings and Estates Department.
* The Safety Officer will liaise with the Gardaí.
* The Safety Officer will advise the Chief Operating Officer & Registrar /Deputy President.
* If rioting or violent individual is not brought under control within a short period the Safety Officer will request that the Command and Control Team to activate the Critical Incident Plan. The Operational Team will be called out. If the rioting is in close proximity to the Command and Control Centre then instructions will be given to proceed to an alternative venue.
* A decision to close the University may be made depending on the severity of the riots. The Command and Control Team will receive briefings from the Operational Team.
* Evacuation of non rioters or vulnerable people must be considered. This will be decided in conjunction with the Gardaí.
* Director Human Resources Division will ascertain who are the victims (staff, students, contractors, children, visitors).
* As required the Human Resources will set up a reception centre in the Main Building (EG-010) for relatives of the dead and injured. This will be manned by Human Resources staff and Student Affairs counselling staff.
* The Safety Officer will contact the Director, Human Resources Division to access next of kin details. Gardaí normally contact next of kin.
* Relatives will not be allowed into the riot area.
* The Director, Marketing and Communications Division will make statements to the media as appropriate.

# 4.5 Closure of UL Properties for Sudden Unexpected Reasons

* This section deals with closure of UL properties for sudden unexpected reasons. It does not deal with routine, scheduled closures for holidays, at night time etc. The reasons for these types of closure are expected to be mainly driven by health and safety considerations, including: Severe weather events such as unusually high levels of snow, ice and winds.
* This plan will function in the context of the overall Critical Incident Management Policy.
* This plan is designed to address the actions required for UL staff and students in the event of such a closure.

**MANAGEMENT OF WEATHER EVENTS**

The issue of Weather Warnings is a function of the National Meteorological Service and lies at the heart of the suite of Public Weather Services provided to citizens by Met Éireann. The core rationale for issuing Weather Warnings is to protect the lives and livelihoods of all of the nation’s citizens, and to mitigate damage to property and disturbance to economic activity at times of severe weather.

* **STATUS YELLOW**

This is the lowest level of Alert & applies to only to those exposed to risk by nature of their location and/or activity – *i.e.* No immediate threat to the general population.

* **STATUS ORANGE**

Orange is the mid-range of the 3 alert levels {below Red but above Yellow} and applies to weather conditions, which have the capacity to impact significantly on people in the affected areas.

* **STATUS RED**

Red is the highest of the 3 alert levels and applies to weather conditions, which require us to take immediate action to protect staff, students and visitors in an appropriate way for the anticipated conditions. These will be rare events but when they do occur, the Command and Control team will decide the appropriate response. The response may involve anything from allowing normal business to continue, with or without some additional precautions/monitoring; up to managing the situation with people on campus; or ultimately to close the campus.

**RESPONSIBILITIES**

* The Human Resources Division in conjunction with the Buildings & Estates Department are the lead departments in advising the Chief Operations Officer & Registrar/Deputy President on when and to what extent this plan should be implemented.
* Once a decision is made on a course of action, then responsibilities for action in the main campus areas is a Buildings and Estates responsibility except in the following areas where responsibilities are as follows:
  + University Arena & Playing Pitches – UL Sport
  + Campus Student Accommodation – Campus Life Services. (PCC)
  + Student Centre
  + Bank of Ireland
  + Castleoaks – Stables, Scholars
  + ULSA and PSA
  + Spar Supermarket
  + O’Mahony’s Bookshop
  + Paddocks
  + Silver Apples Crèche
  + Tierney Building- Nexus/Lero
  + Bernal Institute
  + Irish Chamber Orchestra
  + MasterChef’s (Pavilion, IWAMD Restaurant & Sports Bar)
  + Aramark
  + University Concert Hall
  + International Business Centre (Unijobs/Johnston & Johnston)
  + Commercial Units (e.g. Print Shop, Barbershop).

**KEY OBJECTIVES**

* Ensure that the safety and wellbeing of all students, staff, visitors and other stakeholders who may be affected by cause of the closure or by the closure itself.
* To detail clear procedures to be followed in various scenarios.
* **CLOSURE IN ADVANCE –PREVIOUS DAY.**
* Given that there is advance notice, this decision will always be taken by the Chief Operating Officer & Register/ Deputy President. This is the optimum situation where the resources of Building and Estates are used to close an empty campus and these resources can be most effectively deployed to ensure the safety of both Building and Estates staff and UL staff/students and visitors. The campus will not re-open until the following day, at the earliest.
* In order to ensure that the campus is un-occupied, the instruction to close should be issued the previous day or at the very latest at 06:00 AM on the day in question, otherwise the closure will be treated as “Closure with Some Advance Warning”.
* Where a campus wide closure is decided on by the Command and Control team:
* All lectures and events in the University will be cancelled. Every effort will be made to communicate this to staff/students/visitors before they leave home to journey to UL specifically.
* The Admissions Officer, in conjunction with the Vice President for Academic Affairs and Student Engagement (VPAASE) at University of Limerick will send a text alert to the student e-mail list confirming closure.
* The Director, Marketing and Communications Division will inform the Students Union and request that they use social media to inform students.
* Member of the Health and Safety Unit will inform the following of the decision to close campus and to advise their suppliers as appropriate:
  + University Arena & Playing Pitches – UL Sport
  + Campus Student Accommodation – Campus Life Services. (PCC)
  + Student Centre
  + Bank of Ireland
  + Castleoaks – Stables, Scholars
  + ULSA and PSA
  + Spar Supermarket
  + O’Mahony’s Bookshop
  + Paddocks
  + Silver Apples Crèche
  + Tierney Building- Nexus/Lero
  + Bernal Institute
  + Irish Chamber Orchestra
  + MasterChef’s (Pavilion, IWAMD Restaurant & Sports Bar)
  + Aramark
  + University Concert Hall
  + International Business Centre (Unijobs/Johnston & Johnston)
  + Commercial Units (e.g. Print Shop, Barbershop).
* Marketing and Communications Division will:
  + Put the announcement on UL Web-page
  + Send the announcement via all available social media
  + Contact local radio in the Munster area informing them of the closure.
* Buildings and Estates will:
  + Ensure there is an adequate team of service staff available to manage the situation – equipped with appropriate PPE as necessary.
  + Check the events list for the day & contact the organisers
  + Contact waste collection and other scheduled deliveries
  + Erect signage at each campus entrance to the effect that the campus is closed.
  + Manage controlled, limited access to key staff as necessary and as the situation allows.
  + Director, Buildings and Estates will contact any contractors scheduled to work in UL
  + Buildings Office in-house contractor maintenance staff will attend for work as normal unless informed, otherwise they will wear ‘high vis’ clothing, and appropriate PPE and will gather to await instructions.
  + Provide accommodation and sustenance for Buildings and Estates staff required to remain on campus during the University closure.
* **CLOSURE WITH SOME ADVANCE WARNING –“EVACUATE”**
* In this scenario, a situation is about to develop while the campus is occupied and the decision is taken to Evacuate. An example would be where a security alert is issued for later that day. In this scenario, the campus will not be re-occupied until the following day at the earliest.
* Given that there is some advance notice, this decision will always be taken by the Command and Control team.
* Where a campus wide evacuation is decided on by the Command and Control team:
  + All lectures and events in the University will be cancelled. The Vice President for Academic Affairs and Student Engagement will send a text alert to the student e-mail list confirming that all students should leave campus immediately & not return until the following morning.
* The Health and Safety Unit will inform the following of the decision to close campus:
  + - * University Arena & Playing Pitches – UL Sport
      * Campus Student Accommodation – Campus Life Services.
      * Student Centre
      * Bank Of Ireland
      * Castleoaks – Stables, Scholars
      * ULSU & PSA
      * Spar Supermarket
      * O’Mahony’s Bookshop
      * Paddocks
      * Silver Apples Crèche
      * Tierney Building – Nexus / Lero
      * Bernal Institute
      * Irish Chamber Orchestra
      * MasterChef’s (Pavilion, IWAMD Restaurant & Sports Bar)
      * University Concert Hall
      * International Business Centre (Unijobs / Johnson & Johnson)
      * Commercial Units (e.g. Print Shop, Barbers)
* The Marketing and Communications Division will:
* Put the announcement on UL Web-page.
* Send the announcement via all available social media
* Contact local radio in Munster informing them of the closure.
* The Buildings and Estates Department will:
  + Ensure there is an adequate team of Service Staff available to manage the situation – equipped with appropriate PPE as necessary.
  + Open all car-park barriers, including pay car parks.
  + Check the events list for the day & contact the organisers.
  + Contact waste collection and other scheduled deliveries.
  + Erect signage at each entrance to the effect that the campus is closed.
  + Manage controlled, limited access to key staff as necessary and as the situation allows.
  + Heads of Department will contact any contractors working in UL.
  + Provide accommodation and sustenance for Buildings and Estates staff required to remain on campus during the University closure.
* Building and Estates in-house Maintenance Staff will remain at work as normal unless informed otherwise, they will wear high-vis clothing, and appropriate PPE and will gather to await instructions.
* In order to avoid possible traffic congestion on the campus it is recommended that staff and students are released on a staggered basis. This may be achieved by releasing students an hour ahead of staff.

# 4.6 Sudden/Unexpected Adverse Weather Condition

* The Buildings and Estates Department or the Safety Officer will contact the Chief Operating Officer & Registrar/ Deputy President to activate the Critical Incident Management plan.
* In the event of a storm causing severe damage to a building or buildings on campus rendering them uninhabitable the Buildings and Estates Department must be alerted by the Head of Department or other building users.
* In the event of sustained storm force winds arising while classes are underway Heads of Departments will advise staff and students to remain indoors away from windows if necessary. However staff or students may not be prevented from leaving the campus.
* A Head of Department may call an evacuation by activating the fire alarm if they determines the risk to students or staff remaining in the building to be too great.
* Alternatively the Head of Department may request a partial evacuation of the building from the unsafe area (e.g. in an area where windows are broken). The Head of Department will request the assistance of Evacuation Stewards in clearing the area. In either case the staff and students should be brought to a safe building or to a safe area within the same building.
* The Buildings & Estates Department will investigate the severity of the damage if it is safe to do so.
* The Operational team will seek advice from Met Eireann and the emergency services with respect to the risks associated with continuing classes in severe storm conditions.
* The Director, Buildings and Estates and the Vice President for Academic Affairs and Student Engagement will arrange alternative accommodation within the campus as required.
* The Vice President for Academic Affairs and Student Engagement (VPAASE) will arrange for the communication of the location of the alternative venue to students via email, signage, social media and announcements over public address system in library. Relevant Heads of Department, lecturers and technicians and administrative staff will be contacted by telephone (home, mobile).
* The Heads of Department will await further information from the Command and Control team with respect to the likely duration of the storm and any further instructions.

# 4.7 Interruption to Water Supply

* The Local Authority will contact the Buildings and Estates Department to announce loss of water services.
* The Buildings and Estates Department will call out the Operational team.
* The Safety Officer will inform the Chief Operating Officer & Registrar/Deputy President and members of the Command and Control team but will not call them out.
* The Buildings and Estates Department will liaise with the Local Authority to establish a timescale for return of service. Although the water supply to the hydrants is affected, the risk of loss of property increases however as fire detection and alarm systems will continue to function the risk of loss of life or injury will not increase significantly.
* If water will not return within 5 hours the University should be closed as appropriate. The Buildings and Estates Department will advise the Command and Control team to initiate University shutdown as required.
* Buildings and Estates Department will contact departments where experimental apparatus or require may require a flow of water.
* The Director, Building and Estates will arrange for campus community to be informed as appropriate.
* The Vice President for Academic Affairs and Student Engagement will arrange for the communication of the closedown to students via email, social media and announcements over public address system in the library as appropriate.
* Relevant Heads of Department, lecturers and technicians, administrative staff may be will be contacted by telephone (home, mobile) as appropriate.
* If required Security will erect ‘University Closed’ barriers at the two campus entrances. Only students who are resident on campus will be allowed access. Deliveries will not be allowed.
* Where there are evening lectures or a function in the University Concert Hall, the University Concert Hall and the Director, Marketing and Communications Division will contact the Local Radio Station and RTE to announce cancellation of the events.
* The Operational team and security will convene the following morning at 7.30 am in the Control and Command centre to receive advice from the Director, Buildings and Estates with respect to a time frame for resumption.
* If water remains unavailable security procedures, announcements to media, contact with Heads of Department etc. will be repeated.

# 4.8 Water Contamination

For severe water contamination requiring supply shut off see Appendix 5.7

* The Local Authority will contact the Buildings and Estates Department to announce contamination of supply and the severity of the contamination.
* The Buildings and Estates Department will notify the Safety Officer who will call out the Operational Team.
* The Safety Officer will inform the Chief Operating Officer & Registrar /Deputy President and the members of the Command and Control Team but will not call them out.
* The Student Medical Centre will be alerted by Buildings and Estates Department.
* The catering outlets will be alerted by Buildings and Estates Department.
* The Vice President for Academic Affairs and Student Engagement will arrange for the communication of the water contamination to students via email, signage, social media and announcements over public address system in library.
* Relevant Heads of Department, lecturers and technicians and administrative staff will be contacted as required.
* The Buildings and Estates Department under the guidance of the Operational Team will contact the porter in each building (where applicable) who will tour their building making announcements not to drink water and erecting warning signs.
* The Building and Estates Departments will liaise with the Local Authority to confirm when the water supply returns to normal. The campus community will be alerted as appropriate.

# 4.9 Campus Wide Unplanned Electrical Power Outage

* In the event of an unplanned campus wide power outage the Buildings and Estates Department will contact the ESB Networks to ascertain the cause and likely duration.
* The Buildings and Estates Department will notify the Safety Officer. When the outage is expected to continue in excess of 2 hours the Safety Officer or the Buildings and Estates Department will request the Command and Control team to initiate shut down of the University.
* The Safety Officer or Buildings and Estates Department will call out the Command and Control team. They will be informed of the nature of the incident.
* The Command and Control and Operational teams will assemble in the Command and Control centre. If the first choice is not available the contact message will tell the teams to go to a second centre.
* The Safety Officer will liaise between the power outage site and the Command and Control centre.
* If the power outage is expected to continue in excess of 2 hours an evacuation of the University must take place as emergency lighting and alarms may cease to operate within 2 hours and the safe egress of staff and students cannot be guaranteed in the event of a fire. Evacuation of student residences will not take place. The student residences are treated similar to conventional residential houses.
* The Safety Officer will activate the automatic call-out for this scenario. This will inform Heads of Departments or alternates of the shutdown.
* Heads of Departments will inform staff and students that they must leave the building within 0.5 hours after gathering personal belongings/work materials and switching off all machinery and equipment and go home. They will be warned that buildings will be locked. The Heads of Department will explain the problem regarding emergency lighting and alarms.
* Staff and students will be told to return to the University the following day unless they hear otherwise through the media (or unless ESB Networks have informed the Buildings & Estates Department that the power outage will continue for more than one day).
* The Director, Marketing and Communications Division will organise for a recorded message to be placed on the University’s telephone line notifying staff and students of the situation.
* Porters will carry out a sweep of the building and inform those still remaining that the building will be locked shortly. When the Head of Department has established that the building is clear (s)he will instruct the Buildings and Estates Officer to lock the building.
* Security will erect ‘University Closed’ barriers at both campus entrances. Only students who are resident on campus will be allowed access. Deliveries will not be allowed.
* The Operational team / security will convene the following morning at 7.30 am in the Control and Command centre. The Buildings and Estates Department will resume contact with the ESB to determine the status of the outage. If the power outage is due to continue security will be instructed to control the gates and restrict traffic into the campus. Deliveries will not be allowed.
* The recorded telephone message will remain in place.
* If power has returned the Director, Marketing and Communications Division will contact local radio and RTE requesting an announcement be made that the University is open.
* Security will remove the ‘University Closed’ barriers.
* The recorded telephone message will be removed.

# 4.10 Gas Line Rupture/Damage to Pressure Reduction Station

* Any member of staff, student or contractor who becomes aware of damage to the gas line/equipment should contact the Gas Networks Ireland Emergency Line **1-850-205050.**
* Machinery or vehicle drivers who damage or rupture a gas line/equipment should stop the equipment or machinery safely, move away from the area and contact the Bord Gais Emergency Line **1-850-205050.**
* Persons reporting an incident to Bord Gais should give the exact location of the incident (e.g. beside the Foundation Building), the nature of the incident, (e.g. the bucket of a digger has penetrated a gas line) and the diameter of the damaged line if possible (by observation).
* External gas valves, including those at pressure reduction stations, should **not** be turned off prior to Bord Gais’ arrival on site unless so instructed by Bord Gais.
* Person who has detected the gas line damage to contact the internal UL emergency phone 3333 using an internal phone or if using a mobile 061 213333 to ensure ETHANE information is received (Appendix 1).
* The Buildings and Estates Department will take steps to control access to the area.
* If the external rupture is close to a building, the Department Buildings and Estates will take steps to ensure that windows in the building are closed to prevent entry of gas and to alert staff and students to stop hot work (i.e. to turn off bunsen burners, stop welding etc.).
* The Buildings and Estates Department or the Safety Officer will liaise with Gas Networks Ireland personnel at the site of the incident.
* The Buildings and Estates Department will inform relevant Heads of Department when gas supplies are restored.

# 4.11 Fire Resulting in Loss of Use of Building or Significant Parts of a Building

Given the lay out and construction of the University it is likely that in the event ofa fire only one building will be affected to such an extent that it may not be used.

* + - In the event of a fire the normal departmental emergency procedures apply.
    - After alerting the emergency services, the Head of Department or a senior person at the scene of the incident must contact the Safety Officer and the Buildings and Estates Department, or alternates.
    - A security person will be instructed to go to the West Gate entrance to direct emergency services to the scene of the incident.
    - Following evacuation of the building without injury or loss of life, the Buildings and Estates Department in conjunction with the Local Authority Fire Officer will endeavour to estimate the significance of the damage and the timeframe for re-inhabiting the building.
    - Where the entire building or significant parts are deemed uninhabitable the Buildings and Estates Department will advise the Command and Control team and the Safety Officer.
    - The Command and Control and the Operational Team will assemble in the Command and Control centre. If the first choice is not available the contact message will tell the teams to go to a second centre.
    - The Safety Officer will liaise between the incident site and the Command and Control centre.
    - The relevant Head of Department, Buildings and Estates Officer will liaise with the emergency services at the incident site as per the Building Emergency Plan.
    - The Safety Officer will provide updates to the Command and Control team on an hourly basis.
    - The Command and Control Team will make a statement to the media if it is deemed appropriate.
    - The Director, Buildings and Estates and the Vice President for Academic Affairs and Student Engagement (VPAASE) will arrange alternative accommodation within the campus.
    - The will arrange for the communication of the location of the alternative venue to students via email, signage, social media and announcements over public address system in library. Relevant Heads of Department, lecturers and technicians and administrative staff will be contacted by telephone (home, mobile).
    - A briefing sheet will be provided for Heads of Departments and Deans at the Command and Control Centre on a regular basis. The content of the briefing will be determined by the Operational Team and the Command and Control team.
    - Heads of Departments whose departments have been affected by the incident may be required to assist the Director, Marketing and Communications Division with respect to relatives and general communication with students.
    - Catering staff will provide tea coffee and sandwiches at no charge to the relatives.
    - Security will direct traffic within the campus taking instructions from the Buildings and Estates Department as to which areas are accessible. Additional contract security staff may be required in certain circumstances. This decision is to be made by the Buildings and Estates Department.
    - Once the incident is under control the Buildings and Estates Department will contact relevant contractors to seal off the building(s), erect hoarding, and clean spillage. This will be done following the advice of the Local Authority fire officer.
    - Where a fire involves hazardous substances, the fire water should be prevented from entering the drainage system where possible. Fire water must be disposed of as hazardous material. The Buildings and Estates Department will notify Limerick City and County Council.

# 4.12 Serious Communicable Diseases

**(e.g. meningitis, TB)**

**Silver Apples Crèche**

* In the event of a case of a serious communicable disease within the crèche it is the responsibility of the management of the Silver Apples Crèche to contact parents, the Student Medical Centre and the Director of Public Health.
* The management of the crèche will contact the Safety Officer.
* The Safety Officer will alert the Command and Control Team and will activate the appropriate section of the Operational Team.
* Media statements will be made following consultation between the Silver Apples Crèche management and the Operational Team after consultation with the Command and Control Team.
* Advice will be taken from the Director of Public Health.

Where less serious communicable diseases such as rotavirus, measles or gastroenteritis are involved, it is the responsibility of Silver Apples Crèche management to post notices on the entrance and to notify parents and a notice should be sent to the Student Medical Centre and the Safety Officer.  
  
  
**Students**

* If the Student Medical Centre becomes aware of a meningitis outbreak the Centre will inform the Safety Officer.
* The Medical Director or the Safety Officer will advise the Chief Operating Officer and Registrar/ Deputy President.
* The Director of Public Health will advise on the need for further action. They will liase with the Medical Director.
* On the advice of the Medical Director, the Safety Officer may seek activation of the Critical Incident Management Plan.
* If required, the Operational Team will be called out.
* The Vice President for Academic Affairs and Student Engagement (VPAASE) in conjunction with the Medical Centre staff will contact potentially infected students and arrange for a medical examination if required. Immunisation advice will be given to all other students by the Student Medical Centre.

# 4.13 Food Poisoning

* The Student Medical Centre or the catering outlet will alert the Safety Officer when a number of staff or students present with food poisoning having eaten in a campus food outlet.
* The Operational Team will be informed and placed on stand by.
* The Safety Officer will inform the Command and Control Team.
* The Safety Officer will liaise with Catering to determine the cause of the food poisoning and review HACCP records.
* The Environmental Health Officer will be notified by the Safety Officer.
* If the cause cannot be identified and corrective action cannot be taken immediately, the kitchen may be closed until a solution can be found.
* The Director, Human Resources Division will contact those affected by the food poisoning and appraise them of action being taken and provide medical assistance as required.

# Anthrax Threat

* Any staff member or student who becomes aware of potentially suspect letter/package to call the internal UL emergency phone 3333 using an internal phone or if using a mobile 061 213333 to ensure ETHANE information is received (Appendix 1).
* The Safety Officer or Department, Buildings and Estates will call out the Command and Control Team. The Team will make decisions in the event that the anthrax threat results in critical areas of the University being taken out of use.
* The Safety Officer or any member of the Operational Team will advise the Chief Operating Officer and Registrar/ Deputy President of the incident.

**SUSPICIOUS UNOPENED LETTER OR PACKAGE MARKED WITH THREATENING MESSAGE SUCH AS “ANTHRAX”:**

* Do not shake or empty the contents of any suspicious envelope or package.
* PLACE the envelope or package in a plastic bag or some other type of container to prevent leakage of contents.
* If you do not have any container, then COVER the envelope or package with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover.
* Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
* WASH your hands with soap and water to prevent spreading any powder to your face.

**ENVELOPE WITH POWDER AND POWDER SPILLS OUT ONTO SURFACE:**

* DO NOT try to CLEAN UP the powder.
* Call the internal UL emergency phone 3333 using an internal phone or if using a mobile 061 213333 to ensure ETHANE information is received (Appendix 1).
* COVER the spilled contents immediately with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover!
* Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
* WASH your hands with soap and water to prevent spreading any powder to your face.
* REMOVE heavily contaminated clothing as soon as possible and place in a plastic bag, or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling.
* SHOWER with soap and water as soon as possible. Do Not Use Bleach Or Other Disinfectant On Your Skin.
* If possible, list all people who were in the room or area, especially those who had actual contact with the powder. Give this list to both the local public health authorities so that proper instructions can be given for medical follow-up, and to the Gardai for further investigation.

**QUESTION OF ROOM CONTAMINATION BY AEROSOLISATION:**

For example: small device triggered, warning that air handling system is contaminated, or warning that a biological agent released in a public space.

* Call the internal UL emergency phone 3333 using an internal phone or if using a mobile 061 213333 to ensure ETHANE information is received (Appendix 1).
* Turn off local fans or ventilation units in the area where possible.
* LEAVE area immediately.
* CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
* SHUT down air handling system in the building, if possible.
* If possible, list all people who were in the room or area. Give this list to both the local public health authorities so that proper instructions can be given for medical follow-up, and to the Gardai for further investigation.

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# 4.15 Bomb Threat

Bomb threats are normally received by telephone, although they might be received via mail or by hand delivered message.

* If a bomb threat is received by telephone, the recipient of the call will complete the “Checklist- Actions to be taken on receipt of a bomb threat”.
* Anyone who finds an actual or suspected bomb or a suspicious package/container must contact the internal UL emergency phone 3333 using an internal phone or if using a mobile 061 213333 (away from the suspect package) to ensure ETHANE information is received (Appendix 1).
* A Security Officer will be instructed to go to the West Gate to direct emergency services to the scene of the incident.
* Do NOT disturb, touch or move the item.
* Transmitting on two-way radios (including mobile phones) in the vicinity of a bomb, suspected bomb, or suspicious package/container may be hazardous. Radios in the vicinity of a bombsite should remain “off” until the matter is resolved.
* The Safety Officer will liaise with the Gardaí, who will direct required action.
* The Safety Officer will advise the Chief Operating Officer & Registrar /Deputy President.
* When an evacuation is necessary personnel shall use the established evacuation procedures for the area.
* The Director, Marketing and Communications Division will make statements to the media as appropriate.

# 4.16 Sustained Cyber Attack

• In the event of a sustained cyber attack against University IT networks/systems rendering such systems unavailable or unusable, the Information Technology Division will inform the Chief Operating Officer & Registrar / Deputy President and members of the Command and Control team but will not call them out.

• The Information Technology Division will call out the Operational team.

• When the unavailability of IT systems and/or networks due to the cyber-attack is expected to continue in excess of 5 days, the Safety Officer or the Information Technology Division will call out the Command and Control team with a view to requesting the Command Control team to initiate shut down of the University.

• The Command and Control and Operational teams will assemble in the Command and Control centre. If the first choice is not available the contact message will tell the teams to go to a second centre.

• The Information Technology Division will contact faculty IT staff where specialist labs/equipment may be impacted.

• The Director, Information Technology Division will arrange for the campus community to be informed as appropriate.

• The Vice President for Academic Affairs and Student Engagement (VPAASE) will arrange for the communication of the closedown to students via email (if available), social media and announcements over public address system in the library as appropriate.

• Relevant Heads of Department, lecturers and technicians, administrative staff may be will be contacted by telephone (home, mobile) as appropriate.

• If required Security will erect ‘University Closed’ barriers at the two campus entrances. Only students who are resident on campus will be allowed access. Deliveries will not be allowed.

• The Operational team and ITD will convene the following morning at 7.30 am in the Control and Command centre to receive advice from the Director, Information Technology Division with respect to a time frame for resumption.

• If IT systems / networks remain unavailable security procedures, announcements to media, contact with Heads of Department etc. will be repeated.

# 4.17 Situation where a new emergency procedure must be introduced quickly by the University

* + The Safety Officer is informed of the need for a new policy.
  + The Safety Officer calls out the Operational Team.
  + Where the policy is security related the Buildings and Estates Department will liaise with the Gardaí.
  + The Operational Team draw up the policy.
  + The new policy is sent to the Command and Control Team for approval. The Director, Human Resources Division will organise dissemination of the policy via email and letter.