UNIVERSITY OF LIMERICK
OLLSCOIL LUIMNIGH



CRITICAL INCIDENT MANAGEMENT PLAN

August 2026

Required Action

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



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

LIST OF ABBREVIATIONS	
B&E	Buildings and Estates
CECD	Cooperative Education and Careers Division
CTO	Chief Technical Officer
ESB	Electricity Supply Board
HACCP	Hazard analysis and critical control points
HEA	Highter Education Authority
HR	Human Resources
IT	Information Technology
ITD	Information Technology Division
PCA	Plassey Campus Accommodation
PCC	Plassey Campus Centre
PPE	Personal Protective Equipment
PSU	Postgraduate Students' Union
PSCS	Project Supervisor Construction Stage
RTE	Raidió Teilifís Éireann National Broadcaster
TB	Tuberculosis
TUS	Technology University of Shannon
UL	University of Limerick
AVPSE	Associate Vice President Student Engagement

Emergency Contact Numbers

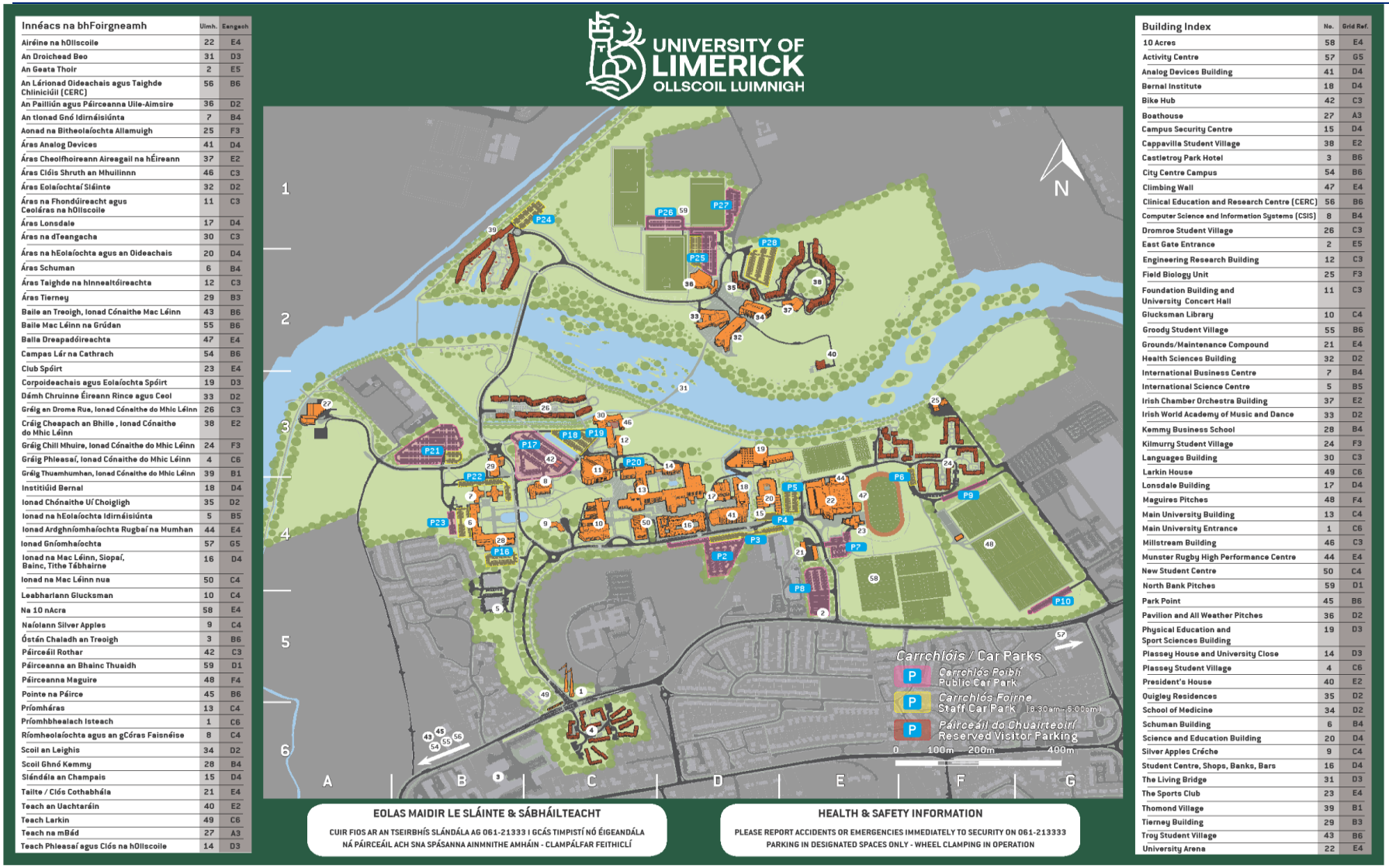
Emergencies- Gardai, Fire Brigade, Ambulance, Coast Guard	999	112
Campus Emergency	06121**3333** (24hrs/day	
Main Reception	06120**2700**	
Buildings and Estates	06120**2001**	06120**2006**
Safety Officer	06120**2239**	
Security	06123**4600** (24hrs/day)	
An Garda Siochana (Henry Street)	061212400	
University Hospital Limerick	061301111	
St John's Hospital	061462222	
Uisce Eireann	1800 278 278	
Gas Network Ireland – Emergency Line (24 hours/day)	1800 20 50 50	
National Poisons Information Centre	01 8092166	
ESB Networks – Electricity and Outage emergency	1800 372 999 (24 hours/day)	
Insurance - Cyber Attack **Policy Number: CYB05259**	**+44(0) 1273 730 992**	

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1. Campus Map



Innéacs na bhFoirgneamh	Uimh.	Eangach
Airéine na hOllscoile	22	E4
An Droichead Beo	31	D3
An Geata Thoir	2	E5
An Lárionad Oideachais agus Taighde Chliniciúil (CERC)	56	B6
An Pailliún agus Páirceanna Uile-Aimsire	36	D2
An tIonad Gnó Idirnáisiúnta	7	B4
Aonad na Bitheolaíochta Allamuigh	25	F3
Áras Analog Devices	41	D4
Áras Cheolfhoireann Aireagail na hÉireann	37	E2
Áras Clóis Shruth an Mhuilinnn	46	C3
Áras Eolaíochtaí Sláinte	32	D2
Áras na Fhondúireacht agus Ceoláras na hOllscoile	11	C3
Áras Lonsdale	17	D4
Áras na dTeangacha	30	C3
Áras na hEolaíochta agus an Oideachais	20	D4
Áras Schuman	6	B4
Áras Taighde na hInnealtóireachta	12	C3
Áras Tierney	29	B3
Baile an Treoigh, Ionad Cónaithe Mac Léinn	43	B6
Baile Mac Léinn na Grúdan	55	B6
Bailtí Dreapadóireachta	47	E4
Campas Lár na Cathrach	54	B6
Club Spóirt	23	E4
Corpoideachais agus Eolaíochta Spóirt	19	D3
Dámh Chruinne Éireann Rince agus Ceol	33	D2
Gráig an Droma Rua, Ionad Cónaithe do Mhic Léinn	26	C3
Cráig Cheapach an Bhille , Ionad Cónaithe do Mhic Léinn	38	E2
Gráig Chill Mhuire, Ionad Cónaithe do Mhic Léinn	24	F3
Gráig Phleasaí, Ionad Cónaithe do Mhic Léinn	4	C6
Gráig Thuamhumhan, Ionad Cónaithe do Mhic Léinn	39	B1
Institiúid Bernal	18	D4
Ionad Chónaithe Uí Choigligh	35	D2
Ionad na hEolaíochta Idirnáisiúnta	5	B5
Ionad Ardghníomhaíochta Rugbaí na Mumhan	44	E4
Ionad Gníomhaíochta	57	G5
Ionad na Mac Léinn, Siopaí, Bainc, Tithe Tábhairne	16	D4
Ionad na Mac Léinn nua	50	C4
Leabharlann Glucksman	10	C4
Na 10 nAcra	58	E4
Naíolann Silver Apples	9	C4
Óstán Chaladh an Treoigh	3	B6
Páirceáil Rothar	42	C3
Páirceanna an Bhainc Thuaidh	59	D1
Páirceanna Maguire	48	F4
Pointe na Páirce	45	B6
Príomháras	13	C4
Príomhbhealach Isteach	1	C6
Ríomheolaíochta agus an gCóras Faisnéise	8	C4
Scoil an Leighis	34	D2
Scoil Ghnó Kemmy	28	B4
Slándáil an Champais	15	D4
Tailte / Clós Cothabhála	21	E4
Teach an Uachtaráin	40	E2
Teach Larkin	49	C6
Teach na mBád	27	A3
Teach Phleasaí agus Clós na hOllscoile	14	D3

Building Index	No.	Grid Ref.
10 Acres	58	E4
Activity Centre	57	G5
Analog Devices Building	41	D4
Bernal Institute	18	D4
Bike Hub	42	C3
Boathouse	27	A3
Campus Security Centre	15	D4
Cappavilla Student Village	38	E2
Castletroy Park Hotel	3	B6
City Centre Campus	54	B6
Climbing Wall	47	E4
Clinical Education and Research Centre (CERC)	56	B6
Computer Science and Information Systems (CSIS)	8	B4
Dromroe Student Village	26	C3
East Gate Entrance	2	E5
Engineering Research Building	12	C3
Field Biology Unit	25	F3
Foundation Building and University Concert Hall	11	C3
Glucksman Library	10	C4
Groody Student Village	55	B6
Grounds/Maintenance Compound	21	E4
Health Sciences Building	32	D2
International Business Centre	7	B4
International Science Centre	5	B5
Irish Chamber Orchestra Building	37	E2
Irish World Academy of Music and Dance	33	D2
Kemmy Business School	28	B4
Kilmurry Student Village	24	F3
Languages Building	30	C3
Larkin House	49	C6
Lonsdale Building	17	D4
Maguires Pitches	48	F4
Main University Building	13	C4
Main University Entrance	1	C6
Millstream Building	46	C3
Munster Rugby High Performance Centre	44	E4
New Student Centre	50	C4
North Bank Pitches	59	D1
Park Point	45	B6
Pavilion and All Weather Pitches	36	D2
Physical Education and Sport Sciences Building	19	D3
Plassey House and University Close	14	D3
Plassey Student Village	4	C6
President's House	40	E2
Quigley Residences	35	D2
School of Medicine	34	D2
Schuman Building	6	B4
Science and Education Building	20	D4
Silver Apples Créche	9	C4
Student Centre, Shops, Banks, Bars	16	D4
The Living Bridge	31	D3
The Sports Club	23	E4
Thomond Village	39	B1
Tierney Building	29	B3
Troy Student Village	43	B6
University Arena	22	E4

2. Introduction

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 in the City Campus, Access Campus facility, Roxboro and the Parkpoint campus. With a 149-hectare campus with over 18,000 students and over 2,000 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.

This 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) for the main campus, Castletroy, Parkpoint and the City Centre campus. Under this legislation, 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:

- ✓ Critical Incidents
- ✓ 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.

3. 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 (Fire Service, Ambulance, An Garda Síochána and the Irish Coast Guard). 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, coordinated 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, An Garda Síochána and the Irish Coast Guard 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.

4. Activation of the Plan

The senior officers of the university (President or Provost & 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 Provost & 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 does not 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 Provost & 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 Library GL0-068. If it is not possible to use this location, the alternative location in the Health Sciences Building HSG-008a on the North Campus will be used. The equipment list for the Command-and-Control Centre is set out in Appendix 4.

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.

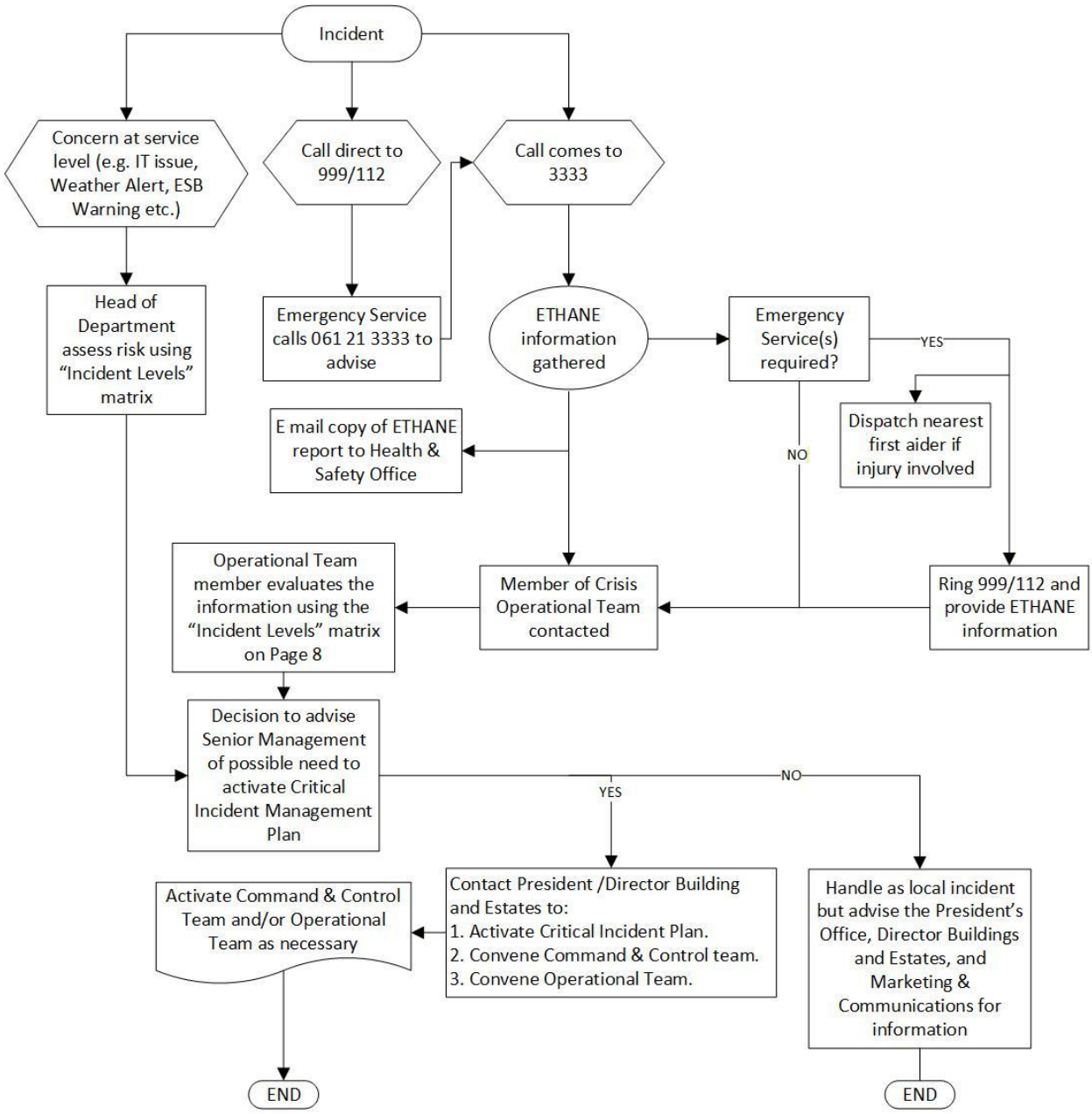
The Safety Officer will contact the Health and Safety Authority and notify them where there are fatalities, a reportable workplace accident or to notify a dangerous occurrence, as appropriate.

5. 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 affect 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 call back record document can be viewed at Appendix 2.

6. Incident Algorithm



7. 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

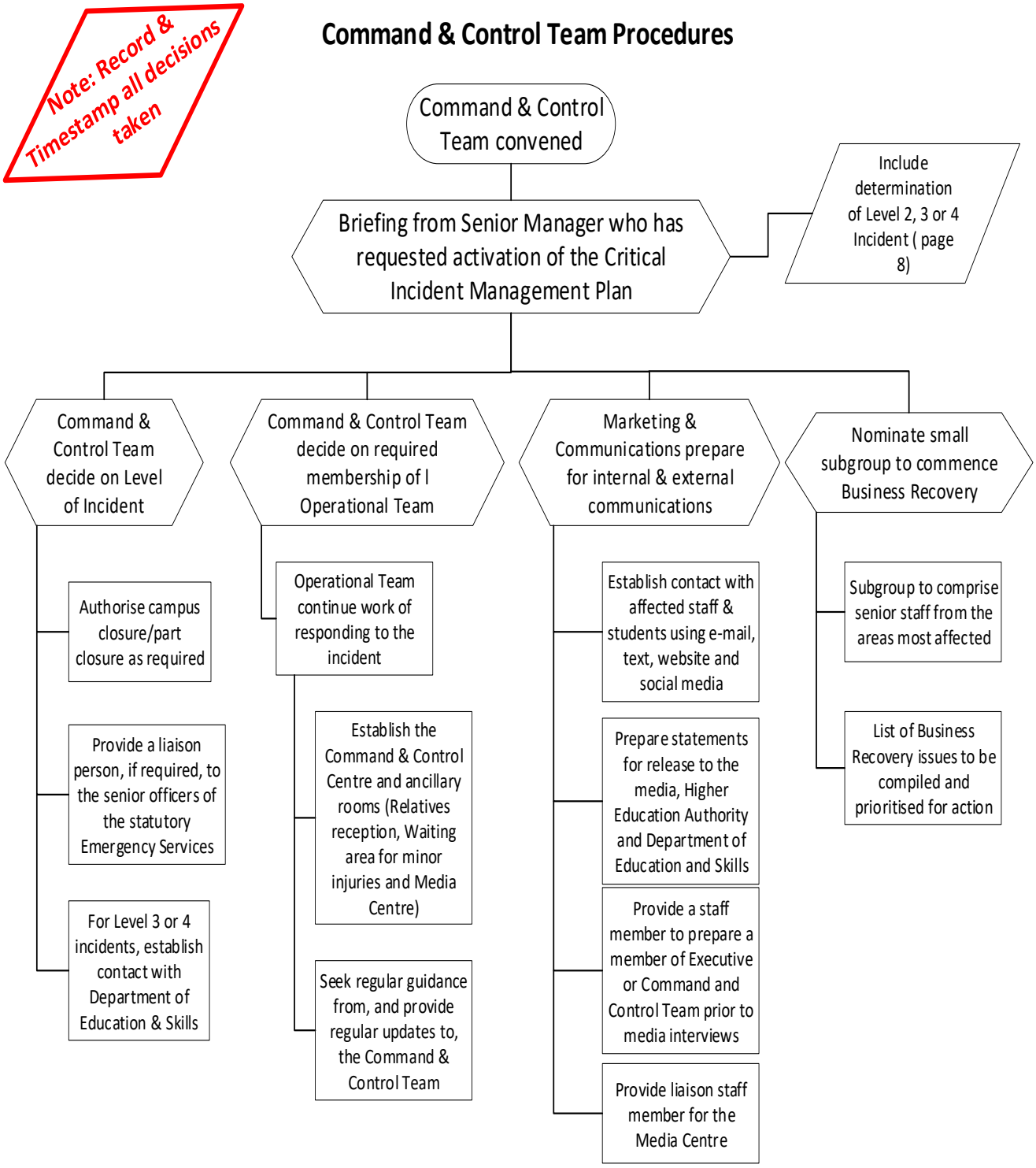
MEMBER		
President	Provost & Deputy President	Associate Vice President for Student Engagement (AVPSE)
Vice-President Research	Director Human Resources	Safety Officer
Director Marketing, Communications and Public Affairs Representative		

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 names of the Command-and-Control team, their delegates and their details will be circulated amongst this group. Their details will be kept on file in the main reception & security.

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

Command & Control Team Procedures



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

Operational Team

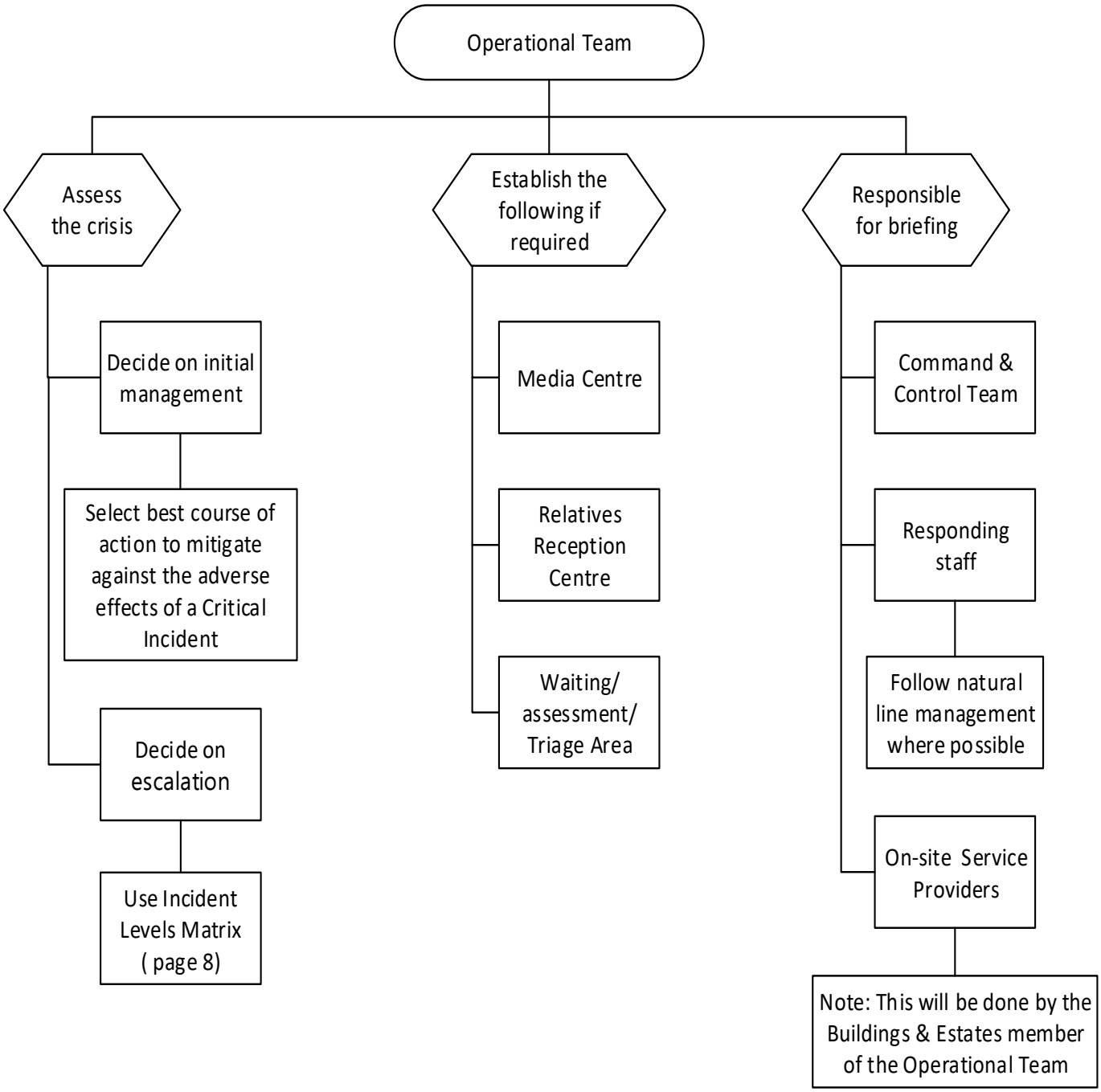
MEMBER		
Director Buildings & Estates	Director Human Resources	Director of Information Technology Division
Director Marketing, Communications and Public Affairs	Safety Officer	
Relevant Dean/Departmental Head/Divisional Director	Relevant UL/PCC/Directors/Managers and/or representatives as required	

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 names of the Operational team, their delegates and their details will be circulated amongst this group. Their details will be kept on file in the main reception & security.

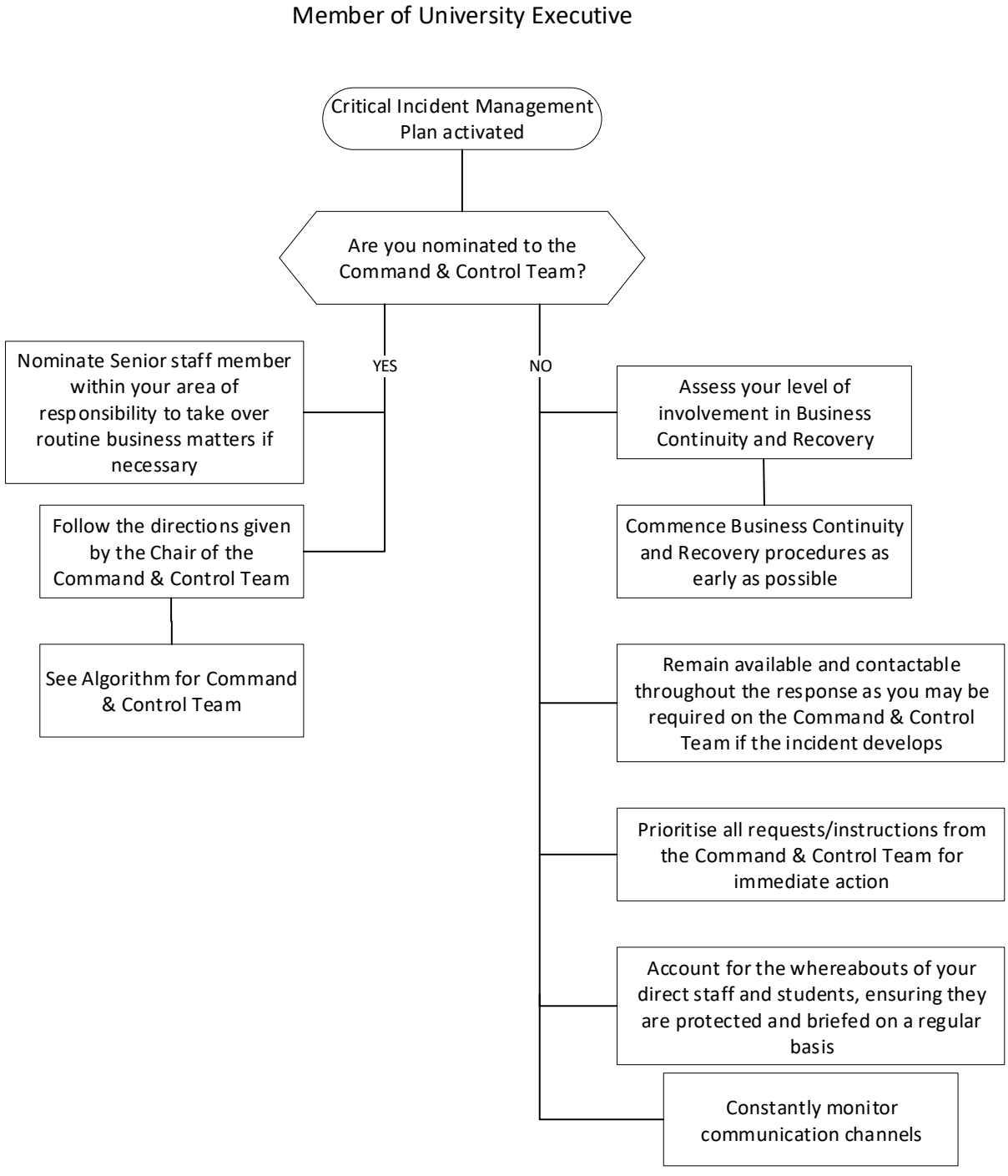
The initial duties of the Operational Team are outlined in the algorithm below.

Operational Team Algorithm

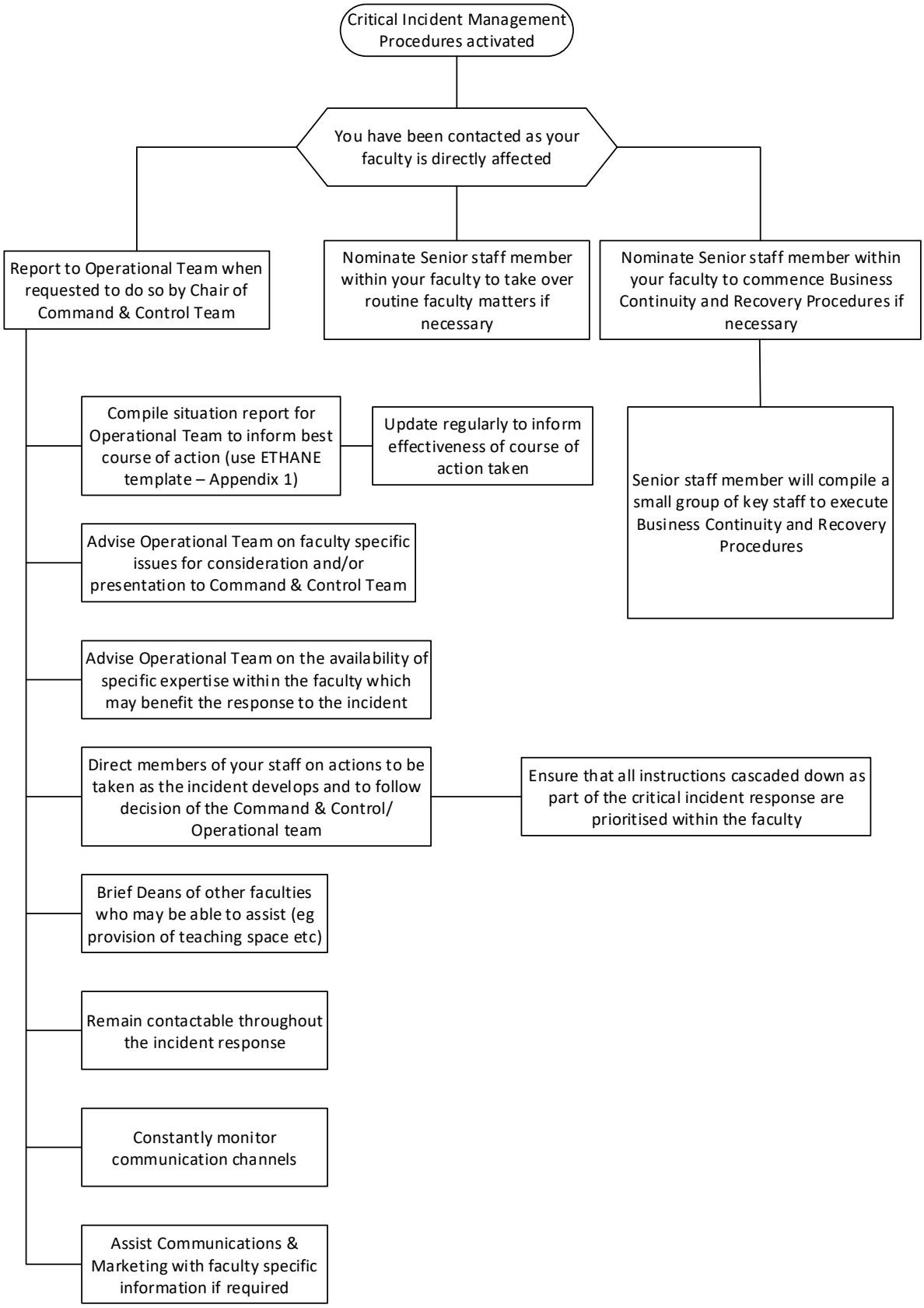


8. Responsibilities of other Senior Managers in the event of activation of the Critical Incident Management Plan

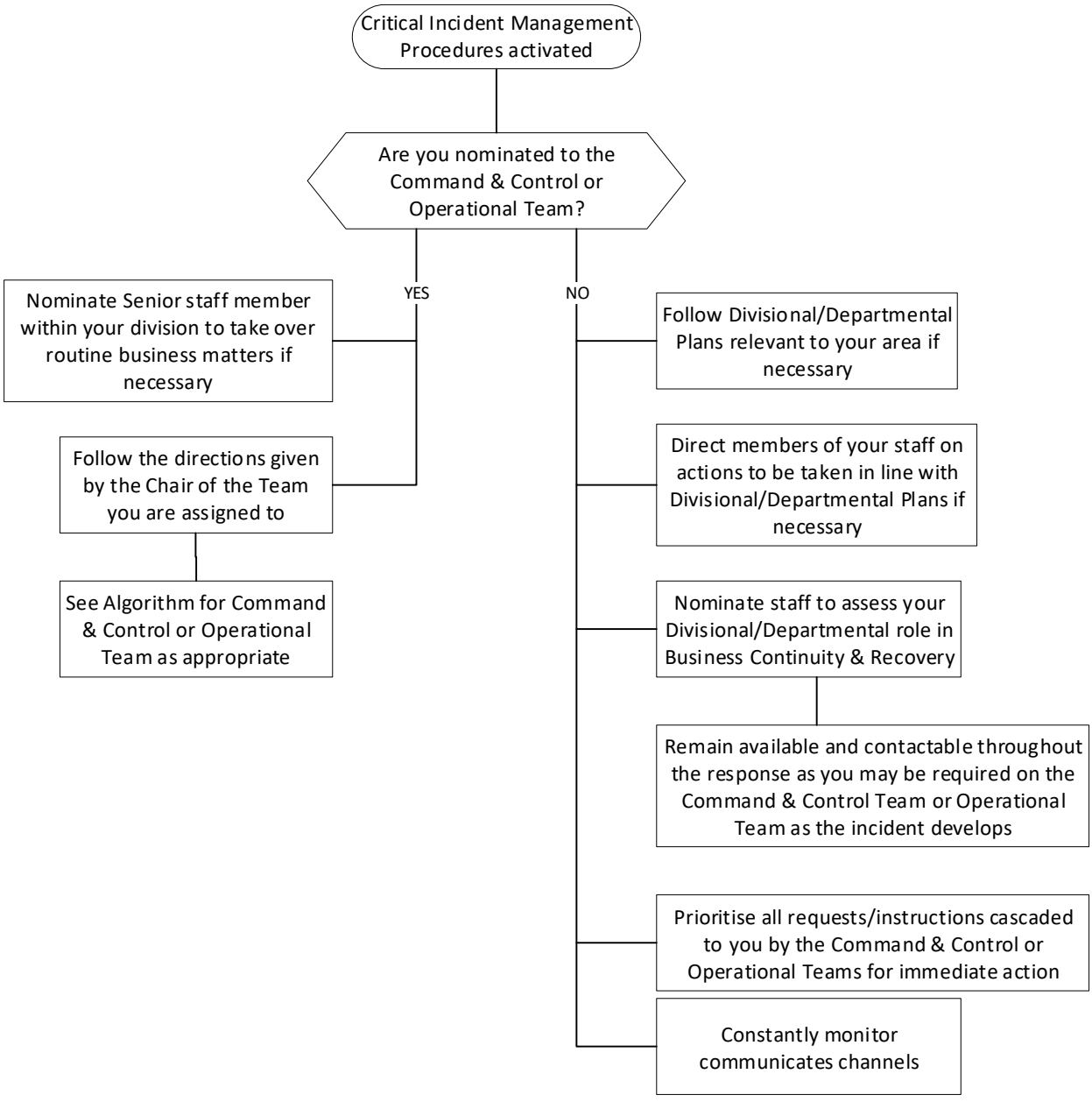
The algorithm below is in place for members of the UL Executive Committee, Deans and Heads of Division/Department.



Executive Functions
(faculty directly involved)



Divisional Directors / Heads of Department



9. Incident Categories

Risk Management

Critical incidents for the university are categorised in line with the UL Risk Management Policy.

		LIKELIHOOD			
IMPACT		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

10.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 Provost & DP, AVPSE & 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 the Gardai.	Issue is unlikely to escalate higher than Level 2 Consider briefing Provost and DP, the AVPSE and HR. May attract media interest. May be something that is captured by members of the public and circulated on social media or through messaging networks.

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:** • Incidents 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.

11.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 Director of Marketing, Communications and Public Affairs becomes a member of the Operational Team. The Director of Marketing, Communications and Public Affairs 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 Service Providers. The Director of Marketing, Communications and Public Affairs 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 UL Connect, email, the institutional website and social media platforms.

The Director of Marketing, Communications and Public Affairs will utilise appropriate members of the Marketing and Communications team to develop institutional messaging which can then be promoted and published appropriately through internal and external facing platforms. This approved messaging can be shared with below additional divisions who hold contact capacity and data for specific groups including:

Human Resources - communications with staff
Provost Deputy President/ Associate Vice President Student Engagement – communications with students
CECD, UL Global, academic departments – communications with students/staff off campus
Buildings & Estates – communications with primary service providers, 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 Director of Marketing, Communications and Public Affairs to ensure consistent and prompt communications to students, staff, and all other internal stakeholders.

External Communications

The Director of Marketing, Communications and Public Affairs 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 Director of Marketing, Communications and Public Affairs. Where appropriate the Director of Marketing, Communications and Public Affairs 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.

12. 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.	Provost & DP AVPSE Faculties 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.	Provost & DP AVPSE 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.	Provost & DP AVPSE
Administrative support and facilities	Fire, flood, utilities outage, security threat, adverse weather, explosion.	1 to 2 days	Provost & DP AVPSE 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.	Provost & DP AVPSE 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 Provost & DP AVPSE
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.	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.	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.	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, Technological University of Shannon (TUS)) • 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?	**Marketing & Communications – Risk Reduction** • Agreed key messages in place as part of incident response.

• 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?	• 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 on 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 HEA 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.

13.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 is 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.)

14.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.

15.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.

16.Administration of the Plan

The President or Provost & 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

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 (Flagpole) 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 Command-and-Control Team Time: _____

Ensure that extension 3333 remains staffed throughout the incident.

Signed: _____ Date: _____ Time: _____

Appendix 2- Emergency Services Callback Record Sheet

Emergency Services Call back Record Sheet

Call received from (**Ambulance/Fire/Gardaí/Coast Guard**): _____

Date: _____ Contact No: _____ Time: _____

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 Command-and-Control team Time: _____

Ensure that extension 3333 remains staffed throughout the incident.

Signed: _____ Date: _____ Time: _____

Appendix 3 – UL Building Locations

Building Name	Location Coordinates (Latitude)	Location Coordinates (Longitude)	Eircode (If available)
Plassey Student Village	*52.668228*	*-8.573189*	
International Science Centre (Not UL)			
Schuman Building	52.673157	-8.577856	
International Business Centre Block 1	52.673811	-8.577172	V94 YHY9
International Business Centre Block 2	52.673768	-8.577826	V94 Y985
Computer Science Building	52.673904	-8.575485	V94 NX93
Silver Apples Creche	52.673029	-8.574921	V94 X920
Library Phase 1	52.673065	-8.573258	V94 DPY6
Library Phase 2	52.673065	-8.573258	V94 DPY6
Foundation Building	52.674386	-8.5735	V94 PX58
Engineering Research Building	52.675062	-8.572921	
Main Building - Blocks A & B	52.673748	-8.570303	V94 T9PX
Main Building - Blocks C, D & E	52.673966	-8.571703	V94 T9PX
Plassey House	52.674435	-8.570732	V94 68P7
Student Centre	52.673233	-8.57022	V94 N90F
Lonsdale Building	52.672708	-8.568898	
MSSI Building Phase 1	52.673851	-8.568409	
MSSI Building Phase 2	52.673556	-8.56829	
PESS Building	52.674687	-8.567835	V94 YDE9
Science & Education Building	52.673734	-8.567379	V94 PH61
Maintenance Compound	52.672498	-8.56592	
Arena Building	52.673667	-8.565088	V94 XT66
Arena Extension (25m Pool)	52.674065	-8.565731	V94 XT66
Sports Club	52.673197	-8.564257	V94 ED77
Kilmurry Student Village	52.674762	-8.562358	V94 V0A6
Field Biology Unit	52.676014	-8.56143	
Dromroe Student Village	52.675962	-8.575861	V94 FD26
Boathouse	52.67582	-8.583542	V94 Y8X4
Kemmy Business School	52.672626	-8.577041	V94 PH93

Tierney Building	52.674395	-8.577159	V94 NYD3
Languages Building	52.675498	-8.573419	
N/A			
Health Sciences Building	52.677739	-8.568769	V94 X5K6
Irish World Academy Medical School Building	52.678097 52.678253	-8.569252 -8.5679	V94 DK18
Quigley Residences	52.678916	-8.568297	
Pavilion Building	52.679157	-8.569809	V94 F7XW
Irish Chamber Orchestra			V94 P048
Cappavilla Student Village	52.679222	-8.566011	
Thomond Student Village	52.679528	-8.577309	
President's House	52.67701	-8.565572	V94 E5DX
Analog Devices Building	52.673185	-8.568586	
N/A			
Troy Student Village	52.663882	-8.576812	V94 PK66
Munster Rugby	52.674135	-8.564804	
Park Point	52.664646	-8.585792	V94 C928
Millstream Building	52.675661	-8.572921	V94 N5RH
Climbing Wall	52.673586	-8.564321	
Maguires Pitches Building	52.672805	-8.560451	
Larkin House	52.66875	-8.575494	V94 CN18
New Student Centre (under construction)	52.673021	-8.572053	
City Centre Campus	52.664867	-8.628296	V94 DW21
Groody Student Village	52.662879	-8.57767	V94 YT71
CERC	52.633493	-8.653649	V94 H858
UL Activity Centre	52.83911	-8.47165	V94 A3X2

Appendix 4 – 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
- ✓ Internet access
- ✓ 4 phones
- ✓ Analog phone line to Eircom
- ✓ 1 PCs with internet access
- ✓ Printer 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

Appendix 5 – Incident Scenarios

5.1 Incident Involving Multiple Victims and/or Fatalities on the Campus

The external emergency services: Fire Service, Ambulance and An Garda Sióchána have lawful 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. The Student Health Centre can be contacted by phone (061 202534) during normal working hours to provide advice, if required.
- A Security Officer will be instructed to go to the West Gate (Flagpole) entrance to direct emergency services to the scene of the incident.
- 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. Determined on receipt of incident notification.
- 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 the victims are (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.
- Communications to the internal community with be prioritised.
- The Director, Marketing and Communications Division will activate pre-approved communication templates and coordinate dissemination through:
  UL Connect Platform and App: Immediate push alerts for critical updates.
  Email: Hourly updates to staff and students.
  TV Screens: Alert messages and redirection instructions.
  MS Teams: Real-time coordination with Heads of Departments.
  Social media: Controlled external updates (approved only by Command-and-Control).
  PA Systems: Activated in the library and affected zones.

- All communication will be reviewed and timestamped. Updates will continue until the situation is resolved and a formal post-incident communication is released.
- The Director, Marketing and Communications Division Team will develop external messaging including press updates where necessary only after the internal communications has been clearly delivered as approved by the Command-and-Control Team.
- The Director, Buildings and Estates, the Provost & DP and the Associate Vice President for Student Engagement will arrange alternative accommodation within the campus.
- The Provost & DP and/or AVPSE 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.
- Briefings will be provided for Heads of Departments and Deans at the Command-and-Control Centre where required. 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.

5.2 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 Síochána and the Irish Coast Guard have lawful 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. The Student Health Centre can be contacted by phone (061 202534) during normal working hours to provide advice, if required.
- 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 (at the UL Activity Centre). 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 Director, Buildings & Estates and Provost & Deputy President of the incident.
- As required 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.
- In the event of a serious injury or death on campus, the Safety Officer will notify the Director, Marketing and Communications Division who will initiate internal communications protocols and issue a media statement if necessary.

  A controlled notification will be sent via UL Connect, MS Teams, and email to relevant internal stakeholders and departments.

TV screens in affected areas may be used to issue basic alerts (e.g., “Area closed – emergency response in progress.”).

Broader campus alerts may be issued at the discretion of the Command-and-Control Team.

Post-incident communications, including available support resources, will be shared through email, UL Connect, and face-to-face briefings as needed.

No internal or external communication may be issued without approval from the Command-and-Control Team to ensure accuracy and sensitivity.

5.3 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. The Student Health Centre can be contacted by phone (061 202534) during normal working hours to provide advice, if required.
- A Security Officer will be instructed to go to the West Gate (Flagpole) 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 Director, Buildings & Estates and Provost & 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 liaise 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 they 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, Marketing, and Communications Division.
- The Safety Officer will provide a closing report to the Command-and-Control Team.

5.4 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 (Flagpole) entrance to direct emergency services to the scene of the incident.
- A Security Officer will remain at each of the campus vehicular 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 Director, Buildings & Estates and Provost & 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 the victims are (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. In the event of a riot or the presence of a violent individual with a dangerous weapon on campus, internal communications must be coordinated, timely, and accurate to ensure the safety of staff, students, and visitors. All messaging will be approved by the Command-and-Control Team and coordinated by the Marketing and Communications Division.
- Key Communication Actions:

Initial Alert and Updates

A campus-wide email will follow, providing verified details of the incident, safety instructions, and any immediate actions required.

TV screens and digital signage across campus should display safety messages, such as "Security Alert: Avoid [location]. Remain indoors until further notice."

A push notification will be issued via UL Connect to inform all staff of the incident, including instructions to avoid the area or shelter in place.

Evacuation or Lockdown Communication

If evacuation or lockdown is required, instructions will be communicated via:

Public address systems (where available),

UL Connect

Social media channels

Email and TV screens,

Face-to-face communication by designated safety personnel where necessary.

Ongoing Communication

Updates will be provided at regular intervals through UL Connect and email, with clear indications of what has changed (e.g., areas reopened, new restrictions, or the end of the threat).

A specific point of contact will be assigned within the Marketing and Communications Division for coordinating incoming queries and controlling the flow of information.

Post-Incident Communication

Once the situation is resolved, a formal update will be issued to all staff and students, confirming the end of the threat and any continuing campus restrictions.

Details of support services (e.g., counselling, HR assistance, Student Affairs) will be shared via email, UL Connect and posted on internal TV screens.

Guidance will be provided to managers and academic leaders via MS Teams on how to support their teams or students following the incident.

Media and Social Media

No internal or external communications may be issued without approval from the Command-and-Control Team.

Only the Director, Marketing and Communications Division or their delegate may issue public or media statements.

Staff and students will be advised via UL Connect and MS Teams not to share unverified information on social media during the incident.

5.5 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 nighttime etc. The reasons for these types of closure is 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 Provost & 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
    - Castleoaks – Stables, Library Cafe
    - Student Life and PSU
    - 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)
    - KSG
    - University Concert Hall
    - International Business Centre (Johnston & Johnston)
    - Commercial Units (e.g., Troy Print Shop, Stantech)
    - Munster Rugby
    - Shannon Development.
    - Scholars

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 Provost & 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 Provost & Deputy President and/or the AVPSE 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 Student Life and request that they use social media to inform students.
- A 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
    - Castleoaks – Stables, Library Cafe
    - Student Life and PSU
    - 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)
    - KSG
    - University Concert Hall
    - International Business Centre (Johnston & Johnston)

- Commercial Units (e.g., Troy Print Shop, StanTech)
- Munster Rugby
- Shannon Development.
- Scholars

- Marketing and Communications Division will:
  - Develop the institutional messaging to be used to communicate the situation both internally and externally.
  - Put the announcement on UL Connect.
    - 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 companies it is expecting deliveries from including couriers.
  - 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 its primary Service Providers and Service Providers under its remit scheduled to work in UL.
  - Buildings Office in-house contractor maintenance staff will attend 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 Provost & DP

and/or AVPSE 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
    - Castleoaks – Stables, Library Cafe
    - Student Life and PSU 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)
    - KSG University Concert Hall
    - International Business Centre (Johnson & Johnson)
    - Commercial Units (e.g., Troy Print Shop, Stantech)
    - Munster Rugby.
    - Shannon Development.
    - Scholars

- The Marketing and Communications Division will:
    - Develop the institutional messaging to be used to communicate the situation both internally and externally.
        - Put the announcement on UL Connect.
        - 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 Service Providers 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.

5.6 Sudden/Unexpected Adverse Weather Condition

- The Buildings and Estates Department or the Safety Officer will contact the Provost & 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 determine 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 Emergency 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 Provost & DP, and/or the AVPSE will arrange alternative accommodation within the campus as required.

- The Provost & DP and/or the AVPSE will contact MarComms to develop messaging and 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.

5.7 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 Provost & 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 continue to function the risk of loss of life or injury will not increase significantly.
- If the water is not returned 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.
- The Buildings and Estates Department will contact the department's Chief Technical Officers to determine where experimental apparatus may require a flow of water.
- The Director, Building and Estates will arrange for the campus community to be informed as appropriate.
- The Provost & DP and/or AVPSE will contact MarComms to develop messaging and 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 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 of Marketing, Communications and Public Affairs will contact the Local Radio Stations 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.

5.8 Water Contamination

For severe water contamination requiring supply shut off.

- The Local Authority will contact the Buildings and Estates Department to announce contamination of supply and the severity of the contamination.
- 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.
- The Buildings and Estates Department will notify the Safety Officer who will call out the Operational Team.
- The Safety Officer will inform the Provost & Deputy President and the members of the Command-and-Control Team but will not call them out.
- The Student Health Centre will be alerted by Buildings and Estates Department.
- The catering outlets will be alerted by Buildings and Estates Department.
- The Provost & DP, and/or the AVPSE will contact MarComms to develop messaging and 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.

5.9 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 of Marketing, Communications and Public Affairs 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 they 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 ESB

Networks 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 of Marketing, Communications and Public Affairs 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.

5.10 Gas Line Rupture/Damage to Pressure Reduction Station

- Any member of staff, student or service provider 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 Gas Networks Ireland Emergency Line **1-850-205050.**
- Persons reporting an incident to Gas Networks Ireland 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 Gas Networks Ireland' arrival on site unless so instructed by Gas Networks Ireland.
- 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 Buildings and Estates Department 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.

5.11 Fire Resulting in Loss of Use of Building or Significant Parts of a Building

Given the layout and construction of the university it is likely that in the event of a 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 (Flagpole) 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, the Provost & DP and/or the AVPSE will arrange alternative accommodation within the campus.
- The Provost & DP and/or the AVPSE will contact MarComms to develop messaging and 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).

- Briefings will be provided for Heads of Departments and Deans at the Command-and-Control Centre where required. 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 of Marketing, Communications and Public Affairs with respect to relatives and general communication with students.
- 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.

5.12 Serious Communicable Diseases (e.g., Meningitis, TB)

Confirmed Case

- When there has been a confirmed diagnosis of a notifiable disease by a clinician in the Student Health Centre (SHC) the Medical Director, the Health Centre Manager, the Director of Student Affairs and the Safety Officer will be informed immediately.
- The public health surveillance team will be contacted for guidance by the designated person within the SHC.
- The Director of Public Health will advise on the need for further action. They will liaise with the Medical Director/clinicians.
- If directed by public health the SHC staff will contact potentially infected students and arrange for a medical examination/ treatment if required. Immunisation advice will be given to all students by the Student Medical Centre if indicated.
- On the advice of the Public Health team / Medical Director, the Safety Officer may seek activation of the Critical Incident Management plan.
- 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, and the Director of Public Health and inform the university Safety Officer 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 Health Centre and the Safety Officer.

Public Health Notification received by UL.

- Any notification of a notifiable disease/ epidemic / pandemic in the community will be confirmed by the Medical Director/Health Centre Manager by contacting the local Public Health office.
- All guidance from the Public Health office will be reviewed and implemented as required.
- On the advice of the Public Health team / Medical Director, the Safety Officer may seek activation of the Critical Incident Management plan.

5.13 Food Poisoning

- The Student Health 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 standby.
- 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.

5.14 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 Building and Estates Department 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 Provost & 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 it 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 the air handling system in the building, if possible.
- If possible, list all the 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.

5.15 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 3333 Record Sheet (see Appendix 1).
- 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 (Flagpole) entrance 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 the required action.
- The Safety Officer will advise the HR Director, and the Provost & Deputy President.
- When an evacuation is necessary personnel shall use the established evacuation procedures for the area.
- The Director of Marketing, Communications and Public Affairs will develop messaging to inform the internal community and make statements to the media as appropriate.

5.16 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 Director Buildings and Estates, the Provost & Deputy President, and members of the Command-and-Control team but will not call them out.
- **As a matter of priority, the university insurers i.e. AIG Europe S.A will be contacted as soon as possible by the ITD Director or their alternate by calling Emergency Number: +44 (0) 1273 730 992 and quoting the university policy number: CYB05259. The insurance company will provide urgent support to identify the relevant response measures and define a proper response strategy for the university.**
- 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 Provost & DP and/or the AVPSE will contact MarComms to develop messaging and 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 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 7.30am 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.

5.17 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 An Garda Sióchána.
- The Operational Team will 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 as appropriate.