



# University of Glasgow

## ESTATES CRITICAL INCIDENT PROCEDURE

### ESTATES DIRECTORATE CRITICAL INCIDENT RESPONSE

The University of Glasgow Estates Directorate is made up of the following six sections, Security, Compliance, Operations, Contracts and Frameworks, Support Services and Technical Services. The Directorate is responsible keeping the university community safe and the buildings and campus clean and maintained.

Not all incidents and issues begin at or escalate to crisis level. On many occasions the campus response will begin operationally where the “first responders” the Campus Security Team, Facilities/Cleaning Assistants or Fabric Technicians will initially consider the scale, duration and impact, the safety and wellbeing of those involved and measures to prevent the incident escalating. All staff should **SURVEY ASSESS** and **DISSEMINATE** information to the Campus Security Control Room via radio if available or by emergency activation of the UofG Safe Zone app. The questions asked by the control room staff will be the following, **Casualties**, **Hazards**, safe **Access** or routes, exact **Location**, if **Emergency** services are required, **Type** of incident and **start** a log.

The acronym SAD CHALETS, used by British emergency services, it is **a tried and tested list of subject matter areas that first responders** should address when briefing the internal and external emergency or response groups.

To avoid confusion when describing an incident as a “critical incident” the UofG Directorate has split the response into two areas, the first being the Security Critical Incident and the second the Operational Critical Incident. Although the responses are similar there are significant differences which can be identified in the tables below, along with the escalation procedures.



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## SECURITY CRITICAL INCIDENT

The Campus Security Control Room will act as the Forward Control Point for all incidents on the UofG footprint. Once the Security Duty Manager has gathered enough information and they decide the incident to be a Critical Incident they will start the escalation procedure.

Security Critical Incidents can be any of the following, Vehicle Borne Improvised Explosive Device (VBIED), Vehicle as A Weapon (VAW), Layered Attack (use of armed attackers in a vehicle), Mail Room IED, Fire, Serious RTA, Serious criminal offences.

A Security Critical Incident would be defined as one which required the attendance of multiple emergency services and may well have resulted in loss of life. The Head of Security or their deputy would normally act as the Incident Control Officer and manage the incident and convey information to the Strategic Group in a timely manner.

This Estates Critical Incident Response is regularly reviewed, and senior staff have been trained on their roles and responsibilities within it. In the event of a Security Critical Incident, we would ask all staff and students to phone home immediately to reassure family and friends that they are unaffected.

The plan would see the immediate formation of an Incident Management Team (IMT) tasked with managing the University through the major incident. The immediate aims of the IMT would be to:

- Minimise harm to students, staff, and visitors by managing health, safety, and welfare measures
- Keep the University open (business continuity) as far as is reasonably practicable in the circumstances
- Minimise any reputational damage to the University
- Keep all students and staff informed of developments without creating undue anxiety.



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## OPERATIONAL CRITICAL INCIDENT

The definition of an Operational Critical Incident is as follows.

A critical incident may be defined as **any sudden and unexpected incident or sequence of events which causes an operational impact within a university community**, and which overwhelms the normal coping mechanisms of that university. Which causes disruption of up to 1 day to business-critical services/estate; disruption of up to 5 days to non-critical services; infrastructure (heating/power/water) loss affecting a section of a building.

If one or more of the following applies, a Facilities Incident Management response may be required:

A major incident or emergency has been declared by another part of the University

An internal incident that cannot be managed within normal resources

A significant incident that threatens to overwhelm the resources of more than one department of the University

A significant incident that requires coordination of more than one partner organisation (e.g. contractors and suppliers)

A significant internal incident within a partner organisation adversely affecting the daily running of the University and necessitating special arrangements to be instigated

A significant incident that requires media coordination

A significant incident requiring support from the emergency services

An incident affecting large numbers of people or causing extreme disruption to a smaller number of individuals

Examples could include:

Flood

Severe weather

Notification of an External Major Incident by Police Scotland/emergency services on university property or affecting University staff and/or students

Hazardous Materials incidents

Loss of electricity, gas, water or gas for medical experimentation and testing

Loss of IT capability

Supply chain issues

Local disruption at any University campus which may impact on delivery of University services.



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1. The Gold Commander is informed there is an “live incident”, and they will notify the members of their group. The Gold Commander holds ultimate responsibility for the handling and outcome of the incident and sets the strategy for dealing with it.
2. The Silver Commander is responsible for producing the tactical plan following the strategy set out by the Gold Commander. There can be more than one Silver Commander, but each must have a clearly defined and logged remit. For example, in a Security Critical Incident a Security Operations Manager will lead on managing cordons, liaising with the emergency services, and agreeing a communication plan with the Communications Team. The Silver Commander for Operations will be responsible for coordinating the “business as usual” for the rest of the campus, ensure any displaced staff are housed and task the Business Continuity Officer to introduce their Disaster Recovery Plans.

The Silver Commander School/College will tactically deal with impact to the staff of the building affected. Silver Commander Communications Team will be guided and advise other members of the Silver Group. Any incident will require a Silver Commander Compliance.

3. The Bronze Commander takes the operational decisions necessary to accomplish the Silver Commanders tactical plan. There can be more than one Bronze Commander for example, Bronze School/College Commander, Bronze Estates Commander, and a Bronze Communications Commander.



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## SECURITY STRATEGIC COMMAND

The Gold Commander will want a select team with him to formulate the strategy and a deputy will also be named in the event of the absence from campus.

<b>Gold Commander</b>	David Duncan	Uzma Khan
<b>Head of Communications</b>	Richard Warburton	Tom Rice
<b>Executive Director of Estates</b>	Peter Haggarty	Lorraine Shaw/Craig Ewing

## SECURITY TACTICAL COMMAND

<b>Security</b>	Gerry Moore	Jethro Barclay
<b>Operations</b>	Lorraine Shaw	Graeme Wallace
<b>Communications</b>	Tom Rice	Nick Wade
<b>Compliance</b>	David Harty	Chris Ferguson
<b>BC Officer</b>	Selina Woolcott	Gerry Moore
<b>School/College</b>	TBC	TBC

It is the job of each Tactical Commander for the school/college to make sure they have a Bronze Commander to have Business Impact Assessment plans available to start the recovery program.



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## OPERATIONAL CRITICAL INCIDENT

### STRATEGIC COMMAND

<b>Gold Commander</b>	Peter Haggarty	Lorraine Shaw/Craig Ewing
<b>Head of Communications</b>	Richard Warburton	Tom Rice

### OPERATIONAL TACTICAL COMMAND

<b>Operational Commander</b>	Lorraine Shaw	Iain Henderson
<b>Operations</b>	Graeme Wallace	Iain Henderson
<b>Communications</b>	Nick Wade	TBC
<b>Compliance</b>	David Harty	Chris Ferguson
<b>BC Officer</b>	Selina Woolcott	Gerry Moore
<b>School/College</b>	TBC Dependant on location of incident	TBC

All the groups identified will be contacted by mass notification on the Safe Zone app as soon as the Security Duty Manager calls a “critical incident.” Once the Incident Control Officer has confirmed an incident it will be the responsibility of Operational Commander to contact the group with a time and method for a meeting, if it is a link. This will be supplied to the group.

Each person in each group will be supplied with an “Action Card” outlining their role and responsibility in that group.



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