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Author	Emma Miller
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For the future you want

# Critical Incident Management

## Policy and Procedure



Corporate Development

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## 1. PURPOSE AND SCOPE

The purpose of this policy is to assist Edinburgh College staff to manage the response to a critical incident.

A critical incident is defined as: “Any incident which is likely to have a serious impact on a student/s, staff member/s, people working in the College, key stakeholders, or the reputation of the College.”

The College’s CIM policy and procedure aligns to the new international standard IS22301, which states:

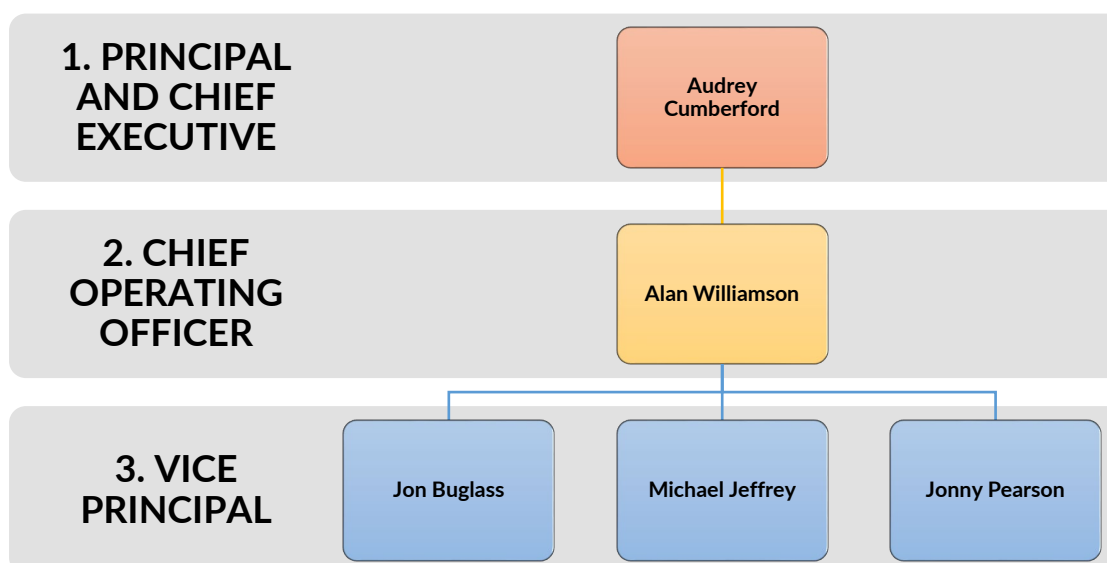
“In any critical incident situation there should be a simple and quickly formed structure that will enable the organisation to:

- Confirm the nature and extent of the critical incident.
- Take control of the situation.
- Contain the incident.
- Communicate with stakeholders.”

## 2. INCIDENT NOTIFICATION AND ESCALATION

If an incident happens at the College where there is a serious threat to life, safety or wellbeing, or a serious criminal act is in process or has occurred, staff must notify the police in the first instance, using 999.

Thereafter, staff must contact the Executive team members indicated in the order identified below:



If contact with any of the above Executive team members is not possible, staff may call one of the College's business continuity leads;

- Head of Communications, Policy and Research, **Nick Croft**
- Thereafter the staff member must notify their line manager.

Once notification has been received by the Executive team member, they will make an assessment on the severity of the incident, and then decide whether or not to call a Critical Incident and establish a Critical Incident Management team, who may then invoke a range of actions, business continuity management plans, and/or critical incident management plans.

### 3. CRITICAL INCIDENT MANAGEMENT PROCEDURE

The purpose of the critical incident management procedure is to enable the College to react as effectively and efficiently as possible to a critical incident, in a coordinated and well-managed manner, and to communicate well with all affected or interested parties.

Once the Executive team member receives notification of an incident, they must make an initial risk assessment (table below) of the severity of the incident. The table below is a guide to quickly assess the severity of the incident, which utilises a simple 1-3 risk-based scoring system.

This may act as a formal record of the assessment, so due care and attention should be taken when assessing.

Executive team members are encouraged to discuss the assessment with other senior colleagues, if possible, to inform their assessment:

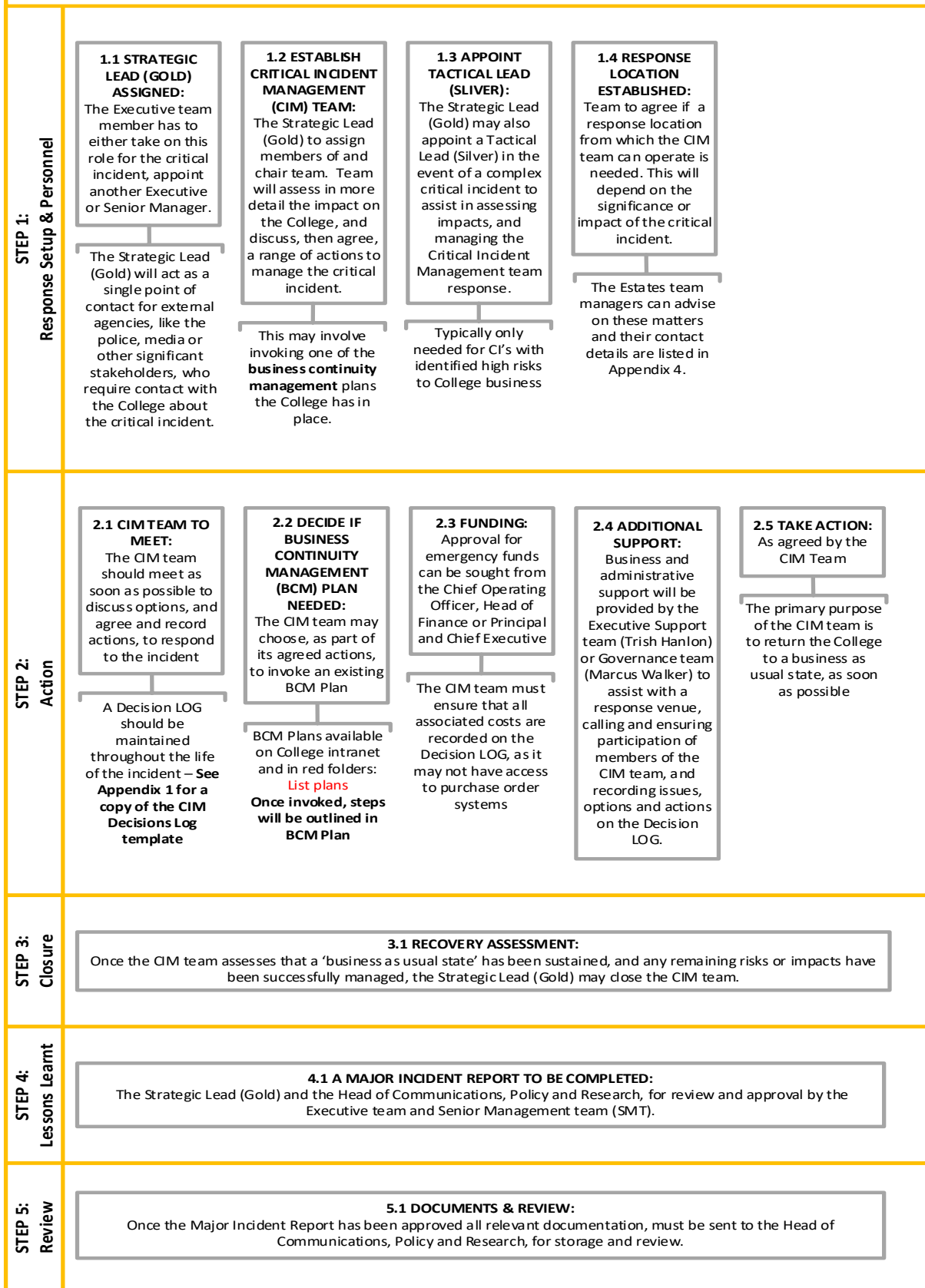
<b>ASSESSMENT THEME</b>	<b>SCORE</b> 1= low risk 2 = medium risk 3 = high risk
1. Is there a serious threat to life or safety for students, staff or visitors?	
2. Is there a serious risk to student, staff or visitor wellbeing?	
3. Is there a serious risk to the College's ability to deliver learning, teaching and assessment?	
4. Is there a serious risk to the College's ability to operate its estate?	
5. Is there a serious risk to the College's ability to deliver student services?	
6. Is there a serious risk to the College's ability to operate its IT systems?	

7. Is there a serious risk to the College's reputation?	
<b>Total</b>	<b>/ 21</b>

**If the total risk is below 13**, then the incident does not need to be named as critical and operational actions/plans will suffice.

**If the total risk is 13 or above**, then the Executive team member should formally name the incident a critical incident, and the critical incident procedure, indicated below, must be invoked:

# CRITICAL INCIDENT PROCEDURE



#### 4. POLICY GOVERNANCE AND REVIEW

The accountable officer for this policy is the Head of Communications, Policy and Research, who will review this policy through the Executive team and Senior Management team and on an annual basis, prior to the beginning of each academic year.

Responsibility for implementing the policy sits with the Executive team and SMT.

#### 5. APPENDIX 1 – CIM TEAM DECISION LOG (TEMPLATE)

DATE	TIME	ASSESSED IMPACT OR RISK	ACTION OPTIONS	AGREED ACTION AND OWNER	PROGRESS UPDATE

(NB. one option maybe to invoke a business continuity management plan, indicated at Appendix 3 below)

#### 6. APPENDIX 2 – BUSINESS CONTINUITY PLANS

NB. Plans are published on the College intranet and printed in folders in the boardroom and at reception on each campus.

PLAN NO	PLAN NAME	PLAN OWNER	DEPUTY	VERSION	LAST REVIEW	NEXT REVIEW
1	Cyber Attack	Executive Team	Gordon Hope Graham Inglis	5	September 2016	April 2022
2	Loss of Site or Loss of Access to Site	Executive Team	Dave Keen Colin McLaren	5	October 2016	October 2021
3	Loss of Utilities	Executive Team	Dave Keen Colin McLaren	5	October 2016	October 2021
4	Terrorist Threat/Attack	Executive Team	Dave Keen Colin McLaren	5	September 2016	August 2021
5	Pandemic /Contagious Diseases	Executive Team	Andy Bamberry	4	October 2016	August 2021
6	Adverse Weather	Executive Team	Dave Keen Colin McLaren	6	November 2016	April 2022

## 7. APPENDIX 3 – COMMUNICATION CONTACTS

COMPANY/AREA	CONTACT NAME(S)	TELEPHONE NUMBER(S)	WEB ADDRESS/EMAIL
Scottish Fire and Rescue Service	Emergency	999	<a href="http://www.firescotland.gov.uk">www.firescotland.gov.uk</a>
	Sighthill	0131 442 1420	
	Granton	0131 332 6315	
	Milton	0131 669 5110	
	Midlothian	0131 660 2619	
Police Scotland	Emergency	999	<a href="http://www.scotland.police.uk">www.scotland.police.uk</a>
	Non-emergency	101	
Scottish Ambulance Service	Emergency	999	<a href="http://www.scottishambulance.co.uk">www.scottishambulance.co.uk</a>
	National HQ	0131 314 0000	
	Divisional HQ	0131 314 0137	
Radio stations	Radio Forth	0131 556 9255	<a href="http://www.forth1.com">www.forth1.com</a>
	Heart Radio	0141 781 1011	<a href="http://www.heart.co.uk">www.heart.co.uk</a>
	Borders Radio	0189 675 1010	<a href="http://www.radioborders.com">www.radioborders.com</a>
Scottish Funding Council	Outcome Agreement Manager		<a href="http://www.sfc.ac.uk">www.sfc.ac.uk</a>
Scottish Qualifications Authority	Details not available for public view		
Zurich Municipal	Details not available for public view		
Estates Management team	Estates Manager - TBC (all estate)		
	Dave Keen (Granton and Milton Road)		
	Colin McLaren (Sighthill and Midlothian)		
Public Health	Public Health Protection Team (Duty System)	0131 465 5420 Out of hours service: 0131 242 1000	
Colleges Scotland	Head of Communication & Public Affairs		

## 8. APPENDIX 4 – KEY DOCUMENTS AND FILES

DOCUMENT OR FILE NAME	LOCATION (S)	FORMAT	DOCUMENT OWNER
Site Plans	Local network drives (S Estates - One Drive)	AutoCAD (soft) or PDF	Facilities Managers
	Reception - Premises Information Folders	Hard Copy	Facilities Managers



	Boardroom – Red folders	Hard Copy	Facilities Managers
	Offsite with key members of staff	Hard Copy	Facilities Managers Head of Communications, Policy and Research
Business Continuity Management Plans (BCM Plans)	All campus boardrooms	Hard Copy	Head of Communications, Policy and Research
	Office 365 Teams – dedicated Risk management and Business continuity Teams site	Soft copies – Word	Head of Communications, Policy and Research Portfolio Manager