

## Emergency Management Policy

### Policy Statements and Delegations

<b>Last Modified</b>	July 2020
<b>Review Date</b>	February 2021
<b>Approval Authority</b>	Vice-Chancellor
<b>Contact Officer</b>	Executive Director of People, Culture and Campus

### Introduction

This Emergency Management Policy has been developed to provide a mandate for decisions that need to be taken to respond most appropriately and expeditiously to a planned emergency event or unforeseen critical incident. This policy provides the authority for the creation and operation of the [UC Emergency Management Plan \(PDF, 1.73MB, University Emergency Management website\)](#). The latter demonstrates the University's commitment to risk reduction, readiness, response and recovery to critical incidents.

The principal objective of this policy is to facilitate decision making that protects life, limits damage to property, and minimises disruption to business and the delivery of services.

### Definitions

**Chair of the Strategic Emergency Management Group (SEM Group)** – the **SEM Group** (see definition below) is chaired by the Vice-Chancellor of the University of Canterbury or delegate.

**Coordinated Incident Management System (CIMS)** – the nationally-adopted emergency management protocol that provides a model for command, control, and coordination of an emergency response amongst responding agencies. It is a means of coordinating the efforts of individuals and responding agencies working towards the common goal of stabilising an incident and protecting life, property, and the environment. The University operates under this model to ensure that coordination between the University's responders and any relevant agency is integrated and effective.

**Critical Incident** – any unplanned or unforeseen natural or human-related event that disrupts normal business and may be a threat to life or property.

**Emergency Operations Centre (EOC)** – the University location where the Incident Management Team gathers to manage the response to a critical incident or planned event. *Note: this may be the University’s dedicated EOC, backup EOC (UC Security and Campus Community Support Centre) or an alternative space, depending on the nature, severity and location of the incident.*

**Incident Controller (IC)** – the person who leads the Incident Management Team and has delegated operational responsibility for any significant incident affecting the University.

**Incident Management Team (IMT)** – the group of personnel tasked with carrying out the functions of incident control, operations, security, planning and intelligence, logistics and welfare, under the direction of the Incident Controller.

**Planned Event** – any planned event that has the potential to disrupt normal business, e.g., official visits, protest action, celebration or concert.

**Strategic Communications Group (SCG)** – the group providing front-line communications for the University community during critical incidents or emergencies. The SCG’s purpose, structure and responsibilities are informed by an Emergency Operations Manual, prepared by Student Services and Communications.

**Strategic Emergency Management Group (SEM Group)** – the group of Executive and support personnel responsible for strategic decisions and communication with the University community, stakeholders, members of the public, and the media under the direction of the Chair.

**Student Incident Response Plan (SIRP)** – a companion document to the University’s Emergency Management Plan, providing a protocol to be followed when responding to a student incident. It may be activated, as required, by the Incident Management Team and/or the Student Critical Incident Group (SCIG). The latter is charged with appointing a response team to manage a student emergency.

**UC Rescue** – a dedicated team of trained volunteer staff and students on campus who will provide initial and ongoing rescue assistance in the event of an unplanned or unforeseen event at the University.

**Wide Area Broadcast & Alerting System (WEBS)** – an integrated multilayer system consisting of interlinked emergency towers, supported by upgraded building alarm systems and with SMS and visual alerting capabilities. WEBS is operated by UC Security and Campus Community Support under the direction of the Incident Controller or if unavailable, the Manager, Security and Campus Community Support.

## Responsibilities

- **Chair of the Strategic Emergency Management Group (SEM Group)**

The Chair of the Strategic Emergency Management Group is responsible for

- making decisions which require the highest level of authority in the University;

- providing strategic direction for the Incident Controller;
- ensuring that communications with the wider University community and the public are managed effectively;
- ensuring the short-term and long-term financial implications are handled; and
- overseeing the implementation of the University's Business Continuity Plan.

In the event that the Vice-Chancellor is not available, delegated authority to chair the SEM Group is automatically conferred upon the following personnel in the order in which they are listed:

- i. The Deputy Vice-Chancellor (Research) or the Deputy Vice-Chancellor (Academic), according to availability.
- ii. The Executive Director of People, Culture and Campus.
- iii. The Executive Director of Planning, Finance and ITS.

In the unlikely event that none of these persons are available, the Incident Controller will contact another member of the Senior Leadership Team who will then assume delegated authority.

- **Incident Controller (IC)**

The IC leads a coordinated response leading up to, and during, an emergency event and operates in conjunction with, and under the authority of, the Chair of the SEM Group.

- **Lead Agency**

In the event of a critical incident on the University campus which requires the response of a statutory agency of the NZ Government (such as the NZ Police or the NZ Fire Service), that agency has primacy of control and the emergency response structure of the University will act in support and by the direction of the relevant statutory agency.

- **UC Rescue**

UC Rescue team members are likely to be amongst the first responders and will continue to provide support as required once other agencies arrive. UC Rescue operates under the direction of the Incident Management Team and is operationally tasked by the Manager, Security and Campus Community Support.

- **UC Security and Campus Community Support**

Because UC Security and Campus Community Support are active on campus 24 hours a day, 7 days a week, these personnel will be the immediate first responders to any event and may use the Wide Area Broadcast & Alerting System (WEBS). During any incident on campus which requires activation of the University's emergency management system, UC Security and Campus Community Support will operate under the direction of the Incident Management Team (IMT).

## Policy Statements

1. The University endorses and adopts the Coordinated Incident Management System (CIMS) for the management of all its large-scale planned events and any critical incidents that should arise.
2. In a critical incident, the first responders on the scene have delegated authority from the Vice-Chancellor to take any necessary steps to safeguard life and secure property.
3. The first responders are likely to be members of UC Security and Campus Community Support who will control the situation until responsibility is handed over to the IMT or external agencies (e.g., Fire, Police or Ambulance) as appropriate.
4. When CIMS is implemented during a planned event or critical incident at the University:
  - The Vice-Chancellor will approve the suspension of core responsibilities and/or duties during the response and recovery phases for any employees or students who are part of the UC CIMS structure.
  - The Chair of the SEM Group has authority to make strategic decisions necessary to preserve the safety and security of the University.
  - Any established member of the IMT has delegated authority to activate or establish an Emergency Operations Centre (EOC).
  - The IC has authority, delegated from the Vice-Chancellor, to make any immediate operational decision necessary to preserve the safety of people and the security of the University. Such decisions may, in extreme events, include the full evacuation and/or the immediate lockdown of some, or all, of the University campus.
  - The IC has authority, delegated from the Vice-Chancellor, to assign tasks and delegate responsibilities within both the IMT and the wider University community. This may include the secondment of facilities, equipment, resources, and/or expertise to expedite the response from both within and outside the University.
  - The IC will make the “activation level” decision and advise the SEM Group accordingly. See [Appendix Two](#) for activation levels and notifications.
  - Where it is considered necessary to “declare a localised emergency” at the University, the IC will make this recommendation to the Chair of the SEM Group as soon as it is feasible to do so, following the initial response. The Chair of the SEM Group will make a formal declaration to the University community.

Such a declaration will allow for

- closure of part or all of the campus,
- evacuation of non-essential personnel,
- suspension of business activity, and/or
- activation of the Business Continuity Plan.

See [Appendix Three](#) for further guidance on campus closure.

- Where an incident involves a student or students, the protocols detailed in the [Student Incident Response Plan \(SIRP\) \(PDF, 560KB\) \(University Emergency Management website\)](#) will be activated. If the issue is critical, or it is deemed necessary, the IC will assume overall management of the incident with the support of the Student Critical Incident Group (SCIG) and, if necessary, the full [UC Emergency Management Plan \(PDF, 1.73MB\) \(University Emergency Management website\)](#) will be activated.
- The only person/s authorised to speak to the media on behalf of the University in a planned event or critical incident are the Chair of the SEM Group and the Director of Student Life, Services and Communications (or delegate). The primary function of the IC is coordinating an effective and timely response to a planned event or critical incident; however, they may be requested by the Chair of the SEM Group or the Director of Student Life, Services and Communications, to speak with the media or give a public commentary if duties permit.
- Volunteer teams, such as UC Rescue and the Virtual Welfare Team are teams comprising dedicated staff and students who offer their time and expertise to provide trained search and rescue services and evacuation support across the University campus.

The University is committed to providing adequate facilities and resources in support of these volunteer teams and to allow staff members to be released from their core duties to attend training and to respond in the event of a critical incident requiring activation of the teams.

## Related Documents and Information

### UC Policy Library

- [Emergency Statute \(PDF, 114KB\)](#)

### UC Website and Intranet

- [Student Incident Response Plan \(SIRP\) \(PDF, 560KB, University Emergency Management website\)](#)
- [UC Emergency Management Plan \(PDF, 1.73MB, University Emergency Management website\)](#)

### External

- [New Zealand Coordinated Incident Management System \(CIMS\), 3<sup>rd</sup> Edition \(Ministry of Civil Defence & Emergency Management website\)](#)

## Appendices

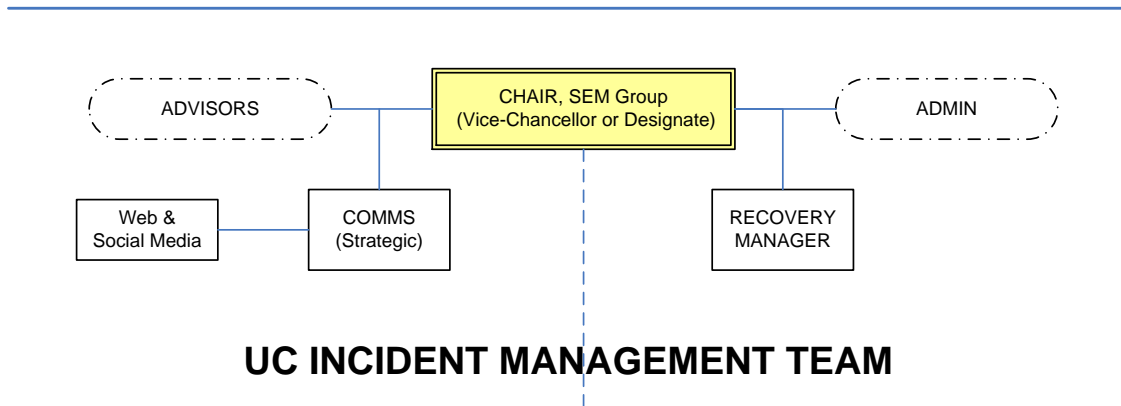
- [Appendix One: University of Canterbury Emergency Management Structure Plan](#)
- [Appendix Two: Activation and Notification Levels for a UC Critical Incident](#)
- [Appendix Three: Campus Closure](#)

Document History and Version Control Table			
Version	Action	Approval Authority	Action Date
1.00	Creation of original document and posting to UCPL.	Vice-Chancellor	10 Apr 2007
2.00	Full review of policy.	Vice-Chancellor	10 Apr 2008
2.01	Minor amendment – activation and notification levels added.	Vice-Chancellor	14 Apr 2008
3.00	Full review of policy.	Vice-Chancellor	28 Apr 2009
4.00	Full review of policy.	Vice-Chancellor	21 Dec 2010
5.00	Full review of policy.	Vice-Chancellor	05 Mar 2013
6.00	Appendix Three added around campus closure.	Vice-Chancellor	16 Oct 2013
6.01	Hyperlinks updated.	Policy Unit	17 Jul 2014
6.02	Scheduled review by Contact Officer.	Policy Unit	12 Feb 2015
6.03	Minor stylistic changes in definitions, typographical amendments and changes to position titles to reflect UC organisational changes.	Policy Unit	24 Sep 2015
6.04	Minor alteration to delegations wording to align with Emergency Response Plan.	Policy Unit	Jan 2016
7.00	Full review of policy and changed Contact Officer's title from Senior Risk & Insurance Advisor to Risk Manager, hyperlinks added to appendices in Reference section, updated existing SERP plan hyperlink.	Vice-Chancellor	May 2017
7.01	Amended reference to DVC (A) and DVC (R and I) to DVC.	Policy Unit	Sep 2017
8.00	Scheduled review by CO, minor changes to content, re-arrangement of existing content updated hyperlinks, appendices replaced to reflect the <b>UC Emergency Management Plan</b> .	Vice-Chancellor	Jan 2019
8.01	Updated CO and other positions referred to within the policy to reflect the current structure.	Policy Unit	July 2020

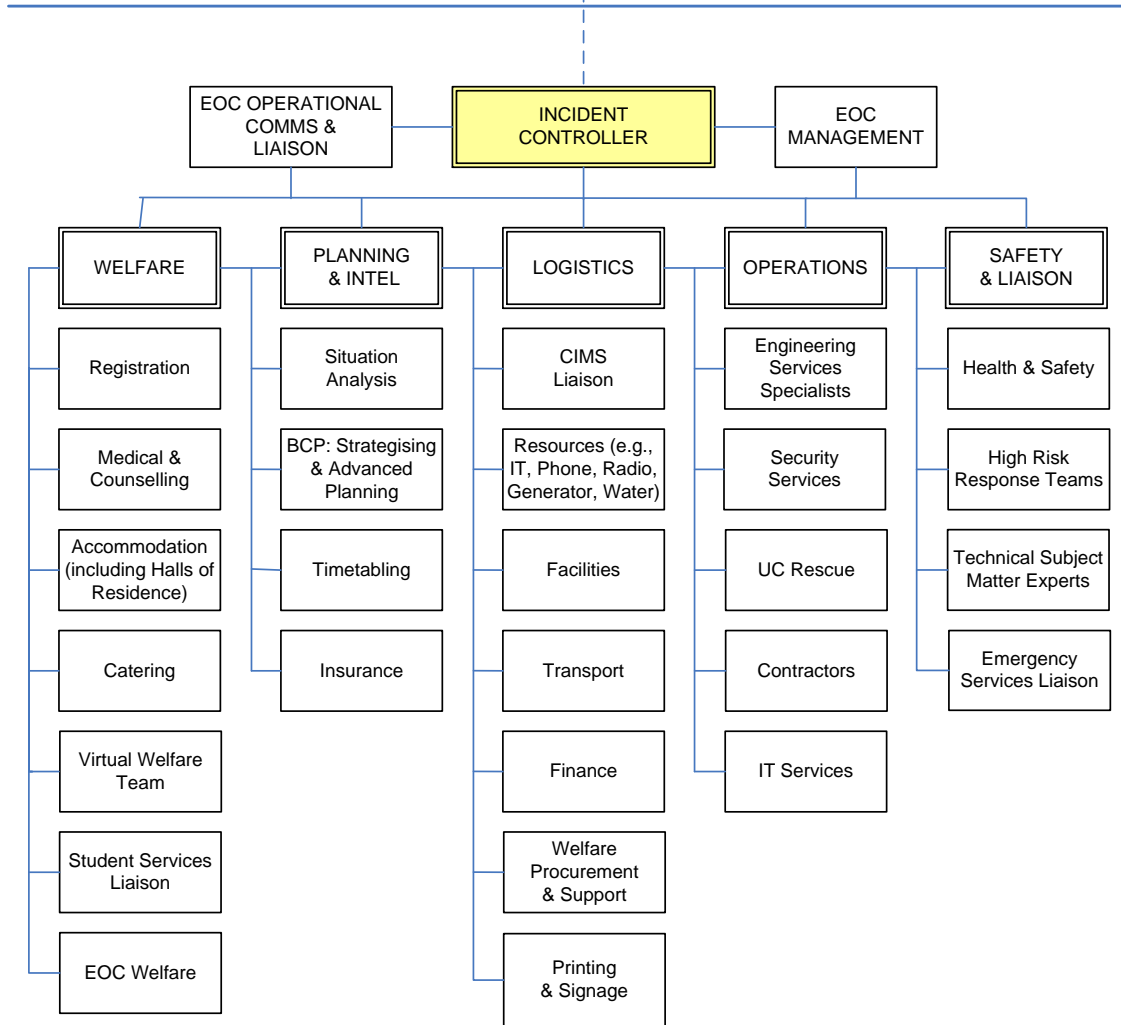
**This policy remains in force until it is updated**

## Appendix One UC Emergency Management Structure Plan

### UC STRATEGIC EMERGENCY MANAGEMENT GROUP



### UC INCIDENT MANAGEMENT TEAM



Note: Depending on the size of the incident, the CIMS Model allows the SEM Group and IMT to be scaled to suit the circumstances.

Last modified: 28 February 2017

## Appendix Two

### Activation and Notification Levels for a UC Critical Incident

<b>Level 1</b>		
<b>Full activation of the UC Emergency Response Operations</b>		
<p><b>Activate</b></p> <ul style="list-style-type: none"> <li>• Incident Management Team</li> <li>• Strategic Emergency Management Group</li> <li>• Strategic Communications Group</li> <li>• UC Rescue Team</li> <li>• Emergency Operations Centre</li> </ul>	<p><b>Notify</b></p> <ul style="list-style-type: none"> <li>• Incident Controller</li> <li>• Incident Management Team</li> <li>• Vice-Chancellor</li> <li>• Director of Student Services and Communications</li> <li>• Other Senior Management Team members</li> <li>• Affected Staff</li> <li>• Christchurch City Civil Defence (as appropriate)</li> <li>• Insurance Broker</li> </ul>	<p><b>Examples</b></p> <ul style="list-style-type: none"> <li>• Severe weather event</li> <li>• Major earthquake</li> <li>• Violent event, e.g. active shooter on campus</li> <li>• Major fire</li> <li>• Cyber attack</li> </ul> <p>Pandemic or other Public Health Alert</p>
<b>Level 2</b>		
<b>Partial activation of the UC Emergency Response Operations</b>		
<p><b>Activate</b></p> <ul style="list-style-type: none"> <li>• Incident Management Team</li> <li>• Strategic Emergency Management Group</li> <li>• Strategic Communications Group</li> <li>• Emergency Operations Centre</li> </ul>	<p><b>Notify</b></p> <ul style="list-style-type: none"> <li>• Incident Controller</li> <li>• Vice-Chancellor</li> <li>• Director of Student Services and Communications</li> <li>• Other Senior Management Team members</li> <li>• Health and Safety Manager as relevant</li> <li>• Risk Manager as relevant</li> <li>• Any affected staff</li> </ul>	<p><b>Examples</b></p> <ul style="list-style-type: none"> <li>• Marginal weather event predicted</li> <li>• Moderate earthquake</li> <li>• Off campus incident (Field Stations)</li> <li>• Tsunami (disruption)</li> <li>• Biological Containment Breach</li> </ul> <p>Hazardous Substances</p>
<b>Level 3</b>		
<b>Normal Day-to-Day operations (on-going monitoring)</b>		
<p><b>Activate</b></p> <ul style="list-style-type: none"> <li>• UC Security</li> <li>• UC Staff involved only</li> </ul>	<p><b>Notify</b></p> <ul style="list-style-type: none"> <li>• Communications and Engagement Manager as relevant</li> <li>• Director, Student Success, as relevant</li> <li>• Health and Safety Manager as relevant</li> <li>• Risk Manager as relevant</li> <li>• Any affected staff</li> </ul>	<p><b>Examples</b></p> <ul style="list-style-type: none"> <li>• Minor accidents/incidents on campus</li> <li>• Traffic disruptions</li> <li>• Infrastructure Failure</li> </ul>



## Appendix Three

**Memorandum****Learning Resources**

To:	Jacqui Lyttle
CC	Niki Hudson
From:	Alex Hanlon
Date:	October 2013
Subject:	Campus Closure
Purpose	For insertion to Emergency Management Policy

**Issue**

The following was approved by SMT at its meeting on 1<sup>st</sup> October 2013 and is provided for insertion in the Emergency Management Policy.

Type of closure	Conditions	Example
1. Full University closure	Physical campus and may include IT Systems offline	Crisis e.g. earthquake
2. Full campus closure	No staff, student or visitor access; all doors locked; essential services maintain full access. IT systems in operation. Retail and services outlets closed. Library closed.	Snow day
3. Holiday campus closure - All sites	No undergrad access; staff and postgrad card only access; essential services maintain full access. IT systems in operation, but limited support. Retail and services outlets closed. Library closed.	Christmas holiday closure
4. Partial campus closure - site specific	Building-by-building or group of buildings IT systems in operation. Retail, services and Library open (so long as reason for closure does not pertain to a building containing those operations)  *This may include any site, including remote campuses and/or field stations.	Power outage Fire Building flood
5. IT Systems offline - all physical sites open	IT systems including telecommunications offline and/or restricted	Systems outage

**Alex Hanlon**

Executive Director, Learning Resources