EMERGENCY MANAGEMENT PLAN

Contents:

ASTON UNIVERSITY

EMERGENCY MANAGEMENT PLAN

1.   Introduction

The purpose of this Emergency Management Plan (EMP) is:

- to guide Aston University's initial response to a wide range of emergencies that may affect the University and its staff, students and visitors;

- to establish managerial responsibility for dealing with emergencies;

- to provide action guidelines and practical advice for senior staff identified as being responsible for managing the early stages of an emergency;

- to ensure that appropriate consultation takes place with the key operational areas affected by the incident; and

- to bring together in one document procedures for dealing with, and for communicating on, certain types of emergencies (eg, infectious diseases, student protest, the death of a student, health and safety).

It is approved by the University Council, and subject to the Council's review on an annual basis.

The EMP deals principally with the University's response to the initial stages of an emergency. Subsequent stages - namely, the consolidation phase, the recovery phase and the restoration of normality - will be covered by an institutional Business Recovery Plan and, where appropriate, through the relevant normal management arrangements at Aston, perhaps retaining the involvement of the Emergency Incident Manager concerned.

2.   Definition of an Emergency

Emergency situations may be defined as circumstances or events requiring urgent and co-ordinated action because of:

- actual or immediately threatened harm to students, staff or visitors to the campus;

- actual or immediately threatened major loss or damage to University property;

- actual or immediately threatened disruption to the University's operations; or

- actual or immediate threat to the University's reputation.

These definitions will cover a wide range of possible incidents, including: accidents, fatalities, natural disasters, fires, bomb threats, sabotage, threats to personal safety,

health alerts/epidemics, hazardous incidents, public order incidents, student occupations, criminal activity and serious misconduct or impropriety.

3. Immediate Action in the Event of an Emergency

In the event of an incident that could be considered to be an emergency, members of the University must take the following action:

3.1 Inform Aston University Security, by dialling:

- 222 (if calling from an academic/office building internal telephone);

- 2222 (from a student accommodation internal telephone); or

- 0121 359 2922 (from an external telephone).

Staff there will immediately make contact with an Emergency Incident Manager, or, if the incident is obviously life-threatening or serious, the appropriate Emergency Service (Fire, Ambulance or Police).

3.2 Provide urgent and practical assistance, but only where the course of action is clear and does not threaten or compromise the health and safety of the individual concerned or of any other person.

4. Emergency Incident Managers (EIMs)

The Emergency Incident Managers (EIMs) are Executive and other senior academic and administrative officers who have been trained in the University's procedures for handling emergencies. A list of relevant colleagues will be kept up-to-date by the Chief Operating Officer's Office, in order that the relevant EIM for a particular incident can be contacted by Aston University Security.

The EIM will be either:

- the appropriate senior member of staff with routine management responsibility for the area of activity most affected by the emergency; or

- a 'duty' EIM, from the rota of Executive and other senior academic and administrative officers organised by the Chief Operating Officer's Office and held by Aston University Security. This option would normally be invoked for incidents arising outside normal working hours or when the person with routine management responsibility for the area of activity concerned is not readily available.

The EIM will become the primary contact for all information about the incident, and will take responsibility for ensuring that the incident is managed and that appropriate action is taken. As the incident develops, the EIM may hand over responsibility to an Emergency Management Team structure (see Section 6) or to a more appropriate person.

The EIM must ensure that the relevant operational area is aware of an incident so that the University aspects of this can be appropriately addressed, but is not responsible for enacting operational procedures in response to an incident.

Additionally, and with a view to ensuring a consistent approach across the institution, the EIM will be requested to confirm any decision to close the University during normal working hours in the event of bad weather.

5. The EIM Rota

5.1 Organisation of the Rota

The EIM rota is maintained and updated by the Chief Operating Officer's office, which will, in addition:

- forward the rota to Aston University Security;

- keep up-to-date records of home and mobile telephone numbers of all officers who participate on the rota, and advise Aston University Security of any changes;

- oversee the weekly hand-over of duties between EIMs (see also 5.2 below);

- arrange for all EIMs to attend training for their role in an emergency; and

- maintain a log of all incidents reported by the EIMs, and ensure that this is both used for training purposes and circulated periodically for the information of the EIMs.

5.2 Arrangements for Weekly Hand-over of Duties between EIMs

The University provides a mobile telephone, to be carried by the 'duty' EIM. This has the dual advantages of there being a common telephone number for contacting the 'duty' EIM concerned, and of ensuring the focus for an effective hand-over process.

Hand-over is to occur at or around a given time each week, when the 'duty' EIM must visit the Chief Operating Officer's office at the end of a weekly 'shift' to provide, through that office, a briefing for the next person on the rota. At the same time, the University mobile telephone is passed, fully charged, to the incoming 'duty' EIM.

6. Emergency Management Teams

A key requirement in managing an emergency is to have clear command structures. In this connection, there is now an agreed national framework, comprising three management tiers that equate to strategic ('gold'), tactical ('silver') and operational ('bronze') levels of response:

6.1 The Strategic ('Gold') Team at Aston will be convened by the Vice-Chancellor, or in her absence, by the nominated deputy. This may be following a recommendation by the EIM concerned with the emergency. The Strategic Team comprises:

all available members of the Executive Team;

the EIM for the incident; and

the Director of Communications;

in consultation, as may be judged appropriate, with
the Chair of the Council;

the campus unions;

the President of the Guild of Students; and

any members of the Tactical and/or Operational Teams (see 6.2 below), whose direct specialist advice is considered necessary at the strategic level.

The role of the Strategic Team is to manage the University's response to the particular incident, either by authorising action or by providing strategic advice for the EIM. For the duration of its existence, the Strategic Team should:

- meet on a daily basis, or more frequently if required;
- have sole responsibility for all written or oral communications relating to the emergency;
- authorise any exceptional items of expenditure arising from the emergency;
- designate responsibility for any measures necessary to recover from the emergency; and
- ensure that a contemporaneous record is kept of relevant information and decisions.

6.2   The Tactical ('Silver') Team

The Tactical Team will normally be chaired by the Chief Operating Officer or by the Director of Finance & Business Services, and additionally, as a minimum, comprises the University's Heads of Security, Health & Safety, Student Services (in relation to Residences), and Estates & Facilities, although, depending on the nature of emergency, it is likely that it will also need to draw on the expertise of some or all of the following or their nominated deputies:

the Academic Registrar;
the Director of Human Resources;
the Director of ICT;
the Director of Library and Information Services;
the Director of Catering and Conference Services; and
the University Solicitors and/or Insurers.

6.3   The Operational ('Bronze') Team

The Operational Team will comprise relevant operational managers and staff 'on the ground' in Schools/Departments directly affected by the incident.

Both the 'Silver' and the 'Bronze' Teams will be convened either when a 'local-level' emergency occurs which requires management procedures to be implemented, or upon the request of the Strategic Team as part of the response to a major 'strategic-level' incident. Together, the Tactical and Operational Teams will provide local

management of the incident, and seek to maintain continuity of business at a local level. Teams may also be authorised to approve modest items of expenditure arising from the emergency.

An administrator will also be designated by the Chief Operating Officer, or by a nominated deputy, to work with the EIM, keeping track of all evidential paperwork, as well as maintaining contemporaneous records of key decisions and timings arising from work of the Strategic and/or Tactical Teams in relation to the incident. A full report will be prepared of each incident for which the EMP is invoked, as well as of the incident's consequences.

7. **Categories of Emergency and Associated Responsibilities of the EIM**

The EIM will have sole responsibility for gathering all available information about the incident, making an initial assessment about its seriousness and likely impact, and managing the immediate response. There are four broad categories of emergency that will require different responses, as follows:

Category 1:   Major incidents on the campus or involving a number of staff, students or visitors that involve a loss of life, threat to life, loss of property and severe disruption to the University's operations or reputation, and that have the potential to develop further, with risks to other individuals and prolonged disruption. These incidents are guaranteed to attract media attention and may involve the Emergency Services.

> *EIM Response: (i)   To take control of the incident and assume managerial responsibility, gathering and recording all the facts and establishing contact with the appropriate Emergency Services (if required).*
>
> *(ii)   Ideally (if safety permits), to arrange to visit the scene as soon as may be practicable, with a view to offering any appropriate assistance and support to the Emergency Services that is necessary, and ensuring that all other relevant parties are aware of the EIM's authority and responsibilities.*
>
> *(iii)   To inform relevant University colleagues about the incident - in particular the Director of Communications - with a view to ensuring that appropriate action can be taken to address the University aspects of the incident.*
>
> *(iv)   While the immediate situation is being addressed, to consult the Vice-Chancellor and/or the Chief Operating Officer on the establishment of appropriate Emergency Management Teams.*

Category 2:   Incidents on campus or involving staff, students or visitors that involve a loss of life, threat to life, substantial loss of property or severe disruption to the University's operations or reputation. These incidents may attract media attention and/or involve the Emergency Services.

EIM Response: (i) *To act in accordance with steps (i)-(iii) under the 'Category 1' response above.*

(ii) *To discuss the incident and appropriate action with the Vice-Chancellor and/or the Chief Operating Officer.*

Category 3: Major incidents on the campus or involving a member of staff or a student that will require an institutional response because they pose a serious threat to the University's reputation. These incidents will not normally involve a loss of, or a threat to, life, but are virtually guaranteed to attract media attention.

EIM Response: (i) *To consult the Vice-Chancellor and/or the Chief Operating Officer on the establishment of an Emergency Management Team which can give the incident immediate attention, with a view to ensuring that the University continues to function as close as possible to 'normal', and that concerted and urgent action is taken to minimise damage to the University's reputation.*

(ii) *To contact the head of the relevant operational area or School, as well as the Director of Communications, with a view to being satisfied that appropriate action has been, or will be, taken to address the University aspects of the incident.*

Category 4: Limited or routine problems that affect an individual student/member of staff/visitor or are restricted to a particular building or service, but are unlikely to impact on other individuals or the operations of the University are to attract media attention.
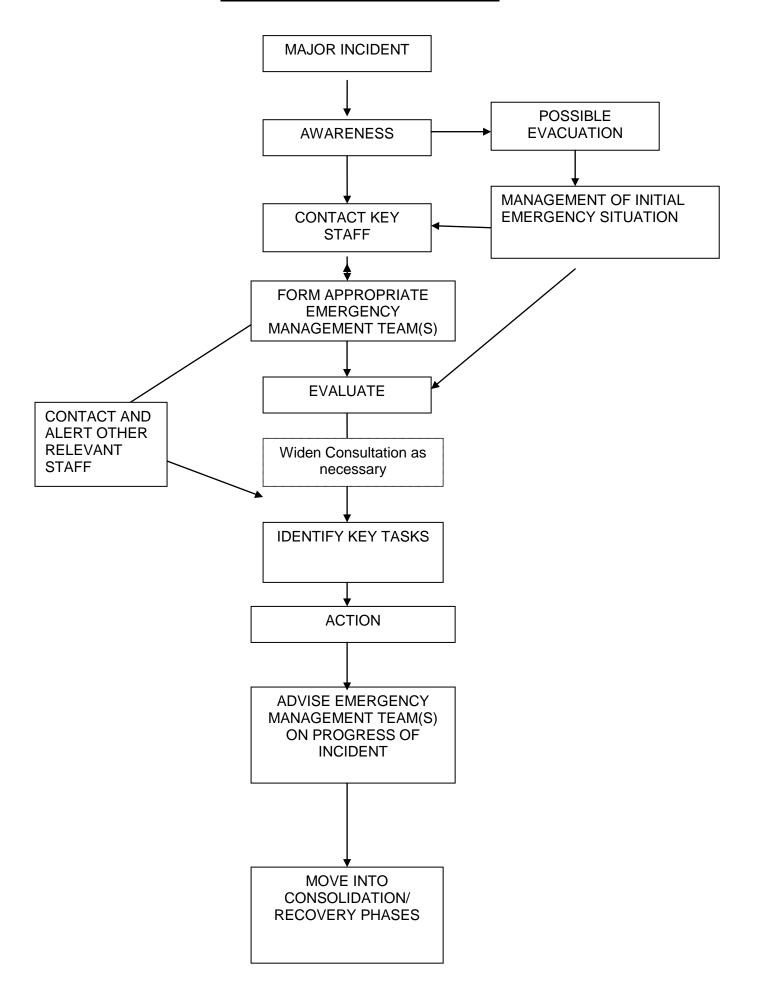
EIM Response: (i) *To gather and record all available facts about the incident and to discuss immediately an appropriate course of action with the manager concerned, ensuring that all possible consequences of the incident are considered and that interested or affected parties or individuals are contacted and given relevant information.*

(ii) *To decide whether to pass responsibility to the manager 'on the spot' (in which case the manager should provide the EIM with an update-report, for logging with the Chief Operating Officer's office, within 24 hours).*

The appended flowchart depicts the processes of decision-making and responses which might typically be required of an EIM.

EMERGENCY RESPONSE FLOWCHART

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                    ┌─────────────────────┐
                    │   MAJOR INCIDENT    │
                    └─────────────────────┘
                               │
                               ▼
        ┌─────────────────┐         ┌─────────────────────┐
        │    AWARENESS    │────────▶│      POSSIBLE       │
        └─────────────────┘         │     EVACUATION      │
                               │    └─────────────────────┘
                               │               │
                               ▼               ▼
        ┌─────────────────┐         ┌─────────────────────┐
        │   CONTACT KEY   │◀────────│ MANAGEMENT OF INITIAL│
        │      STAFF      │         │ EMERGENCY SITUATION │
        └─────────────────┘         └─────────────────────┘
                               │
                               ▼
        ┌─────────────────────┐
        │ FORM APPROPRIATE    │
        │    EMERGENCY        │
        │ MANAGEMENT TEAM(S)  │
        └─────────────────────┘
                               │
                               ▼
┌──────────────┐       ┌─────────────────────┐
│ CONTACT AND  │       │     EVALUATE        │
│ ALERT OTHER  │       └─────────────────────┘
│ RELEVANT     │                  │
│ STAFF        │                  ▼
└──────────────┘       ┌─────────────────────┐
                       │ Widen Consultation as│
                       │     necessary       │
                       └─────────────────────┘
                                  │
                                  ▼
                       ┌─────────────────────┐
                       │  IDENTIFY KEY TASKS │
                       └─────────────────────┘
                                  │
                                  ▼
                       ┌─────────────────────┐
                       │       ACTION        │
                       └─────────────────────┘
                                  │
                                  ▼
                       ┌─────────────────────┐
                       │ ADVISE EMERGENCY    │
                       │ MANAGEMENT TEAM(S)  │
                       │ ON PROGRESS OF      │
                       │ INCIDENT            │
                       └─────────────────────┘
                                  │
                                  ▼
                       ┌─────────────────────┐
                       │  MOVE INTO          │
                       │  CONSOLIDATION/     │
                       │  RECOVERY PHASES    │
                       └─────────────────────┘
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Section Two - Communications Guidance

Aston University Crisis Communication Procedure, November 2008

This document aims to assist in media management during a crisis so that the University community can communicate a consistent response to the media. This will protect our corporate reputation as much as possible.

Situations covered in this plan

1. Student or staff involved in illegal conduct
2. Student questioned by police in relation to crime
3. Death of student
4. Fire
5. Explosion of chemical leakage
6. Violent crime against a student or member of staff

Out of hours procedure:

It is likely that a member of security will take the media call. They should contact Richard Middleton (Chief Operating Officer), Sally Finn (Senior Press & PR Officer) and either Stewart Comfort (Director of Marketing) or Chris Harrison (Head of Communications).

It is important, however, that a distinction is made between a crisis call and a general media enquiry. Staff should not be contacted outside hours unless there is a crisis situation.

Contact details (confidential) should not be given to the media:

Richard Middleton (Chief Operating Officer)
Mobile
Work ext 4793

Sally Finn (Senior Press & PR officer)
Mobile 07966 370365
Work ext 4552

Stewart Comfort (Director of Marketing)
Mobile 07724 077211
Work ext 4773

Chris Harrison (Head of Communications)
Mobile 07740 457233
Work ext 4546

Where a student is concerned, Richard Middleton should also contact the Head of Student Services or their representatives and inform them of the situation.

1. Student or staff involved in illegal conduct

Notification:
Following the University's serious incident procedures, Marketing Department staff will be informed as soon as possible about the incident to allow a decision to be made about the need to prepare a press statement in readiness for media enquiries.

Gathering information for press statement

Stewart Comfort or Chris Harrison will assign a member of the PR team as the chief contact person. S/he will liaise very closely with Richard Middleton to identify the most accurate and up-to-date information to include in the statement.

Guidelines for press statement

Only reveal the briefest of information:
1. Verify the allegation succinctly
2. Explain what action the University is taking

Example:
Staff misconduct (embezzlement)
Having carried out an initial investigation, as a consequence of allegations brought to our attention, the University has suspended a member of staff in the Finance department from duty. The University is conducting a full investigation of this case and can offer no further comment at this stage, as this may be prejudicial to the investigations.

Drugs
Following a comprehensive investigation, the University has reported two students to the police for using illegal drugs. The University does not tolerate illegal drug use and treats such cases very seriously. Both students are subject to the University's disciplinary procedures.

NB: If it is a very serious drug offence, we may attract a great deal of media attention and are likely to face questioning about whether Aston University has serious drugs problems. The best answer to this is: 'Aston University does not have a serious drugs problem. We take a strong line on illegal drug use, which is widely publicised around the campus.'

The member of staff from the PR team will brief all spokespeople on the current statement, to ensure that everyone presents consistent and appropriate information. They will also go through the sort of questions they might be asked, so that suitable answers can be discussed and shared with the other spokespeople for consistency.

2. Student questioned by the police in relation to crime

Notification:
Following the University's serious incident procedures, Marketing staff will be informed as soon as possible about the incident to allow a decision to be made about the need to prepare a press statement in readiness for media enquiries.

Gathering information for the press statement

Stewart Comfort or Chris Harrison will assign a member of the PR team as the chief contact person. S/he will liaise very closely with Richard Middleton to identify the most accurate and up-to-date information to include in any statement.

Confirm with Registry that the student is at Aston University but do not give out personal details about a student to the media.

Guidelines for press statement

In this situation it is extremely important to provide the briefest of information:

- Confirm that the student is registered at Aston
- Refer the caller to the press office of the police force who is questioning the student

If the police then detain the student it is acceptable to comment:

The University can offer no further information at this point, as this may be prejudicial to the inquiry.

3. Death of a student

All calls form the media should be handled by the Marketing Department and the details of the media interest shared with the President of the Students' Guild, the Vice-Chancellor and Richard Middleton. If a member of staff in the University or Aston Students' Guild receives a call or a visit from a journalist they should direct them to the PR office without passing on any comment about the case.

Notification:
Following the University's serious incident procedures, Marketing Department staff will be informed as soon as possible about the incident to allow a decision to be made about the need to prepare a press statement in readiness for media inquiries.

Gathering information for the press statement

Stewart Comfort or Chris Harrison will assign a member of the PR team as the chief contact person. S/he will liaise very closely with Richard Middleton to identify the most accurate and up-to-date information to include in the statement.

Example statement

Drug Overdose
The University regrets to inform that a final year Aston University male student has died of a suspected drug overdose. Our thoughts and sympathies are with the family of the student at this very sad time. Both the police and the University are conducting

a full investigation of this case, so we cannot offer any further comment about the specifics of the case at this stage, as this may be prejudicial the investigations. I can confirm, however, that the University takes a strong line on illegal drug use, which is widely publicised around the campus.

Suicide
The University regrets to inform that a final year Aston University male student has died as a result of a suspected suicide. Our thoughts and sympathies are with the family of the student at this very sad time.

Death by misadventure
(Find out as much as possible about the incident from the police but give out as little information as possible in the statement).

The University is sorry to confirm that a final year male student died in hospital last night. He had sustained a fatal head injury after a fall in Birmingham City Centre. The University is carrying out a full inquiry into the incident; however his death is not being treated as suspicious by the police. Our thoughts and sympathies are very much with his friends and relatives at this distressing time.

University spokespeople

If the broadcast media (eg Midlands Today, Central News) wish to report the incident, the following people are suitable to give comment:
Richard Middleton, Chief Operating Officer
Ian Harrison, Head of Security
Stewart Comfort, Director of Marketing
Chris Harrison, Head of Communications
President of Students' Guild

The member of staff from the Marketing Department will brief all the spokespeople on the current media statement. They will also go through the type of questions they might be asked so that suitable answers can be discussed and shared.

4. Fire

Notification:
Following the University's serious incident procedures, Marketing Department staff will be informed as soon as possible about the incident to allow a decision to be made about the need to prepare a press statement in readiness for media inquiries.

Gathering information for the press statement

Stewart Comfort or Chris Harrison will assign a member of the PR team as the chief contact person. S/he will liaise very closely with Richard Middleton and Head of Security to identify the most accurate and up-to-date information to include in any statement. S/he may also need to liaise with the Executive Dean or Head of Department where the fire occurred.

Guidelines for press statement

- Reassure that the situation is now under control
- Express University sense of devastation and sympathy if anyone has been hurt
- Report simple facts about what happened, when fire started, extent of damage, cause of fire (if known), if any one has been hurt
- Show what we are doing in the short term e.g. business as usual, despite the devastation, or the short-term University shut down.

Example statement

The University regrets to confirm that fire broke out last night in one of our laboratories, which is dedicated to conducting research into new methods of drug delivery. I am pleased to confirm that no one was injured and due to the swift action of staff and the fire brigade the fire was contained in one area. The laboratory has been closed down, although all other areas of the University are open for business as normal. The cause of the fire has not yet been established but a full investigation is underway.

Spokesperson for broadcast media

If the broadcast media wish to report the incident, the following people may be required to give comment:
Richard Middleton, Chief Operating Officer
Ian Harrison, Head of Security
Stewart Comfort, Director of Marketing
Chris Harrison, Head of Communications
President of Students' Guild

The member of staff from the Marketing Department will brief all the spokespeople on the current statement, to ensure that all spokespeople present consistent and appropriate information. They will also go through the type of questions they might be asked so that suitable answers can be discussed and shared.

Where a very serious incident has occurred, the Vice-Chancellor or in her absence Richard Middleton, would undertake broadcast interviews.

5. Explosion or chemical leakage etc

Notification:
Following the University's serious incident procedures, Marketing Department staff will be informed as soon as possible about the incident to allow a decision to be made about the need to prepare a press statement in readiness for media inquiries.

Gathering information for the press statement

Stewart Comfort or Chris Harrison will assign a member of the PR team as the chief contact person. S/he will liaise very closely with Richard Middleton and Ian Harrison (Head of Security) to identify the most accurate and up-to-date information to include in any statement. S/he may also need to liaise with the Executive Dean or Head of Department where the incident occurred and with the University's Health & Safety Officer.

Guidelines for press statement

It is vital that we reassure the local community through the media that we are not a health and safety hazard.
1. Verify the facts of the incident succinctly. State what happened and when.
2. Explain the action taken to resolve it (if possible showing that the University's good practice procedures have been followed).
3. If appropriate explain the measures being taken to ensure this doesn't happen again.
4. Reassure the public that no health and safety risk has occurred.

If people have been injured as a result of the incident:
1. Express the University's sympathy for the individual(s) concerned.
2. Verify the facts of the incident succinctly (including numbers of people hurt and how they have been treated).
3. Explain the action taken to resolve it.
4. If appropriate explain the measures being taken to ensure this doesn't happen again.
5. Reassure that there is no further health and safety to the community at large.

Example statement

A small chemical leakage of (substance X) occurred at Aston University today. Staff acted swiftly to contain the leakage and as a precaution to all staff, students and visitors were evacuated from the building where the leakage had occurred until the all clear was given by the fire brigade. No one was harmed in the incident and a full investigation is being undertaken to establish why the leakage occurred.

5. Victim of violent crime (mugging, violent or sexual attack on students or staff).

Notification:
Following the University's serious incident procedures, Marketing Department staff will be informed as soon as possible about the incident to allow a decision to be made about the need to prepare a press statement in readiness for media inquiries.

Gathering information for the press statement

Stewart Comfort or Chris Harrison will assign a member of the PR team as the chief contact person. S/he will liaise very closely with Richard Middleton and Ian Harrison (Head of Security) to identify the most accurate and up-to-date information to include in any statement. If there is time, PR should also contact the Head of Student Services or their representative or the Head of Registry to find out what action the University is taking to help the individual(s) concerned.

The statement needs to reflect the information that the police have reported and should not include anything other than facts. It is important to liaise with West Midlands Police or the appropriate police force when dealing with media attention (once the statement is drafted, it should be verified as accurate with the police). PR should also see any news information that the police issue, and a copy of this should be passed to security.

Guidelines for press statements

1. Express the University's concern and sympathy for the individual(s) concerned, remembering at all times to keep their identities confidential.
2. Verify the basic facts of the incident e.g. number of students involved, where it happened, what happened. Use simple, unemotive language and give the bare facts.
3. Explain how the University is helping the student(s) involved (eg by offering counselling).
4. Provide evidence that this kind of incident is very rare and explain what measures we already take to cut down on crime and make our campus safe.
5. If appropriate, explain any further action the University is taking (eg crime awareness campaign) as a result of the incident.

Confidentiality

The name and the address of the student should not be revealed to any journalist, unless the student has given permission to do so. It is acceptable to reveal the age and sex of the student. Do not name the subject the student is taking or which hall the student lives in.

Example statement

The University is sorry to confirm that two Aston University students were assaulted at 1.20pm today, off campus in Great Lister Street. One of the students was slightly injured and the other student, whilst shaken, did not sustain any injuries. The matter is currently being investigated by West Midlands Police. The University is extremely concerned by this incident and is offering counselling and support to the students.

Where the incident involves a sexual assault, then the situation involves very sensitive handling.

Gathering information for the press statement

Stewart Comfort or Chris Harrison will assign a member of the PR team as the chief contact person. S/he will liaise very closely with Richard Middleton and Ian Harrison (Head of Security) to identify the most accurate and up-to-date information to include in any statement. If there is time, PR should also contact the Head of Student Services or their representative or the Head of Registry to find out what action the University is taking to help the individual(s) concerned.

Guidelines for press statement

1. The priority in this situation is to protect the identity of the student who is claiming to have been assaulted.
2. If no arrest has occurred, it is important to explain where the assault is alleged to have taken place (even if not on campus) because the media can help to urge people to be extra vigilant.
3. We need to stress that we will be undertaking an awareness campaign to ensure that students and local residents are extra vigilant.

The statement needs to reflect the information that the police have reported and should not include anything other than facts. It is important to liaise with West Midlands Police or the appropriate police force when dealing with media attention (once the statement is drafted, it should be verified as accurate with the police). PR

should also see any news information that the police issue, and a copy of this should be passed to Security.

Example statement
The University can confirm that a second year female student has reported to the police that she was sexually assaulted on (date) at (time) in a subway near the University campus. We are extremely distressed to hear about this incident and we are offering counselling and support to the student concerned. Aston University takes the safety of its students very seriously and runs a very active crime awareness campaign; we have a low incidence of serious crime.

Section Three - Contact Lists of Key University Personnel and External Agencies

ORGANISATION	OFFICE NUMBER	EMERGENCY NUMBER
West Midlands Police	**0845 113 5000**	**999**
Crime Reduction Advisor	**0121 626 6114**	**-**
Steelhouse Lane Police Station	**0845 113 5000**	**999**
Birmingham Heartlands Hospital Accident & Emergency	**Main Switchboard number**: **0121 424 2000** **0121 424 3263**	
West Midlands Ambulance Service	**-**	**999**
NHS Direct	**0845 46 47**	**-**
Halcyon Medical Centre 67-69 High Street Birmingham B4 7TA	**0121 255 9104**	
West Midlands Fire Service	**0121 380 7404**	**999**
Birmingham Central To contact the Birmingham Central Command team please ring **0121 380 6142**.		
Radiation Protection Adviser (RPA) RRPPS	**0121 627 2090 or 2091**	
Birmingham City Council	**0121 303 1111**	**0121 303 4149**
Emergency Planning/Business Continuity Unit	**0121 303 4825**	**0121 303 4149**
University of Birmingham Emergency Planning Officer	**0121 414 2620**	
Health & Safety Executive	**0845 345 0055**	
Environment Agency	**0800 807060**	
Health Protection Agency	**01980 612100**	
Highways Agency Information Line	**08457 50 40 30**	**-**
OTHER USEFUL NUMBERS		
Gas	**0800 111 999**	
Electricity (Central Networks)	**0800 328 111**	
Water (South Staffs)	**0800 389 1011**	
Water (Severn Trent)	**0800 783 4444**	

LOCAL MEDIA		
Newspapers in Birmingham Birmingham Mail Birmingham Post Sunday Mercury Metro Birmingham Post & Mail Weaman Street Birmingham B4 6AT	**Tel: 0121 236 3366 (switchboard)** **Fax: 0121 233 3958**	
Television British Broadcasting Corporation (BBC) The Mailbox Birmingham B1 1RF Carlton Communications PLC Central Region Gas Street Birmingham B1 2JP Birmingham Cable Ltd Cablephone House Small Heath Business Park Talbot Way Small Heath Birmingham B10 OHJ	**0121 567 6000** 0121 643 9898 0121 628 1234	
Radio BBC Radio WM/WCR The Mailbox Birmingham B1 1RF E-mail: bbcwm@bbc.co.uk BBC Asian Network The Mailbox Birmingham B1 1RF 100.7 Heart FM 1 The Square, 111 Broad Street Birmingham B15 1AS 96.4 FM BRMB Brindley Place Broad Street Birmingham Galaxy 102.2FM 1 The Square 111 Broad Street Birmingham, B15 1AS.	08453 00 99 56 08459 440 445 **0121 695 0000** **0121 250 0964** **0121 695 0000**	

WEBSITES
• Birmingham City Council Emergency Planning and Business Continuity **www.birmingham.gov.uk/emergency**
• UK Resilience **www.ukresilience.info**
• Emergency Planning College **www.epcollege.gov.uk**
• Emergency Planning Society **www.emergplansoc.org.uk**
• BBC Connecting in a crisis **www.bbc.co.uk/connectinginacrisis**
• Government News Network **www.gnn.gov.uk**
• BBC Birmingham **www.bbc.co.uk/birmingham**
• Small business service **www.sbs.gov.uk**
• Institute of Risk Management (IRM) **www.theirm.org**
• MI5 - Security Advice Business Continuity **www.mi5.gov.uk/output/Page267.html**
• Business Continuity Institute **www.thebci.org**
• Preparing for Emergencies **www.pfe.gov.uk/index.shtm**
• UK Resilience **www.ukresilience.info**
• The Met Office **www.metoffice.gov.uk**
• Department of Health (Pandemic Flu) **www.dh.gov.uk/en/PandemicFlu/**
• World Health Organisation (Avian Influenza) **www.who.int/csr/disease/avian_influenza/en**
• The Emergency Planning College **www.epcollege.gov.uk**
• HEBCoN - Higher Education Business Network **http://www.hebcon.org.uk**
• Environment Agency **www.environment-agency.gov.uk/default.aspx**

Section Four - Pandemic Flu Plan

Aston University actions re UK Alert levels

Alert level definitions:

Alert Level 1   **New Virus cases only outside the UK**

Alert Level 2   **New Virus isolated in the UK**

Alert Level 3   **Outbreaks and/or epidemics in the UK**

Alert Level 4   **Widespread National activity, pandemic established**

Objective/University Activity	Action at UK Alert level 1 (or before where relevant)	Action at UK Alert level 2 (If incident isolated in or near Birmingham apply Alert level 3 responses)	Action at UK Alert level 3 - if no outbreak in Birmingham (If outbreak in or near Birmingham apply Level 3 & 4 responses)	Action at UK Alert level 4 Widespread national activity – Pandemic established
1 Limit illness and death arising from infection (by limiting risk of spread of infection)	• Consult to identify tasks that could be postponed in the event of a flu pandemic or carried out from home satisfactorily in the short term, and to identify the means of doing so. • launch an awareness campaign for staff and students emphasising the importance of registering with a GP in the area local to where they live. • Poster campaign to be launched at start of academic year re the importance of health and hygiene habits. • Staff and students returning to the UK from flu affected areas advised / instructed not return to	As Level 1 plus: - • Identify building(s) to be used to isolate sick students. • Staff and students returning from flu affected areas in UK advised / instructed not return to work for 5 days. If they develop an infection advise to visit Medical centre or GP as appropriate. • Obtain PPE identified as needed.	• Stop all teaching & learning activities, seminars, lectures. • Communicate with staff and students - updates on Alert Levels and actions being taken to minimise risks to the University population, actions to reduce the spread of infection including coughing / sneezing etiquette and hand washing; how to spot the symptoms; what to do if unwell, • Cancellation of sporting, social & entertainment events, worship services. Closure of communal areas e.g. library, conference centre, sport and recreation to	• Relocate remaining students in residences into as few buildings as possible. • Isolate students with illness from the general population.

	work for 5 days. If they develop an infection advise to visit medical centre or GP as appropriate. • Consider obtaining PPE for staff performing essential work that could bring them into contact with infected people.		staff, students and members of the public. • Encourage staff that are ill or think they are ill to not to come to work. • Implement revised work & home work arrangements where practicable. • Close University & send UK students home before imposition of travel restrictions. • Prepare building to be used to isolate sick students.	
2. Provide treatment and care for those who become ill. *[This service will be provide principally by University Health Service (UHS) for students, staff advised to contact their own GP]*	UHS consultation with HPA. (Health Protection Agency) UHS to contact AALS to identify suitable staff to work with UHS as necessary for call centre & medical work. Obtain medication & critical supplies (& prophylactics for medical team). Review advice from local Health Authority.	UHS consultation with HPA. Check likely availability of NHS Direct lines. Prepare to set up telephone call centre brief staff to take calls. Issue instructions to students on actions to take if infected.	UHS continue consulting with HPA. Assemble & brief medical team and call centre staff. Set up call centre and issue telephone numbers to students.	UHS continue consulting with HPA. UHS Call Centre to set up formal liaison procedure with University Call Centre.

	Consider asking all students to register with GP in local area. Identify location for telephone call centre & staff to take calls.			
3. Operational Matters *3a, general operational* matters as usual but maintain increased awareness.	Identify essential operations that have to continue during a pandemic flu outbreak, (e.g. medical centre, emergency breakdowns, essential maintenance, security. Identify personnel to be contacted in the event of an emergency requiring attendance. Ensure contact details provided to Control Room via Safety Services. Impose travel ban to countries where outbreak confirmed.	Agree plan for communicating with staff & students (and where appropriate with parents) for when a pandemic starts and identify the most appropriate channels for communication e.g. text, e-mail, websites, local or national TV or radio, etc. Identify and brief "key workers" required to work during a pandemic even if the University closes. Impose travel ban to areas in UK where outbreak confirmed. Impose travel ban.	Set up Incident Management Team, Incident Management Centre & Call Centre. Departments to stock up on critical supplies where available / practicable. Regular briefings for staff & students through agreed channels. Close University & send undergraduate students home (UK)	
3b. Teaching and learning	Identify & develop alternative means of teaching and learning (other than lectures & seminars) to enable	Impose travel ban to areas in UK where outbreak confirmed. Further develop alternative means of teaching and	Implement alternative teaching & learning methods. Implement options for completing courses	

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	students to continue their studies in the event of Alert Level 3 or 4. Consider options for completing courses disrupted by pandemic flu outbreak, e.g. extending academic year.	learning, e.g. open learning, assignments, web learning, coursework, etc	disrupted by pandemic flu outbreak	
3c. Admissions & student registration	Develop options: - • Remote / on-line registration methods, • Delay start of new academic year, • Interviews	Further develop options identified, check practicability of options.	Prepare to implement options	Implement options Admissions / if Registration proceeds.
3d. Examinations	Consider Developing alternative assessment arrangements or delaying examinations. Other options?	Further develop alternative Assessment arrangements. Delay examinations Other Options?	Cancel examinations, implement alternative arrangements.	
3e. Research	Researchers to consider means to protect, continue or put research projects on hold during a pandemic flu "wave". Impose travel ban countries where outbreak confirmed. Check views of grantors on possible delays / loss	Researchers to develop practicable options to protect, continue or put research projects on hold during a pandemic flu "wave". Check availability of critical supplies or materials. Impose travel ban to areas in UK where outbreak	Researchers to obtain the means to protect, continue or put research projects on hold during pandemic flu "wave". Obtain critical supplies or materials.	Researchers to implement the means protect or put research projects on hold during a pandemic flu "wave".

	of research in the event National flu pandemic.	confirmed.		
3g. HR Support	Review flexible working & other arrangements & policies to facilitate increased flexibility of work. Identify all lone workers and whether it would be possible to amend the HR database to help identify any staff that lives alone.	Review and modify flexible working & other arrangements & policies to facilitate increased flexibility of work • Check departmental reporting structure for each area. • Check access rights to key personnel information throughout organisation and ability to access off site. • Identify all lone workers • Request all staff to update their contact details • Identify any overseas staff who may need to return prior to travel restrictions • Stop non-essential travel/conferences/interviews for staff. • Review any contractual liabilities?? • Prepare to report sickness absence on a weekly basis	Inform staff of modifications	Implement modifications

3i. Student support	Head of Student Services (Claire Powrie) and Dr Nye to liaise to discuss and organise the arrangements for Student support. Consider what support may be required before, during and after a Pandemic. Review critical procedures Check student address & mobile phone number list	• Student Services to input • Obtain PPE considered necessary for face to face contacts with potentially infected students. • Check access to cash for students with Finance. • Hardship fund for overseas students, identify budget.	Student Services to input	Student Services to input
3j. Campus & residences security	Consider what steps can be taken to ensure continuity of security service, if necessary changes of shift patterns and or contracted security staff to be arranged as backup. Review equipment requirements required to be used during a pandemic e.g. back up telephones, stockpile of key supplies. Consider the potential for involvement of other staff	Identify actions & staffing necessary for security & protection of all buildings. Restrict access to buildings at certain times e.g. weekends? PPE equipment and precautions to be adopted.	Prepare to implement actions necessary for security & protection of all buildings.	Implement actions necessary for security and protection of all buildings.

	to support Security staff, e.g. porters, residences tutors, fire marshals etc.			
3k. Estates maintenance	Identify essential operations that have to continue during a pandemic flu outbreak. Identify key workers to be contacted in the event of an emergency requiring attendance.	Brief key workers required to work during a pandemic even if the University closes. Check on availability of critical spares.	Stock up on critical supplies where available / practicable	Implement Emergency & Breakdown maintenance plan
3l. Communication with staff, students & media	Media Relations to input	Media Relations to input	Media Relations to input	Media Relations to input
3m. Cleaning Services	• Consider obtaining PPE for staff performing essential work that could bring them into contact with infected people. • Consider relevant staff training to deal with infections • Consider how contacts made to such staff who do not have access to email and ensure guidance is delivered in a way that is of practical use to them.	Identify actions & staffing necessary to maintain cleaning for buildings until closure. Check availability of critical materials and PPE required to protect staff likely to come into contact with infected people	Stock up on critical supplies where available / practicable	Implement plan

	• English is not a first language for many such staff, ensure delivery of messages is understood. • Consider possibility of sending information by text (still have problem of English and occasional cleaner who not have phone)			
3n. Student Union activities	• Apply Student Union BCP	Apply Student Union BCP	Apply Student Union BCP	Apply Student Union BCP
3o. Loss of key staff	• Identify key staff (not just senior staff) • Action underway by working group to identify key roles. • Identify 'buddies' for key staff • Identify if non-key staff can be retrained to support key areas of operation in an emergency. Identify ex-staff who could be called in to assist with Business Continuity			

| 3p. Call Centre | Link to ISA telecoms contingency plan.

Contact trained Call Centre call handlers
Set up emergency web site for information for call handlers | Set up call centre in another location (?) - Identify number of lines required - 10 lines (?)
Place Call Centre call handlers on standby
Check food & drink arrangements
with Aston Catering | Brief call handlers | University Call Centre to set up formal liaison procedure with medical centre Call Centre |