

Business Continuity / Emergency Plan

Department of Mathematics

The custodian of this document is the Department Safety Coordinator:

Steve Downing

Authorised by: Date:

Authorisers Name: Prof Kurt Langfeld

Position: Head of Department

Any proposed change or improvement to this document should be raised on a change request form

Document History

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| --- | --- | --- | --- | --- | --- | --- | --- |
| Revision | | | Date | | Reason for change | Author | |
| 3 | | | 23/1/17 | | Update to include Univ. wide document | S.Downing | |
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16.0 Appendix 1: Bomb Threat Form

**Internal Services and contacts**

All Emergency Services can be summoned by telephoning the Security Department.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Contact** | **Internal** | **External** | **Mobile** | **Email** |
| Security emergency | 2222 | 01517942222 | N/A | N/A |
| FM Response Desk | 43000 | 01517943000 | N/A | N/A |
| Head of School | 4740 | 01517944740 | 4740 |  |
| School Manager | 6802 | 01517952169 | 6802 |  |
| Health and Safety Manager  Health and safety coordinator | 8350  44734 | 07812238350  44734 | 8350  44734 | [ken.jones@liv.ac.uk](mailto:ken.jones@liv.ac.uk)  S.T.Downing@liverpool.ac.uk |
|  |  |  |  |  |
| Faculty Manager  Building Manager  First Aider | 42459  7682  44734 | 0151 794 2459  7682  44734 | 42459  7682  44734 | [s.smith4@liv.ac.uk](mailto:s.smith4@liv.ac.uk)  awan[@liverpool.ac.uk](mailto:Ged@liverpool.ac.uk)  S.T.Downing@liverpool.ac.uk |
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**Outside Services**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Contact** |  |  |  |  |
| Merseyside Police |  |  | 999 or 2222 | |
| Merseyside Fire and Rescue | |  | 999 or 2222 | |
| Ambulance service |  |  | 999 or 2222 | |
| National Grid |  |  | 0800 111 999 | |
| United Utilities |  |  | **0845 746 2200** | |
| Liverpool City Council |  |  | 0151 233 3000 | |
| Environment Agency | |  | 0800 807060 | |
| Health and Safety Executive | |  | 1. 8222 | |

**Hospitals**

|  |  |  |
| --- | --- | --- |
| **Contact** |  |  |
| The Royal Liverpool University Hospital |  | 0151 706 2000 |
| Liverpool University Dental Hospital |  | 0151 706 2000 |
| Broadgreen Hospital |  | 0151 282 6000 |

**Critical Incidents Response**

Should there be an incident which prevents staff from entering the building or from being able to perform their duties, the following guidance should be followed;

1. No one should re-enter an evacuated building – the alarms will be left sounding.
2. No member of staff should leave the campus
3. All staff should report to the fire evacuation point for further instruction.
4. Further advice will be sought from Merseyside Fire & Rescue and passed on.
5. For extended incidents involving the Maths building, staff should report to the CTL coffee shop for further information or via email.

Critical incidents are classified as Gold, Silver or Bronze. See [Incident Management and Business Continuity Plan (Revised December 2016).doc](Incident%20Management%20and%20Business%20Continuity%20Plan%20(Revised%20December%202016).doc)

**Reporting and Declaring Incidents**

Members of staff who become aware of an actual or potential major incident should notify Campus Support Control on (0151) 794 3252 or 2222 in an emergency, who will implement the necessary procedures for contacting relevant personnel.

**Bronze Level Response (Low level incident)**

These are defined as a local incident that is not an emergency and does not cause serious physical threat to people or property. Results are likely to be limited disruption to services and would pose no threat to the reputation of the University. These should normally be catered for under departmental contingency plans and procedures with assistance, as necessary, from University support services and the Emergency Services.

The member of staff managing the incident should inform the Head of Department (or Deputy) or Senior Manager, who should assess the severity of the incident and its possible consequences. If the incident is likely to escalate beyond Bronze status, then the incident should be escalated and control delegated to deputy VC.

**Type of incident**

Small fire; small floodwater /gas/electrical failure; small explosion; small gas leaks; small chemical release/spill/contamination; small radiological incident; asbestos in building; computer system failure

**1.0 Purpose**

The purpose of this document is to safeguard employees, contractors, students and others affected by our operation, by establishing a prearranged plan of action that provide a fast and effective response to all types of foreseeable incident.

As a matter of principle, the aims in dealing with emergencies are:

* The preservation of life
* The protection of University assets
* Resumption of normal operations

**2.0 Application**

This plan describes the methods to be used to control emergency situations that may occur within the Mathematics Department. It applies to all employees, contractors, visitors and students

This document only applies to the day-to-day operations within the Mathematics Department.

In the event of any special events being planned within the Department a full risk assessment will the carried out and if required a complementing ‘Special Event’ plan will be used in line with the document.

**3.0 Description of site**

Teaching and research institute in Mathematics , Lecture theatres and seminar rooms. PC teaching centres. Postal unit. Health Clinic

**4.0 Incident co-ordination and control**

**Incident Status Bronze Control: Department Safety officer or HOD**  who may require the assistance of security

**5.0 Roles and responsibilities**

* 1. **Bronze Incident Controller:**
  + Ensure all staff under their control are made aware of the University counseling and rehabilitation services, 14 Oxford Street;
  + Ensure adequate Fire Wardens, First Aiders have been appointed.
  + Reporting.
  + Preparing and revising the Business Continuity / Emergency Plan for the Department of Mathematics;
  + Implementation of the Business Continuity / Emergency Plan;
  + Ensures that sufficient time and resources are made available to implement the Business Continuity / Emergency Plan;
  + Keep staff informed via the designated channels.
  + Ensures security is provided with the names and numbers of building representative and deputy and status of the incident.

**5.2 Fire Warden**

Supervise an evacuation

Check areas are clear

Gather information about any person unaccounted for

Report to Senior Fire Warden

Sufficient numbers of Fire Wardens will be appointed.. The Fire Wardens will receive specific instructions from Dept Fire officer. There will be a minimum of one Fire Warden on each floor.

**5.3 First Aiders**

Render aid to any person injured, without putting themselves at risk

**5.4 All staff**

Be aware of, understand and be prepared to follow this emergency plan

Know what to do in an emergency

Know where the fire alarms in your area are and know how to operate them.

Follow instruction from the fire marshals, emergency coordinators, the emergency service and security during the emergency and drills.

Cooperate with any emergency incident investigation.

Take responsibility for students and visitors.

**6.0 Training**

* Where specific roles and responsibilities have been given an individual, they will receive trained in the specific aspect of the plan.
* All staff will be made aware of the emergency plan.
* All staff will receive yearly fire training, instigated by the Fire Warden.

**7.0 Tests and practice drills**

The senior Fire Warden will conduct weekly testing of fire alarm system at an advertised time.

Full evacuation fire drills will be undertaken annually

**8.0 Safety equipment and location**

FM contracts out service and testing of all firefighting equipment within the building in accordance with current legislation and British standards.

**9.0 Departmental site plans**

* Fire extinguishers
* Fire alarm call points
* Staff assembly points
* Fire exits
* Storage for flammable items (oil, gases extra)
* Other potential hazards (gas mains, switch rooms, plant rooms, certain labs)
* Storage areas
* First aid room, boxes
* Isolation point for water, gas, electricity

**10.0 Departmental evacuation plan**

An incident organisation must be established with the correct levels of control, depending upon the nature of the emergency. This must be in line with the University’s overall emergency and business continuity plans. For department of Mathematics **Stephen Downing** will assume incident status **Bronze Control** in the event of an that level of emergency.

All persons when evacuating the building must do so by the nearest safe exit (this is highlighted by a green walking man sign); and go to the assembly point. The assembly point for Mathematics is outside former Blackwells

**Bronze Levels of Response**

Defined as a local incident that is not an emergency, and does not cause serious physical threat to people or property. Results are likely to be limited disruption to services and would pose no threat to the reputation of the University. These should normally be catered for under departmental contingency plans and procedures with assistance, as necessary, from University support services and the Emergency Services.

**11.0 Events that may cause a full and/or partial evacuation**

In responses to the following events, if you cannot contact the building manager in event of an emergency contact security direct, when safe to do so

Security internal phone line: 2222

Security outside phone line: 0151-794-2222

* 1. **Fire**

On the discovery of a fire the individual should consider if it is one to be tackled without putting themselves at risk. If it can be tackled the individual must do so by using the appropriate firefighting appliance. If the fire cannot be tackled the individual must raise the alarm immediately to initiate the evacuation procedure.

Raising the alarm will automatically contact the security who will take control of the emergency.

Tel 2222 and inform security if the fire is real and the location of the fire.

If the fire is real, then security will contact the fire brigade

If the fire is extinguished without the alarm being raised the incident must be reported via the University accident/incident reporting procedure.

Do not return to the area until instructed by security.

Do not reset the fire alarm led indicators, if already triggered, MFR or security will need to check the location

* 1. **Involving personal injury**
* Remove the injured person from imminent danger if possible
* Telephone security on 2222 or 0151 794222, also call an ambulance on 999 as they make give instruction on treating the injury.
* Raise the alarm with the building manager and security or shout for someone else to do so;
* Isolate any services to the area of the building;
* Evacuate the building;
* Obtain initial first aid and await immediate medical attention;
* Arrange for area to be cornered off

**11.3** **No personal injury**

* Raise the alarm via the building manager;
* Isolate any service to the area of the building;
* Evacuate the building;
* Senior Fire Warden to arrange for area to be cornered off; and

* 1. **Suspect package**

On discovery of a suspect package within the building, notify those in the vicinity and proceed to evacuate the building,

**Note:** mobile phones, portable radios are not to be used in the vicinity of the package.

Inform Building Manager who must contact security and Health and Safety Officer, whereupon they will take over control.

Do not return to the area until instructed by security.

* 1. **Localised Flood**

Report localised flood to Building Manager and the Health and Safety Officer; who will inform Facilities Management via the Response Desk and security.

The Health and Safety Officer will remain on-site until relieved

Do not re-enter the building / area until security have indicated that it is safe to do so.

* 1. **Electrical power failure**

Report electrical power failure to Building Manager and Facilities Manager; who in-turn informs the Health and Safety Officer; Facilities Management via the Response Desk and the security.

Fire Wardens sweep the building and evacuate all persons, making note of any persons trapped in lifts;

* Stop all work being carried out and make sure all electrical equipment and tools are isolated at the mains and restored under controlled conditions; and
* Close all fume cupboard sashes.

* 1. **Storm damage**

When forecast has been issued by the Meteorological Office of an impending storm with the likelihood of storm winds, all staff should be instructed verbally and via global Email to secure the any object that might cause damage to either personnel or property by being blown out.

All windows and external door should be closed and any shutters lowered to minimise any damages.

Access to the roof should be prohibited.

* 1. **Bomb threat / security alert (see 17.0 Appendix 2: Bomb Threat Form)**

Bomb threats normally arise in the form of suspicious package; see 11.4, or telephone threats. The area of danger can normally be identified by reference to the location of the suspicious object.

When in doubt over a suspicious telephone call, staff must act with caution and follow the Bomb Threat procedure, appendix two.

After raising the alarm, notify those in the vicinity and proceed to evacuate the building. A further evacuation point further away will be made known to those at the fire evacuation point.

**Note:** mobile phones, portable radios are not to be used in the vicinity.

Do not return to the area until instructed by security.

* 1. **Major structural failure**

If structural damage does occur the first priority must be for the safety of all personnel and then for the removal of vital equipment from the affected area.

No person shall put themselves or others at risk by working in the hazardous area.

On discovery of major structural failure evacuate the building by way of the fire alarm. Following the evacuation the Building Manager must contact The Facilities Manager and the Health and Safety Officer

Once personnel have been evacuated, the area must be cordoned off to prevent any person entering the area. On no account must anyone go into the area unless requested by the emergency services.

* 1. **Asbestos**

If Asbestos is discovered with the potential to be exposed to staff the area must be cordoned off immediately and the FM Asbestos Manager must be informed. Staff must not re- enter the area until given permission by the Asbestos Manager.

For further information please see University Health and Safety website

<https://www.liv.ac.uk/intranet/safety/a-z/a/asbestos/>

* 1. **Gas leak**

The person discovering the gas leak must take the following action immediately:

* Extinguish all naked flames;
* Open all windows and doors;
* Turn off the gas supply at its local source;
* Do not operate any electrical appliance or switches, even if it be turning off a light or isolating a piece of equipment;
* Inform those in the local vicinity whereupon the immediate area around the reported gas leak should be evacuated
* Contact the Building Manager.

Building Manager, will contact FM Response Desk and security, who will instigate local University procedures.

Do not return to the area until instructed by the security

**12.0 Events causing business disturbance**

* 1. **Information technology (IT) server breakdown**

Report loss of IT to Building Manager and Facilities Manager, who will notify Computer Services Department to instigate there local emergency procedures.

* 1. **Heating failure/Inclement weather**

Report heating failure to Building Manager; who in-turn informs FM via the Response Desk. The Health and Safety Officer will make the decision to evacuate the building in the event of severe cold weather

**12.3** **Civil disturbance**

Principles

Act on directions from Police and University Security;

Restrict access to building and close as appropriate; and

Suspend teaching within the building as appropriate.

* 1. **Loss of water**

Report loss of water to Building Manager and Facilities Manager; who in-turn informs Facilities Management via the Response Desk.

1. **Search and rescue**

The Fire Wardens for the building will be responsible for the initial evacuation off all persons in the building. At no time should the Fire Wardens endanger themselves or other while carrying out the investigation.

If on completion of the initial evacuation it is thought a person or persons may still be in danger, or a person(s) are not accounted for then the Senior Fire Warden must make this information known to the Health and Safety Officer, no-one should reenter the building.

1. **Protection of vital records and evidence**

**14.1** **Records**

The preservation of life must be paramount in any procedure for the evacuation of the premises, therefore steps for the protection of vital records and evidence, although important must not be placed above priority to that of human life.

In the event of an emergency, the protection of vital records must only be carried out when there is no risk of injury or loss of life.

**14.2** **Evidence**

Critical incident actions will be recorded by the DSC or HOD or their delegate.

All persons directly involved in an emergency should remain on site for initial interview by the individual in control of the emergency. Individuals requiring hospital treatment will be interview as soon is as is reasonably practicable.

No equipment, structure should be disturbed unless necessary to preserve safety of those on site, or on response to a request by Security (Silver Control) or the Emergency Services.

No equipment or other evidence will be removed from site unless authorised.

It is the responsibility of all Managers involved in the incident to ensure all persons under their control are made aware of the need to preserve evidence.

1. **Post event plans – business continuity plan** 
   1. **Informing the Department**

Where normal business operations have been affected all members of the Departments will be informed of the event. Initial contact will be made via email

.

* 1. **Recovery plan**

The group leader involved in the incident and HOD will discuss with FRCS to outline a plane for recovery. The group leader will discuss with John Stone about insurance for the replacement of equipment

A survey of the site must be carried out in order to determine:

* Timescale for resumption of normal service;
* Potential delay to delivery of student experience, taught courses;
* Requirements of other Departments and / or contractors to be called upon to:
* Tidy up site;
* Carry out temporary repairs; and
* Carry out permanent repairs.

Where possible, estimated costs of repair should be obtained and full details sent to the Chief Operating office, Director of Finance and the Science and Engineering Faculty Manager.

* 1. **Relocation**

*Not sure on this one, can we discuss*

* 1. **Investigation**

The Health and Safety Officer will form formal investigation team and undertake investigation into the accident / incident as per local procedures.

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| **16.0 Appendix 1: Bomb Threat Form** | | | | | | | | | | | |
| Notes   * If you receive a bomb threat by phone, obtain as much information as you can, using the questions printed below as a prompt. * Try to keep the caller talking (”sorry it’s a bad line this end, can you repeat that….etc”). * Complete part A of the form as you go along, part B once the call has been completed and the Building Manager / Security / Police have been informed. | | | | | | | | | | | |
| **Bomb threat form Part A** | | | | | | | | | | | |
| Record the exact working of threat:  ………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………… | | | | | | | | | | | |
| Ask these questions: | | | | | | | | | | | |
| 1. Where is the bomb right now? ........................................................................................................... | | | | | | | | | | | |
| 1. When is it going to explode? ............................................................................................................. | | | | | | | | | | | |
| 1. What does it look like? ..................................................................................................................... | | | | | | | | | | | |
| 1. What kind of bomb is it? ................................................................................................................. | | | | | | | | | | | |
| 1. What will it cause it to explode? ....................................................................................................... | | | | | | | | | | | |
| 1. Did you place the bomb? ................................................................................................................. | | | | | | | | | | | |
| 1. Why? ................................................................................................................................................ | | | | | | | | | | | |
| 1. What is your name? ......................................................................................................................... | | | | | | | | | | | |
| 1. What is your address? ...................................................................................................................... | | | | | | | | | | | |
| 1. What is your telephone number? ..................................................................................................... | | | | | | | | | | | |
| * Record the time the call is completed……………………………………………………………………. | | | | | | | | | | | |
| * Contact security by telephone 2222 or 0151 794 2222 | | | | | | | | | | | |
| * Record the time you information security………………………………………………………………… | | | | | | | | | | | |
| * Advise your supervisor and/or manager | | | | | | | | | | | |
| **Bomb threat form Part B** | | | | | | | | | | | |
| This part of the form should be completed once the caller has hung up and security / police have been informed. | | | | | | | | | | | |
| Time and date of the call: ……………………………………………………………………………………… | | | | | | | | | | | |
| Length of the call: …………………………………………………………………………………………… | | | | | | | | | | | |
| Number on which call is received | | | | | | | | | | | |
| **About the caller** | | | | | | | | | | | |
| Sex of caller? | | | Male | | | Female | | | |  | |
| Nationally? ................................................................. | | | | | | Age? ........................................................... | | | | | |
| **Threat language** | | | | | | | | | | | |
| Well spoken 🞎 | | | Irrational 🞎 | | | Taped 🞎 | | | | Foul 🞎 | |
| Incoherent 🞎 | | | Message read by threat maker 🞎 | | | | | | | | |
| **Caller’s voice** | | | | | | | | | | | |
| Calm 🞎 | | | Crying 🞎 | | | Clearing throat 🞎 | | | | Angry 🞎 | |
| Nasal 🞎 | | | Slurred 🞎 | | | Excited 🞎 | | | | Stutter 🞎 | |
| Disguised 🞎 | | | Slow 🞎 | | | Lisp 🞎 | | | | Accent 🞎 | |
| Rapid 🞎 | | | Deep 🞎 | | | Familiar 🞎 | | | |  | |
| Laughter 🞎 | | | Hoarse 🞎 | | |  | | | |  | |
| If the voice sounded familiar, who did it sound like? ............................................................................ | | | | | | | | | | | |
| If the voice had an accent, what accent did it sound like? ................................................................... | | | | | | | | | | | |
| **Background sounds** | | | | | | | | | | | |
| Street noises 🞎 | | | House noises 🞎 | | | Animal noises 🞎 | | | | Crockery 🞎 | |
| Motor 🞎 | | | Clear 🞎 | | | voices 🞎 | | | | Static 🞎 | |
| PA system 🞎 | | | Booth 🞎 | | | Music 🞎 | | | |  | |
| Factory Machinery 🞎 | | | Office machinery 🞎 | | |  | | | |  | |
| Other (please specify) | | |  | | |  | | | |  | |
| Remarks:……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………..…………. | | | | | | | | | | | |
| Signature ……………………………………………… | | | | | | Date………………………………………… | | | | | |
| Print name: ……………………………………………………………………………………………………… | | | | | | | | | | | |