Name of Policy	Critical Incident Management Policy
Description of Policy	This policy outlines UCIC's commitment to effectively respond and manage incidents and critical incidents. Students, staff, contractors and visitors are required to comply with the policy and all related procedures including the critical incident management procedures.
Policy applies to	☒ College-wide ☐ Specific (*outline location, campus, organisational unit etc.*)
	☐ All Staff ☐ All Students ☒ Staff and Students
Policy Status	☐ New Policy ☒ Revision of Existing Policy
Description of Revision	Revisions are to reflect the updated critical incident management program.
Approval Authority	UCIC Executive Committee
Responsible Officer	College Director and Principal
Approval Date	14th October 2019
Effective Date	14th October 2019
Date of Last Revision	14th February 2017
Date of Next Policy Review (Unless otherwise indicated, this policy will still apply beyond the review date).	October 2020
Related Legislation, Policies, Procedures, Guidelines and Local Protocols	• Local Incident Management Plan • Navitas Crisis Management Framework • Navitas Risk Management Framework • Event and Incident Reporting Procedures

Table of Contents

1.0 Policy

1.1 Introduction

UC International College (UCIC) engages with a large number of staff, students, contractors, volunteers and visitors. The College recognises that an incident or a critical incident may take place either on site at an UCIC campus or facility, or off-site, and may happen at any time of the day or night.

The Critical Incident Management Policy encompasses the management of incidents and critical incidents from a human, hazard identification, and risk management perspective. It details the arrangements that apply to critical incident management in the context of the Navitas Crisis Management Framework.

1.2 Policy Application

This Policy applies to UCIC and is subject to all applicable laws, regulations and codes.

This Policy and its related Procedures demonstrate UCIC commitment to:

- protecting the health and safety of staff, students, contractors, volunteers, visitors and the UCIC community both in New Zealand and overseas;
- identifying and preventing incidents and critical incidents;
- allocating appropriate resources and building relationships to manage incidents and critical incidents in compliance with UCIC mission, legal obligations and standards;
- delivering the highest possible standard of health and safety for staff, students, contractors, volunteers, visitors, the UCIC community and the public, in the event of an incident or critical incident;
- managing its reputation for the benefit of students, staff, and stakeholders; and
- evaluating the effectiveness, adequacy and ongoing suitability of its incident and critical incident responses.

1.3 Purpose of this Critical Incident Management Policy

This Policy provides the guidance for UCIC to plan for, respond to and manage incidents and critical incidents ensuring the College meets its duty of care obligations in providing the highest possible standard of health and safety and upholds its legislative obligations in relation to its staff, students, contractors, volunteers and visitors to ensure people are safe, and that UCIC reputation is maintained.

1.4 Critical Incident Management Policy

UCIC approach to Critical Incident Management incorporates the following key components:

- Development, implementation and annual review of Critical Incident Management Procedures, as outlined under Section 4 of this Policy.

- Testing the Procedures and supporting procedures.

- On-going training of staff with designated responsibilities via simulated incident exercises, and the development of general awareness via face to face training for all staff.

1.5 Scope of this Critical Incident Management Policy

This Policy applies to staff, students, contractors, volunteers and visitors while they are participating in College-related activities, both on and off campus within New Zealand or overseas.

Nothing in this Policy overrides the UCIC Staff Code of Conduct or Student Code of Conduct policies.

1.6 Exclusions

This Policy does not apply to minor injuries, accidents or events that affect an individual or isolated area(s) and do not pose any additional threat or risk to staff, students, contractors, volunteers, visitors, property, or affect the College operations and/or reputation. These minor incidents will be managed by activating UCIC WHS Event and Incident Reporting, and corrective action processes.

1.7 Campus and Service Closure

In the situation where a Campus or Service Closure is required for safety, weather, utility failure or other adverse conditions (Codes Yellow or Brown), the University of Canterbury (UC) Associate Vice-Chancellor, Campus Dean (Campus impact) may initiate a recommendation for the Campus or Service to close, if closure has not been directed by Emergency Services.

2.0 Critical Incident Management Program Framework

2.1 Definition of Critical Incident Management

The following criteria apply to the categorisation of events, incidents and critical incidents.

Level		Criteria / Description	Who to Activate	Who to Notify
Level 0	Event	A minor incident that has a localised small impact on staff, students, contractors, visitors, volunteers, the UCIC community and the public and may entail some property damage. The event has largely been contained and is unlikely to escalate in severity but still requires response and management by local UCIC personnel. It can usually be handled using normal operating procedures. • Minimal impact on College • Impact on small number of persons or property • Event can be managed by the local campus services	Building Wardens Facilities Team	Incident Leads

		• Emergency services will be notified to respond • Likely response will be less than 1 hour		
Level 1	Incident	A moderate incident that has a localised impact on staff, students, contractors, visitors, volunteers, the UCIC community and the public and may entail some property damage. The incident has largely been contained and is unlikely to escalate in severity but still requires response and management by UCIC personnel. It can usually be handled using normal operating procedures. • Emergency is affecting more than 1 building • Requires coordination of large volume of people • Coordination required to manage relocation from areas of campus • People have been injured, or there is potential of injury • Requires management at off campus locations • Requires management of key stakeholders • Media exposure at the local or state level • Likely response will be up to 4 hours	Incident Leads and relevant role holders	Navitas
Level 2	Critical Incident	A major incident or series of events that have the potential to severely damage UCIC people, operations, environment, its long-term prospects and/or its reputation. It requires a significant response and on-going management. • Large scale impact on College • Critical services impacted • Coordination required for complete campus evacuations or lockdowns • Impact on Operations, Reputation, Financial etc • Requires management of key stakeholders and media • Requires strategic management • Media exposure at the national or international level • Likely response will be more than 4 hours	Local Incident Management Team	Navitas

2.2 Incident Categories

Due to the broad definition of what comprises a critical incident, UCIC is committed to applying the International Coding of Incidents to increase its preparedness and the effectiveness of UCIC response and management of incidents.

Colour Code	Type of incident	Threat/Risk	
Yellow	Internal incident	▪ Asbestos exposure ▪ Biological ▪ Chemical hazard ▪ Conflict of interest ▪ Construction accident ▪ Critical equip failure ▪ Gas leak ▪ Failure of essential services/utilities	▪ Industrial action ▪ Plagiarism ▪ Power failure ▪ Sabotage of building ▪ Security access ▪ Staff resignation ▪ Structural damage ▪ Theft, fraud, malice ▪ Water damage
Silver	IT/ Business Systems	▪ Cyber Attack ▪ Data / records loss ▪ Business system failure	▪ IT equipment failure ▪ IT software failure
Red	Fire / Smoke	▪ Fire ▪ Explosion	▪ Discovery of smoke/fire
Purple	Bomb threat	▪ Bomb threat	▪ Suspicious item
Blue	Medical Emergency / Threat	▪ Epipen use ▪ Death staff / student ▪ Medical Emergency ▪ Poisoning	▪ Pandemic diseases ▪ Shock
Black	Personal Threat	▪ Active Shooter ▪ Assault ▪ Child protection matter ▪ Intrusion or hold-up ▪ Kidnapping ▪ Missing students / staff	▪ Self-harm, attempted ▪ Serious assault ▪ Siege ▪ Suicide ▪ Violent behaviour ▪ Terrorism
Green	Sexual assault/ harassment	▪ Sexual assault ▪ Sexual harassment	
Orange	Evacuation	▪ Building evacuation	
Brown	External	▪ External party impact ▪ Natural disasters, earthquake, flooding, bushfire ▪ Off campus incident ▪ Partner failure ▪ Public disorder	▪ Reputation ▪ Severe weather and storms ▪ Supplier Failure ▪ Third party negligence ▪ Transport accident

3.0 Critical Incident Management

3.1 Local Incident Management Team

The appointment of the Local Incident Response Team will be made by the College Director and Principal.

Depending on the location and nature of the incident, the following pre-designated roles will be established and assigned to individuals as per the Local Incident Management Plan:

- Team Leader
- Staff Welfare Coordinator
- Student Welfare Coordinator
- Operations
- Logistics Coordinator
- Team Support Coordinator
- Communications Coordinator

4.0 Implementation the Critical Incident Management Framework

4.1 Testing and Validation

The UCIC's Critical Incident Management Framework will be tested via a combination of scenario exercising and by periodic recovery infrastructure testing to confirm resumption of operational functions.

Testing and exercising will assist to:

1. Build familiarisation with staff roles, responsibilities, processes and available tools.

2. Identify practical program improvements.

3. Provide a high level of stakeholder assurance in the University's recovery capability.

The maximum interval between testing and exercising should be 12 months, unless there are valid reasons why the interval needs to be extended or material changes require a variation.

Upon the completion of the testing and evaluation, the College Director & Principal has delegated responsibility to make amendments to the Procedures.

4.2 Partner University Emergency Plans

UCIC staff and students will at all times follow the University of Canterbury Health and Safety policy and Emergency Plans of the University of Canterbury as regards Natural Disasters and other campus-wide events.

For further details please see:

- UC Emergency Management Policy
- UC Emergency Statute Policy
- UC Student Emergency Response Plan
- UC Emergency Response Plan
- UC Weather Plan
- UC Health and Safety Policy