



# Critical Incident and Continuity Procedure

<b>Document title:</b>	Critical Incident and Continuity Procedure
<b>Audience:</b>	All Bradford college staff, all college students, governors, external partners, visitors, contractors and sub-contractors and members of the public
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<b>Document Owner</b>	Director of People Services
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## Revision history

Version	Type (e.g. replacement, revision etc...)	Date	History (reason for changes)
1.1	Replacement of previous documents around lockdown and disaster recovery	January 2020	To bring the plan up to date and reflect the new structure of the college
1.2	Revision	December 2022	Review and update including job roles
1.3	Revision	August 2024	Update including job roles, roles and responsibilities, SLT Duty Rota; estate changes

## Monitoring and Review

This procedure will be reviewed by the SLT at least every 3 years or sooner in the event of any changes to legislation or college operations.

## **Roles and Responsibilities**

The Director of People Services is responsible for:

- Senior Leader for health and safety leadership in the college.
- Reviewing and updating the policy and procedure.
- Chairing the Critical Incident Management Team (CIMT).
- Responsibility for ensuring there is an out of hours Senior Leadership Team Duty Manager Rota in place to support this procedure.
- Ensuring adequate training and communications are in place so that all staff understand their role in the event of a critical incident.
- Ensuring that a test of a critical incident scenario takes place on an annual basis.

The Chief Executive Officer is responsible for:

- As accounting officer for the college, having oversight of the policy and procedure and ensuring that all risks around the management of critical incidents are covered.

The Vice Principal for Finance and Corporate Resources is responsible for:

- To deputise for the absence from college of the Director of People Services regarding health and safety and leadership of critical incidents.
- Being Deputy Chair of the CIMT.
- Providing the resources where needed to ensure that the policy and procedure can be tested on an annual basis.
- Leadership of the college's IT and digital platforms and ensuring that the college has adequate resources and procedures in place to minimise the risk of a cyber-attack.
- Ownership of ICT disaster recovery in the event of a cyber-attack.

The Senior Leadership Team is responsible for:

- Supporting with critical incidents that may occur in line with the policy and procedure.
- Providing out of hours duty manager cover as part of the Senior Leadership Team duty rota.
- Chairing the CIMT in the absence of the Director of People Services and Vice Principal for Finance and Corporate Resources.

The Head of Health and Safety is responsible for:

- Ensuring the college has adequate risk assessments in place to support this policy and procedure.
- Chairing the CIMT in the interim if a critical incident occurs when the SLT are all at an offsite event.
- Working with the Head of Estates and Facilities in the event of a critical incident.

The Head of Estates and Facilities is responsible for:

- Managing the security of the college buildings and ensuring the security team understand their role in a critical incident.
- Supporting the Head of Health and Safety to ensure the campus infrastructure supports this policy and procedure (eg, building access, CCTV, fire alarms, tannoys, etc).

The Heads of Department are responsible for:

- Supporting the CIMT in the event of a critical incident.
- Providing leadership for their staff and students in the event of a critical incident.
- Ensuring there are adequate risk assessments in place for offsite visits, trips and events (including overseas), particularly where students are involved and that these are completed in line with college policy and procedures.

All college employees are responsible for:

- Reading and understanding the policy and procedure.
- Completing any training or reading any college communications about updates to the policy and procedure in a timely manner.
- Knowing what actions to take in the event of a critical incident.
- Knowing the pre-recorded tannoy messages that may be used in a critical incident (lockdown and fire evacuation) and what actions to be taken for each message.
- Ensuring that in the event of a critical incident, that no posts are made on social media on any platform, including the sending and sharing of photographs from the college campus.

## 1. Introduction

This plan defines the responsibilities and arrangements for the effective management of critical incidents and the control of associated health and safety risks. Central to that responsibility is the concept of risk assessment and control. Risk assessment is also a fundamental requirement of health and safety legislation. However, it is not an end in itself, but a means of ensuring that adequate systems and procedures are in place to control adequately those events, conditions and situations that threaten the health and safety of employees, students and other persons and thereby the college's business, its reputation and delivery of its strategic and operational objectives.

A critical incident is a sudden, unexpected event requiring immediate decisions and action. In most instances, because time is at a premium and resource allocation is critical, executives and senior leaders need strategic guidelines for deciding what kinds of action are required. Advance planning makes it possible to concentrate on an actual problem when it occurs and provides a framework for action. Examples of critical incidents are as follows:

- Fire including arson
- Bomb scare or other threat
- Armed intruder (knife, gun or improvised weapon)
- Violent attack
- Hostage situation
- Cyber attack
- Serious accident (including serious injury, death and suicide)
- Explosion
- Serious chemical spillage or external environmental event
- Flooding
- Pandemic, epidemic or other illness that threatens the normal operations of the college
- Building failure

Insurance cover can in the main be expected to pay for repairs and re-equipping. The vital task for the Critical Incident Management Team is to immediately establish the college as the single authoritative source of information about what has gone wrong and what steps are being taken to remedy the situation, and to re-establish facilities and equipment as quickly and efficiently as possible.

The aim of this procedure is to provide all necessary information to try and manage such a situation should it arise.

The college needs to ensure it is prepared for both incidents on and around the college campus and offsite activities (eg, student trips, staff attending offsite-events) and needs to consider both normal college opening hours and out of hours cover.

## 2. Staff Communications and Responsibilities

### 2.1 Critical Incident Management Team (CIMT)

In the event of a critical incident the college will pull together a Critical Incident Management Team to oversee the actions to be taken. Potential members of the CIMT and the duties expected of them are defined within this plan. The need for the convening of this team will be dependent upon the severity of the critical incident. The role of the CIMT is to:

- Anticipate, clearly and comprehensively, all forms of crisis situation;

- Ensure policies and/or procedures for their prevention are in place;
- Formulate strategies and tactics for dealing with each potential crisis;
- Test everything; and
- Check plan implementation and review on a regular basis (annually).

The CIMT will consist of key personnel within the college. A list of the proposed members of the CIMT is included in **Appendix A**.

Each member of the CIMT will have defined duties in relation to the matters to be resolved as a result of an incident. These duties have also been summarised in the table in **Appendix A**.

If a major incident occurs out of normal college hours, the Senior Leadership Team duty manager should be contacted in the first instance. They will then telephone the Chair and Deputy Chair of the CIMT at the earliest possible opportunity and will start to convene the CIMT membership via text message, telephone call or Microsoft Teams messaging. If the Chair and Deputy Chair are unavailable (eg, annual leave), then the duty manager will be the chair.

The out of hours Senior Leadership Team duty manager rota will be agreed in advance and reviewed and updated on a half-termly basis. This will be shared with all members of the CIMT and Senior Leadership Team and a copy will be kept in the college's CCTV Control Room.

The probability of a critical incident occurring is very low but the potential impact upon the college could be high. To ensure that procedures are followed effectively in the event of a critical incident, each year the college will carry out a rehearsal of an incident(s). This will ensure key CIMT members receive regular training and guidance.

## **2.2 Communications**

In order to establish the college as the single authoritative source of information about what has gone wrong and what steps the organisation is taking to remedy the situation, good communications should be kept with all interested parties, local and, if necessary, national media.

Key contact details for the CIMT are listed in **Appendix B**. Key college contacts are listed in **Appendix C**.

## **2.3 The Critical Incident Room**

The CIMT will meet in a pre-agreed location dependent upon the location of the incident.

The default meeting room is the Board Room in David Hockney Building (DHB).

If DHB is impacted, then the CIMT will convene in the Goldsworthy Room in Lister Building. If both buildings are impacted (eg, major incident impacting the main campus), the CIMT will convene in the library at Trinity Green.

If the CIMT is convened out of normal college hours (late evening and weekends), then the CIMT will be convened on Microsoft Teams in the first instance.

## **3. Responding to a Critical Incident**

During a critical incident, certain information must be collected. This is to ensure the CIMT are up-to-date with the situation and can make an informed judgement of the required actions. A sample form can be found in **Appendix D**.

Once a critical incident occurs, depending on the severity, actions need to be completed in a timely manner as follows. Some of these action steps may or may not be relevant. It is for the CIMT to go through these guidance steps and determine the correct course of action relevant to the situation. They may also need to take instruction from outside agencies (e.g., emergency services, Government bodies, etc).

### **3.1 Immediately**

- Establish the details and facts around the critical incident and determine the immediate course of action.
- Contact the relevant emergency services if needed.
- Contact the CCTV control room who will ensure that the CIMT is called.
- CCTV contact the Chair of the CIMT who will then contact all other members of the CIMT. Chair will arrange the CIMT meeting.
- Depending on the incident, ensure that members of the campus security team are informed and attending site.
- Commence emergency evacuation or lockdown of the college if required.
- Gather more information regarding the incident.
- Ensure that all students and staff are accounted for in the event of an evacuation or lockdown situation.
- Liaise with emergency services (CIMT to determine who will lead the communications with them).

### **3.2 Within the first two hours**

- Gather, record and check that all the initial information is accurate and all details have been communicated to all of the CIMT.
- Ensure there are ways of communication between all staff and students (if needed) and that only the confirmed information is communicated.
- Open a line of communication to receive incoming calls, emails and direct mails through college social media from concerned parents or stakeholders (if needed).
- Complete a statement that will be sent to the relevant media outlets and update social media accounts (if needed). This will **NOT** include the names of the people involved in the incident.
- All staff and students are to re-enter the building in the event of an evacuation if safe to do so. In the event of a lockdown, staff and students are free to exit their rooms.
- Security Officers need to challenge anyone trying to enter the building who is not a member of staff or students. This includes parents/guardians and members of the press.
- If required, all next of kin should be notified.

### **3.3 Two to four hours after the incident**

- If needed, an email and/or text message and/or letter should be sent to all parents/guardians of all the facts associated with the incident (no names are to be given) and information on the actions the college will be taking.
- If needed, a more up to date statement is to be completed and given to news and media outlets.
- If needed, staff and students are to be given the correct information in an update.
- The CIMT will advise those in college to either remain in college or leave for the day.
- To support our internal safeguarding and student services teams, information of outside counselling or other forms of help (eg, Employee Assistance Programme) are to be made accessible to both staff and students as appropriate.

### **3.4 The first 24 hours / following day**

- Information will be communicated via college social media accounts and email, and if needed be given to other local news and media outlets, with regards to the opening of the college buildings.

- A meeting of the CIMT is to take place. This will ensure all the information has been gathered, issues relating to the plan and if there are any changes required going forward. Depending on the nature of the incident, further meetings may need to be scheduled.
- Activation of the Disaster Recovery Policy if required.

### **3.5 Action to be taken in the following days / weeks**

- Information about the incident – it may be necessary to provide staff, students and families with more detailed information with regards to the actual incident.
- Opportunity to talk through personal reactions – people will react differently to a critical incident and therefore the college must acknowledge that an incident can be very stressful and that counselling and discussion will be required.
- Re-establishing normal routines – continuity is important for staff and students and therefore normal routines should be re-established as quickly as possible and actual college closure should be avoided if at all possible.
- Review the actions and decisions taken and update policies and procedures if necessary.

## **4 Critical Incidents**

### **4.1 Fire**

Please follow Fire Safety Procedure for each building.

### **4.2 Bomb Alerts**

#### **4.2.1 Bomb Incident Management**

Unlike fire evacuations, it is difficult to define clear, mandatory guidelines that must be followed and some decisions must be made at the time in question depending upon the actual circumstances.

#### **4.2.2 Procedures**

In the majority of cases, warnings are normally relayed on our general college contact telephone number by a member of the Customer Services Team. However, any member of staff receiving such a call should then relay the details to the CCTV Control immediately. The latter will be responsible for notifying the Police and the CIMT Chair. The receiver of the call should try to identify as much detail as possible from the caller. If the first receiver of the call deems it necessary, they can call 999 and then let CCTV Control know who they have called.

*CCTV Control 01274 088090.*

On completion of the call to them, CCTV control room must then contact:

1. The Emergency Services / Police by dialling 999 if not already contacted (and in particular to determine if any code word given in the first call is genuine).
2. CIMT Chair (or SLT Duty Manager if out of hours).

#### **Note:**

- To avoid panic of anyone in the vicinity, calls to CCTV Control and the Emergency Services, Police, etc, should be made from the privacy of a quiet room.

- CCTV Control will contact the CIMT Chair and then Head of Facilities and/or Head of Health and Safety who will need to decide if any college building needs to be evacuated.

The building should be evacuated, by a sheltered route (avoiding areas that are heavily glazed) to designated assembly areas that are 200m to 500m from the main campus buildings.

Where the college buildings have a tannoy, pre-recorded (or new) messages will be played, dependant on the incident. These are detailed in **Appendix D**.

### **4.3 Armed Intruder / Violent Attack / Hostage Situation**

Unlike fire evacuations it is difficult to define clear, mandatory guidelines that must be followed and some decisions must be made at the time in question depending upon the actual circumstances. Due to the nature of this type of incident it is unlikely that a full evacuation of the building would be advisable due to the potential for panic. To minimise the risk to students and staff a lock down is the more likely approach so that those affected can be held in a secure area until assistance arrives. The CIMT will determine the actions to be taken, which can include taking guidance from the Police.

#### **4.3.1 Procedures**

In the event of an armed intruder/student being identified within the college, staff must notify CCTV Control on 01274 088090 immediately and relay details of the incident and location to the duty Security Officer.

On completion of the call the duty Security Officer must immediately contact:

- The Police by dialling 999.
- The CIMT Chair.

The CIMT Chair will determine the tannoy message and course of action and assemble the CIMT.

If the identified threat is from outside the building, then guidance must be given to staff in the affected areas to keep people inside the building. The lockdown procedure message will be communicated via electronic messaging and/or the building tannoy. Staff must try and secure the areas occupied as much as possible and await guidance from the Police.

If the identified threat is from inside the building, then the staff and students must follow the tannoy announcement and/or lock down procedures. The area of safety then must be secured as much as possible and await guidance from the police.

The CIMT will maintain contact with the Police during any such incident until the Police have arrived and taken charge of the situation.

In the event of an armed intruder or violent attack the lockdown procedure message will be communicated. It is very important that the fire alarm is not sounded as this may lead to panic and result in staff and students evacuating to areas of extreme danger.

## **5. Lockdown Procedure**

When the lockdown message is given the procedures below must be followed:

The lockdown message is: **'Code Red'**

- Staff to move students into classrooms or lockable rooms.

- Lock the door or, if the door has no lock, then barricade the door with furniture.
- Close the windows, turn the lights off and put the blinds down.
- Try to find a place where no one can see you, crouch down in a corner, hide underneath a table, desk or anywhere that could provide shelter.
- Be very quiet. Try not to laugh, cry, cough or make any noise.
- If you are in a toilet pull your feet up and lock the door.
- Avoid using your mobile phone; turn all electronic devices to silent.
- Do not post anything on social media including the sending and sharing of images from any part of the college campus.
- Stay calm and do not trust anyone you do not know except police and fire officers.
- Stay where you are until the all clear signal is given.
- When the all clear is given the following message needs to be relayed: **'Code White'**.

## 6. Major Accident to Students and Staff

### 6.1 Definition of Major Accident

These are also defined in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1985 (RIDDOR).

- Death and accident fatality.
- Fracture of the skull, spine or pelvis.
- Fracture of any bone in the arm, wrist, leg or ankle (but excluding a bone in the hand or foot).
- Amputation of a hand or foot.
- Amputation of a finger, thumb or toe, or any part of these if the bone/joint is completely severed.
- The loss of sight to an eye, a penetrating injury to the eye, or a chemical or hot metal burn to the eye.
- Either injury (including burns) requiring immediate medical treatment or loss of consciousness, resulting in either case from an electric shock from any electrical circuit or equipment, whether or not due to direct contact (this therefore includes cases where a person is injured by arcing or flashover without actually touching live equipment).
- Loss of consciousness resulting from lack of oxygen.
- Any acute illness requiring medical treatment, plus any loss of consciousness resulting (in either case) from the absorption of any substance by inhalation, ingestion or through the skin.
- Acute illness requiring medical treatment where there is reason to believe that this resulted from exposure to a pathogen or infected material; and
- Any other injury which results in an injured person being admitted immediately into hospital for more than 24 hours.

### 6.2 Action – On Site

- Obtain immediate help/first aid assistance. Contact CCTV Control on 01274 088090.
- Arrange for an ambulance to be called by dialling 999.
- Inform the reception staff if needed that an ambulance has been called.
- The reception staff can also advise the campus Security Officers to ensure that the ambulance is directed quickly to the patient.

- Security to call the Head of Health and Safety and inform them of the accident.
- The patient must be accompanied to hospital by a member of staff from their department.
- Accident reports should be completed. The Head of Health and Safety should advise the Health and Safety Executive (HSE) of any accident resulting in the death or specified major injury of any person and any injury which results in the incapacity of an employee for more than seven days.
- Any student sent to hospital for treatment resulting from an accident at college, the Head of Health and Safety, must also report this to the HSE using their online portal.

In all cases of serious injury or illness, every effort should be made to contact the parent, guardian, social worker or next of kin as appropriate (depends on if student or staff member involved). This responsibility rests primarily with the AP Students (liaising with the Curriculum Head of Department), Head of Health and Safety or Head of HR Services.

### **6.3 Action – Off Site Visits and Excursions**

- Duty staff on any visit must have copies of the risk assessment and be aware of the procedure for any critical incident that may occur.
- Duty staff must assess the situation.
- Duty staff must protect the student group from further injury or danger.
- Duty staff must render first aid where necessary.
- Call Emergency/Rescue Services (on 999) and/or the police, as appropriate. If on an overseas trip use the local emergency services – these should form part of the risk assessment.
- State the nature of the emergency.
- Give your name and address/location and telephone number followed by:
  - The location of the incident;
  - The nature of the incident;
  - The names of the individuals involved; and
  - The condition of those involved and where they are located.
- Contact the college as per the risk assessment procedures for the visit:
  - Call Head of Department.
  - Call CCTV Control.
  - CCTV Control will contact the CIMT Chair at the earliest possible opportunity. Out of hours the SLT Duty Manager (and other SLT members of necessary) will need to be contacted if the CIMT Chair is unavailable.
- The CIMT Chair will mobilise the CIMT. This can be on Teams in the first instance.
- The CIMT Chair will contact the relevant college staff to work with our insurers and any other people who can provide assistance. This should already be documented in the risk assessment for any overseas visits.
- There should be no posting of any incident on any social media, including the sending and sharing of images (by both staff and students).

### **7. Adverse Weather**

Weather conditions are monitored throughout the year by the Facilities Management Team. The executive lead is the VP Finance and Corporate Services. Any restrictions to site will be communicated via email and social media by our Internal Marketing Team in line with the Severe Weather Policy and Procedure.

## **8. Public Utilities**

The college is serviced through the following utilities:

- Gas
- Water
- Electricity

The continued supply of utilities is managed through our Facilities Management Team. The executive lead is the VP Finance and Corporate Services. Any interruption to the supply of the utilities will be discussed with the VP Finance and Corporate Services who will update the Senior Leadership Team. Any building closures will be communicated by the Director of Student Recruitment and External Relations through the most appropriate channels depending upon the time of day.

## **9. IT Systems and Services**

Our essential IT Services are backed up daily and linked to uninterruptable power supplies (UPS) for up to 4 hours. The college IT Department have the capabilities to obtain back data if power to the server rooms were to be inoperable beyond this timeframe as DHB is backed up at Trinity Green and Trinity Green is backed up at DHB.

In the event of a serious cyber-attack or prolonged major power cut, the CIMT will be called, to ensure appropriate management of the college's IT infrastructure. In any such cases the Head of IT Services will provide expert leadership on mitigation and actions to be taken.

## **10. Chemicals on Site**

A list of the main chemicals held in each building are held by the Health and Safety Team as well as within the following preparation areas:

- Science Labs
- Ophthalmics
- School of Art (including photography, pottery and special effects)
- Construction and Engineering
- Hair and Beauty
- Catering and kitchen areas

All relevant departments have COSHH risk assessment sheets made out for all their activities.

## **11. Fire**

In the event of a fire, the area should be evacuated immediately as per the Health and Safety Policy Fire Safety Procedure.

If there are any areas affected by fire which have chemicals, this information will be passed to the Fire Brigade by the Head of Health and Safety.

## **12. Damage Control and Assessment**

This will be undertaken by our Head of Facilities Management and the Head of Health and Safety reporting to the CIMT Chair.

After assessment and compiling a report for the CIMT Chair the following works may be required utilising onsite and other external services:

- Demolition of unsafe structures and services;
- Temporary repairs to structures and services;
- Dismantling and relocation of essential plant/equipment;
- Cleaning of plant and work-in-progress in the affected areas;
- Covering contents/machinery with waterproof / dust sheets;
- Controlling spread of water and/or chemicals;
- Keeping drainage systems in order;
- Retrieving unaffected or duplicate records;
- Protecting vital equipment, research records, student records, etc.

The VP Finance and Corporate Services will lead on any insurance and financial matters associated with serious damage to the college estate.

## **13. Coping with a Critical Incident**

### **13.1 Why it is Important to Manage these Incidents**

Lecturers and other college staff take on the role of carer for students while they are at college. It is important that students feel as safe and secure as possible while they are at college, and that they trust the college staff. This can be assured through the behaviour of staff or through the policies of the college.

Incidents may occur that are beyond the control of the college and its staff. Through effective management of these incidents, it is possible to reduce the likelihood of post-traumatic stress disorder, which can include intense flashbacks, high levels of anxiety and feelings of panic. Whilst such incidents may be difficult for staff, we expect them to remain calm and professional and support students to the best of their abilities.

### **13.2 Steps to Ensure Good Management of Critical Incidents**

#### **13.2.1 Before the Event**

Planning will include appropriate staff training and rehearsals. It is important that staff are informed of how a critical incident would be managed and are clear on what to do in different situations, including lockdown and evacuation. The CIMT would need to be aware of the duties expected of them should an incident occur. Plans for dealing with an emergency need to be in place and relevant staff clear as to their roles and responsibilities, as well as those of the local emergency services.

During an event or incident, it is important to remain as calm and organised as possible particularly for anyone responsible for other people and students. All staff need to be aware of what to do and that they can give clear and simple instructions to anyone in their care. Students must be reassured that the college has procedures in place to ensure their safety. Parents will most likely want to come and collect students straight away, but it might not be safe to do so. The police will provide guidance depending upon the nature of the

incident. It may be that all students remain for a period of time at the college or other designated safe place until it is safe for parents to collect them.

### **13.2.2 After the Event**

Sometimes it may be necessary for the college to engage the services of counsellors for those who have difficulty after the event, or a professional de-briefer to minimise the effects of the event.

## APPENDIX A

### Critical Incident Management Team - Roles and Responsibilities

Any critical incident is to be reported immediately to the Chair of the CIMT or in their absence, the Deputy Chair or another member of the Senior Leadership Team. In all cases of a critical incident the first hour is key for ensuring the safety of all students and staff, containing and making safe the affected area and quantifying the effect to student life within the college.

In the event that the Senior Leadership Team are all offsite, the Head of Health and Safety will deputise as the CIMT Chair, until the return of a Senior Postholder or another member of the Senior Leadership Team back to site. However, they will remain in telephone contact with the CIMT Chair during this time.

For out of hours, the Senior Leadership Team Duty Manager is the first point of contact for any critical incident.

1 Director of People Services	2 Vice Principal Finance and Corporate Services	3 SLT	3 Head of Estates and Facilities	4 Head of Health and Safety	5 Director of Recruitment and Communications
Information gathering, Chair of the CIMT, ensure all relevant members are contacted	Deputy Chair of the CIMT; act as Chair in the absence of the Director of People Services	Deal with other students(s) on site; Back-up Chair of CIMT if needed; Provide out of hours duty manager rota cover for critical incidents	Coordination of on-site security and liaise with Emergency Services	Support the Chair and the Head of Facilities Management; Deputise for Chair in absence of a Senior Postholder or SLT on site	Communication strategy (internal, external, media)
Update CEO and SLT		Deal with other staff member(s) on site	Communicate and organise any required activity with support staff and contractors	Capture and complete a written log of events	Communication with the wider college groups (SLT, CMT, staff and/or students)
Update CIMT if required		Keep disruption to a minimum	Keep Chair of CIMT appraised of situation	Document details of students and staff affected	Manage social media and update Chair and CIMT
Overall coordination of actions		Inform family members where appropriate	Make safe any structural or building concerns; contact college insurers if required	Document any injuries which may have occurred and to whom	
Contact Corporation in the absence of CEO (if needed)		Deal with any actions required	Confirm to Chair of CIMT extent of impact to students and staff	Use learnings to review college risk assessments and update where needed	
Call meeting of the CIMT and follow-ups as required			Start estates recovery plan		

APPENDIX B

Critical Incident Management Team Key Contacts List - DO NOT INCLUDE THESE MOBILE NUMBERS ON THE INTRANET VERSION

CIMT Members	Email	Mobile	Main College Switchboard
1 Director of People Services (Chair)	<a href="mailto:s.cooper@bradfordcollege.ac.uk">s.cooper@bradfordcollege.ac.uk</a>	██████████	██████████
2 VP Finance and Corporate Services	<a href="mailto:c.malish@bradfordcollege.ac.uk">c.malish@bradfordcollege.ac.uk</a>	██████████	
2a SLT / HOD Member	Depending on the nature of the critical incident, the Chair will invite other SLT members or HoDs as required.		
3 Head of Estates and Facilities	<a href="mailto:s.barker@bradfordcollege.ac.uk">s.barker@bradfordcollege.ac.uk</a>	██████████	██████████
4 Head of Health and Safety	<a href="mailto:d.mullan@bradfordcollege.ac.uk">d.mullan@bradfordcollege.ac.uk</a>	██████████	
5 VP Recruitment and Communications	<a href="mailto:s.towan2@bradfordcollege.ac.uk">s.towan2@bradfordcollege.ac.uk</a>	██████████	
6 Assistant Principal Students	<a href="mailto:j.leech@bradfordcollege.ac.uk">j.leech@bradfordcollege.ac.uk</a>	██████████	

## APPENDIX C

### College Management Team Key Contacts List

**DO NOT INCLUDE THESE MOBILE NUMBERS ON THE INTRANET VERSION**

Name	Position	Telephone Number
<b>Senior Leadership Team</b>		
Chris Webb	Chief Executive Officer	██████████
Elizabeth Leek	Senior Executive Advisor	██████████
Alina Khan	Vice Principal EDI	██████████
Christopher Malish	Vice Principal Finance and Corporate Services	██████████
Sarah Applewhite	Vice Principal Quality, Teaching and Learning	██████████
Sarah Cooper	Director of People Services	██████████
Sarah Towan	Director of Recruitment and Communications	██████████
Jess Leech	Assistant Principal Students	██████████
<b>CMT – Heads of Department</b>		
Adrian Hutchinson	Head of Adult Skills	██████████
Anita Ladva-Cheung	Head of Student Recruitment	██████████
Clare Wolfenden	Head of Early Years, Education & Social Care	██████████
Daniel Mullan	Head of Health & Safety	██████████
David McCann	Head of Catering Services	██████████
Furkan Uddin	Head of Professional & Leisure Services	██████████
Gail Holmes	Head of Science, Sixth Form, Computing & Allied Health	██████████
Greg Bourke	Head of Construction	██████████
Javier Gomez Suarez	Head of Maths & English	██████████
Jessica Thersby	Head of Quality	██████████
Joanne Lilley	Head of Reporting & System Services	██████████
Judith Jackson	Head of Apprenticeships & Business Development	██████████
Leanne Burnley	Head of Bradford School of Art	██████████
Leanne Roberts	Head of Student Support	██████████
Nick Scaife	Head of Student Services	██████████
Pam Sheldon	Head of Project Management	██████████
Quilla van den Heever	Head of Progression to Learning & Work (PLW)	██████████
Rosina Qureshi	Head of HR Services	██████████
Safraz Mayat	Head of Data, Funding & Exams	██████████
Sajid Boota	Head of Finance & Procurement	██████████
Sean Barker	Head of Facilities Management	██████████
Sharon Ryan	Head of Disability Services	██████████
Stephen Smith	Head of Engineering	██████████
Timothy Lupton	Head of Learning, Development & Innovation	██████████
Tracy Wilkinson	Head of 14-16 Provision	██████████
TBC	Head of IT & Audio Visual	TBC

**APPENDIX D**

<b><u>Critical Incident Required Information</u></b>			
Nature of critical incident (i.e Flood, Bomb Threat, Building Damage, Fire, etc)			
Has the Critical Incident Management Team been informed?	Yes	No (if not, why)	
Where did the incident happen (time and location)?			
Was an evacuation or lockdown required?	Evacuation	Lockdown	N/a
Who was involved in the incident? (Names of all people involved in the incident and their staff/student details if known)			
Were there any witnesses to the incident; if so were witness statements taken?	Yes (Please attach)	No	
Description of critical incident: (Use an additional sheet if required)			
Completed by:		Date:	

## **APPENDIX D (continued)**

### **Code names and meanings**

Code Black – critical incident, lockdown of external building doors.

Code Red – lockdown of all internal doors; stay in offices/classrooms; move from open zones to safe area.

Code White – all clear, incident ended.

### **Pre-recorded Tannoy Messages**

#### ***Building Lockdown***

External lockdown - (Siren) This is a Code Black Lockdown (Siren)

Internal lockdown - (Siren) This is a Code Red Lockdown (Siren)

This is for a discreet lockdown/high alert - "Could [insert name] please report to the Control Room"

"Code White Complete"

#### ***Fire Evacuation***

"Leave the building by your closest exit and attend your assembly point"

"False Alarm, please do not exit"

"Only staff are to return to the building"

"Students can enter the building with their lanyard on display"

### **Summary of Roles and Responsibilities**

#### ***Critical Incident Management Team***

- Follow Appendix A of the Critical Incident Plan.
- Determine if tannoy system to be used or alternative communications are needed.

#### ***Security***

- Inform staff of the situation via the tannoy system where available.
- Depending on the situation inform staff of the code:
  - Code Black – critical incident, lockdown of external building doors.
  - Code Red – lockdown of all internal doors; stay in offices/classrooms; move from open zones to safe area.
- Lockdown the external doors.
- Monitor the area via CCTV and keep the CIMT and emergency services updated (Police, Fire Services, etc).
- Once the incident is over, and it is safe to do so, inform staff Code White – all clear, incident ended.

## ***Staff***

- Follow the instructions given via the tannoy announcement or alternative means.
- In the event of Code Black, free movement is still allowed within the college building.
- In the event of a Code Red, staff should stay in their classroom with their students. Staff and students should stay away from windows and doors where possible.
- Staff should secure the room doors with furniture, eg, barricade with desks, table or chairs.
- If the door has a glass window, cover this with any materials in the room or move out of site, eg, under desks and tables.
- Ask their students (and colleagues/visitors) to refrain from using their mobile phones, ask them to put all electronic devices on silent and stay silent.
- Only use a mobile phone and/or laptop to send urgent messages and await updates.
- DO NOT contact anyone from outside the college.