# Emergency & Crisis Management Policy

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<tr>
<th>Responsible Officer</th>
<th>Chief Operating Officer</th>
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<tr>
<td>Approved by</td>
<td>Vice-Chancellor</td>
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<tr>
<td>Approved and commenced</td>
<td>January 2019</td>
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<tr>
<td>Review by</td>
<td>January 2022</td>
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<tr>
<td>Relevant Legislation, Ordinance, Rule and/or Governance Level Principle</td>
<td>GLP2 Risk Management GLP6 Work Health &amp; Safety</td>
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<td>Responsible Organisational Unit</td>
<td>Infrastructure Services and Development</td>
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1 Objective

The objectives of this Policy are to ensure that the University:

- fulfils its duty of care obligations in providing a safe and healthy environment for staff, students and other persons working at or visiting the University
- identifies and assesses emergency and crisis events and has appropriate crisis and emergency management plans in place to prepare the University for such events
- responds swiftly and effectively in the event of an emergency or crisis.

2 Scope

This policy applies to all staff, students, contractors and visitors.

It also applies to all University-owned facilities, buildings, seagoing vessels, and building space leased or hired by the University.

For staff and students located at offshore partner institutions, local emergency and crisis management policies and procedures will apply.

For staff and students traveling overseas, emergency and crisis management services, including alerts, will be provided by the University’s Global Assistance Program Partner, International SOS. University Travellers are referred to the University Travel Policy, University Travel Procedure and University Travel Portal (http://www.utas.edu.au/finance/travel) for International SOS service and registration details.

3 Policy Provisions

3.1 Incident management

3.3.1 The University will act proactively in identifying and managing incidents that have the potential to threaten the physical and/or psychological safety of staff and students, its business continuity or reputation.

3.3.2 The University will communicate the appropriate actions to take in the event of an emergency or crisis event, or incident that has the potential to escalate into an emergency or crisis.

3.3.3 The University will provide regular, tailored training to the individuals and groups responsible for managing the University’s emergency and/or crisis response.

3.3.4 Following an emergency or crisis, the University will comply with procedures to ensure effective and timely management of immediate and longer-term impacts and action necessary improvements.

3.2 Incident classification

Incidents at the University are classified and managed according to a three level classification:

1. Level 1 – Minor (low impact)
2. Level 2 – Moderate (potential to escalate)
3. Level 3 – Major/catastrophic
3.3 Incident response

Depending on the nature of the incident, the University’s response may involve:

- University security services
- the University’s Emergency Control Organisation (ECO)
- the University Community Care Group (UCCG)
- the University's Crisis Management and Recovery Team (CMRT) or part thereof
- emergency services (Tasmania Police, Tasmania Fire Service, Ambulance)

3.4 Emergency management

3.4.1 Emergencies at University campuses are managed by the University’s Emergency Control Organisation, which includes Campus Emergency Coordinator(s), area wardens, and specialist (local) advisors, in conjunction with University security services and external emergency services as required.

3.4.2 The University’s response to an emergency event is managed in accordance with approved Emergency Management Plans.

3.5 Crisis Management and Recovery

3.5.1 The University’s response to a crisis event is managed in accordance with the Crisis Management and Recovery Plan (CMRP).

3.5.2 Crisis events at the University are managed by the University’s Crisis Management and Recovery Team (CMRT), which is convened as required.

3.5.3 The CMRT is responsible for coordinating, managing and recording the University’s response to, and recovery from, a crisis event in order to minimise trauma, loss and damage.

3.5.4 The CMRT is led by the Chief Operating Officer (or their nominee) as CMRT Team Leader. The CMRT Team Leader is responsible for:

- determining whether the CMRT is activated
- determining the appropriate composition of the CMRT for the individual crisis event if activated
- coordinating the response to the crisis event
- determining when the crisis is “over”.

3.5.5 When a decision is made to activate the CMRT, the first step will be a meeting of the senior representatives of the University’s main portfolios (Vice-Chancellor, Provost, Deputy Vice-Chancellor and COO), a senior communications representative and senior representatives of any directly impacted portfolios (eg Executive Dean of affected College) to determine the composition of the CMRT and plan the subsequent response.
3.5.6 CMRT is activated in relation to any **Level 3 event**.

It may be activated in relation to a **Level 2 event** if it is deemed there is a potential for the incident to escalate to a crisis and/or affect University operations.

In respect of **Level 1 events**, the incident is generally managed by University personnel using standard operating procedures, with incident reporting through operational reporting lines and consistent with the campus emergency response procedures.

### 3.6 Crisis recovery teams

3.6.1 When a crisis has moved from the critical phase to recovery phase, it is managed with the assistance of relevant crisis recovery teams, which are agreed and appointed by the CMRT.

3.6.2 Support for students, staff and others affected by the crisis is generally coordinated by the Student Centre Trauma Recovery Team, working with relevant colleges and divisions and under the direction of the CMRT.

3.6.3 Support for facilities and IT service recovery is provided by dedicated facilities and IT services recovery teams appointed by the CMRT as required.

### 3.7 Behaviour intervention

3.7.1 Behaviour considered in breach of the University’s Behaviour Policy will be dealt with in accordance with the University Behaviour Procedure.

3.7.2 The CMRT will be alerted in cases where there is a reasonable concern that the incident will escalate and be dealt with under the provisions of this policy.

### 3.8 Incident management responsibilities

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<th>Classification</th>
<th>Definition and examples</th>
<th>Managed by</th>
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| **Level 1:** Minor (low impact) | A minor incident or injury which causes concern but does not present an external threat or concern about ongoing safety. Level 1 incidents include:  
- Small, localised fire  
- Equipment malfunction  
- Operational failure  
- Minor service disruption / environmental harm  
- Loss of asset  
- Minor injury or medical emergency  
- Contained psycho-social incident | ECO on-site officers with assistance from external services as required. Relevant head of school/section in line with established incident management and reporting processes. |
| **Level 2:** Moderate (potential to escalate) | A concerning event which has the potential to escalate to a crisis, where external services are required and/or operations may be lost for up to 2 days. | ECO on-site officers with assistance from external services. |
## Level 2 incidents include:
- Fire, explosion
- Equipment failure
- Robbery or security event
- Serious injury or illness
- Behaviour which is an actual or potential risk to safety of self or others

The University Community Care Group (UCCG) in cases of behavioural-related incident.
CMRT is advised and activated if the issue escalates or there is a reasonable concern it will escalate.

## Level 3: Major/catastrophic
A serious/severe incident with long-term impact. Operations may be significantly impacted for more than 2 days and up to 3 weeks or more and assistance from external services may be required on a longer-term basis.

### Level 3 incidents include:
- Loss of control of the campus(es) or site(s) to emergency services
- Fatalities and/or serious injuries or serious threat of these
- Natural disasters affecting operations
- Major fire, explosion, sabotage, material release, or major equipment malfunction
- Major robbery, fraud, cyber-attack or security incident
- Loss of essential utilities
- Major ethical or reputational damage

CMRT, ECO, external Emergency Services, and Security

### General Responsibilities

The **Chief Operating Officer** is responsible for establishment and maintenance of:

- the University’s detailed Crisis Management and Recovery Plan (CMRP), which specifies the steps required to respond to and record a crisis
- the University’s detailed Emergency Management Plans, which specifies the steps required to respond to and record an emergency.

The **Crisis Management and Recovery Team** is responsible for:

- implementing the CMRP
- monitoring a crisis as it unfolds
- determining and implementing strategies to manage the issues that arise during the crisis
- managing business continuity strategies during and after the crisis to return the University to a business as usual state.

The **Director, Audit and Risk**, together with University management, will oversee the establishment and maintenance of Business Continuity Plans which provide for managing the continuity and/or recovery of key University business functions, following a crisis or emergency event.

**CMRT members** are responsible for understanding, participating in training in, and discharging, their duties as outlined in the Crisis Management and Recovery Plan.
**Emergency & Crisis Management Policy**

Emergency Control Organisation members are responsible for understanding, participating in training in, and discharging their duties as outlined in the Emergency Management Plans.

University staff and students and visitors are responsible for familiarising themselves with the content of the University’s emergency management procedures, being aware of what to do during an emergency event and following necessary instructions.

5 Definitions and Acronyms

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<th>Term/Acronym</th>
<th>Definition</th>
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<tr>
<td>Crisis</td>
<td>A sudden event or series of events that seriously threatens the University's people, operations, assets, environment, or long-term prospects and reputation.</td>
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<td>Crisis</td>
<td>The University team responsible for managing a crisis incident in accordance with the CMRP. It consists of senior University officers assigned to specific roles.</td>
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<td>Crisis</td>
<td>The plan by which the CMRT manage a crisis incident.</td>
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<td>Crisis</td>
<td>The University’s network of staff under the CMRP responsible for elevating a potential crisis.</td>
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<td>Emergency</td>
<td>Any event on or near University premises that requires an immediate response and that could:</td>
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<td></td>
<td>1 jeopardise the safety of persons in or near a University site</td>
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<td>2 result in significant damage to University property or equipment contained on-site; and/or</td>
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<td></td>
<td>3 significantly disrupt normal University operations.</td>
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<td>Emergency</td>
<td>The University’s security and warden network responsible for managing the response to an emergency.</td>
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<td>Control</td>
<td>Plans relating to the first response to an emergency and includes evacuation procedures for either a building, group of buildings or campus/site.</td>
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<td>Emergency</td>
<td>An internal University Group who meet to manage, inter alia, early sign behavioural issues that may develop into an emergency/crisis incident.</td>
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6 Supporting Documentation

- Australian Standard AS3745 – Planning for Emergencies in Facilities
- Australia’s Strategy for Protecting Crowded Places from Terrorism (Cth)
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- Education Services for Overseas Students (ESOS) Act 2000 (Cth)
- University of Tasmania Behaviour Policy
- University of Tasmania Behaviour Procedure
- University of Tasmania Crisis Management and Recovery Plan
- University of Tasmania Emergency Management Plans
- University of Tasmania Risk Management Policy
- University of Tasmania Travel Policy
- University of Tasmania Travel Procedure
- Work Health and Safety Act 2011 (Cth)

7 Versioning

<table>
<thead>
<tr>
<th>Former Version(s)</th>
<th>Version 1 – Approved 5 September 2018</th>
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Emergency & Crisis Management Policy (January 2019)