

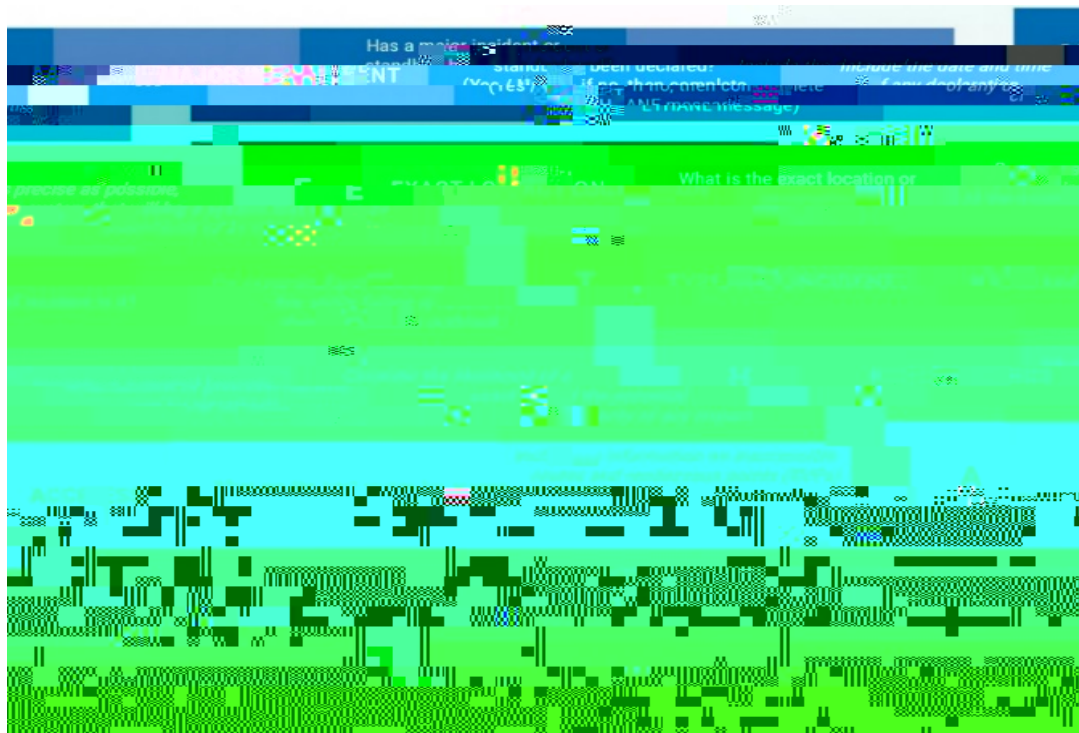
A Critical Incident will require a routine response

During the initial response phase, the Site Incident Manager (Bronze Commander) will review the impact of the incident and if necessary

When communicating about an incident, University responders should use the Red, Amber, Green (RAG) reporting system to indicate the impact as described in the table below:

RAG Status	Incident	Description of Impact	Response required
Green	Critical	Isolated incident with no ongoing threat Short-term service disruption (< 1 day) Barely noticed by students, staff or stakeholders	Normal/ Operational (Bronze)
Amber	Significant	Schools/services activities suspended Medium-term service disruption (> 1 day) BC Plans may be invoked to support recovery	Tactical Management (Silver)
Red	Major	Loss of facilities, equipment or personnel Longer-term, University-wide disruption (2 days+) Activities suspended, prolonged recovery time	Strategic Management (Gold)

By adopting the SITREP (2.3) and METHANE (2.4) system, incident responders will be in a position to communicate consistently and coherently with the emergency responders.



Detect and
describe incident

- Initial notification - alert emergency responders, start the incident log, take Grab Bag
- Arrival at the scene, maintain safe distance and gather initial information about the incident
- Senior responsible person becomes Site Incident Manager (Bronze Commander)
- Update emergency responders using METHANE report - Is this a Major Incident?
- Notify senior (Silver/Gold) commanders and escalate if additional support is required
- Provide SITREP - describe what is happening, where and who/what has been affected

Protect life and
property

- Prioritise safety at the scene and control access
- Dynamic risk assessment - monitor hazards and maintain safe distance
- Assess casualties and provide support/first aid as required
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- What has happened and how are we responding? Is this a Major Incident?
 - Site Incident Manager to report the scale of the incident (SITREP). Open Incident Log.
 - Is Escalation necessary? Who should be informed as a priority at this stage?
 - Alert the Communications Team to inform the community and monitor media coverage.
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- Preserve life - safety and welfare check to identify any immediate hazards or threats.
 - Assess the initial impact of the incident and how the effects can be mitigated.
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- Establish if incident is within scope of existing policies and procedures, be prepared to adapt.
 - Determine the need for escalation and technical expertise – e.g. Silver/Gold command.
 - Notify key personnel as necessary, including out-of-hours notification.
 - Liaise with emergency responders and agree location of Incident Control Point, as necessary.
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- Prioritise the safety of personnel and identify any urgent issues for immediate action.
 - Evaluate response capabilities and secure additional resources to support recovery.
 - Liaise with insurers and engage with

After the immediate response to the incident, a post-incident review should take place to provide assurance that the University has returned to 'business as usual' and to establish lessons learned.

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