



Critical Incident Policy

Policy no:	9.8
Version no	V23.09
Author:	Head of Operations
Last Review Date:	September 2023
Next review due:	September 2024
Responsible Committee:	SMT
Approved by & date:	BoG October 2020
Linked policies:	26 Student Protection Policy 41 Risk Assessment 42 Business Continuation Plan
Audience:	SMT, Staff and Students and Partner Organisations

Contents

2	Introduction	3
3	Purpose	3
4	Aims and Objectives	3
5	Scope.....	3
6	Examples of a Critical Incident (not exhaustive)	3
7	Authority to Implement Lockdown procedure.....	4
7.1	Critical Incident Management Team	4
8	Terrorist incident.....	4
9	Full Lockdown	5
9.1	External Threat	5
9.2	Partial Lockdown – Internal Threat	6
10	Communication in an Emergency Situation	6
11	Important Location Points in an Emergency	7
12	Off-site Incident	7

1 Introduction

Oxford Business College aims to protect the well-being of students by providing a safe environment for them within the College and when they are out on excursions. This policy is to be complied with by college staff or a partner organisation working at the College or taking groups on excursions off-site.

2 Purpose

The College recognises a critical incident as a disruptive incident or sequence of events that leave the College and its Staff, Students, and Stakeholders unable to resolve with normal coping mechanism.

Critical incidents may involve students of all ages, the College and the community. They may occur at the College or off-site.

3 Scope

This policy applies to all the colleges stakeholders, including students' staff, visitors, and contractors

4 Aims and Objectives

The aim is to ensure that key staff and management are able to respond quickly and effectively to ensure the situation is under control and minimise any adverse effects in the event of a critical incident occurring.

5 Examples of a Critical Incident (not exhaustive)

- The death of a student or member of the College community through crime, accident or illness
- A serious injury to any member of the College community
- Serious damage to the College through fire, flooding or vandalism
- The disappearance of a member of staff or student
- A physical attack on a member of staff or student
- Building collapse

- Public Health threats (e.g. meningitis)
- Adverse weather conditions
- A transport-related accident
- Civil disturbances and terrorism
- Pandemic

6 Authority to Implement Lockdown procedure

6.1 Critical Incident Management Team

- Campus Principal(s)
- Head of Academics
- Managing Director
- Head of Student Support & Welfare
- Head of Operations

The Critical Incident Management Team may co-opt other members to assist them as required including partner agencies. The Managing Director will act as Team Leader, or in the Director's absence, the Head of Academics or Campus Principal.

7 Terrorist incident

In the unlikely event that there is a terrorist incident with firearms or weapons attack either in the building or when outside on excursions, members of staff, group leaders and students should follow the Hide Run Tell advice by the police on how to survive a terrorist attack in the link below:

<https://www.met.police.uk/advice/advice-and-information/t/terrorism-in-the-uk/staying-safe-from-terrorism/>

For this and any other critical incident:

The Managing Director and/or Principal, Head of Academics, or other designated person are notified

The Head of Operations is instructed by them to contact

- Emergency services 999 if needed

- The Critical Management Team
- The Managing Director and Chair of the Board or Governance
- The Principal and/or Head of Academics Briefs and advises staff and students on-site

8 Full Lockdown

8.1 External Threat

Full lockdown will be instigated when the college receives from the police or confirmed and verifiable source, of an immediate threat to the College or in close proximity and is likely to escalate to the College campus. A full lockdown may be the escalation of a partial lockdown.

In a full lockdown entrance and exit from the campus will be made impossible in so far as the threat remains curtailed outside the College perimeter.

Some of the possible incident under this category are:

- Firearms and weapons attack
- Hostile vehicle attack
- Biological/ chemical attacks
- A warning being received regarding a risk locally, of biological/ chemical attacks, air pollution (smoke plume, gas cloud etc.)
- A reported incident/ civil disturbance in the local community (with the potential to pose a risk to staff and student in the College)

The lockdown will be authorised as outlined above. The notification of the lockdown will be made as appropriate to the incident.

Security will secure all perimeter gates/car park barriers into the campus where present, including main entrance doors, access controlled doors, turnstiles/barriers which can be manually/remotely locked . Security staff should not put themselves in any danger if the source of the threat is obvious.

Security will remotely monitor the threat(s) or activities via the College networked CCTV camera system from a safe and secure location and provide/share important information with the police or College emergency response team.

8.2 Partial Lockdown – Internal Threat

A partial lockdown means that all access and exit routes leading outside the safe buildings are locked and people may not exit or enter the buildings in order to keep the threat away. Some of the possible incident under this category are:

- A warning received regarding a risk locally, of air pollution (smoke plume, gas cloud etc.)
- A reported incident/ civil disturbance in the local community (with the potential to pose a risk to staff and student in the College)
- An intruder in an area of the campus
- A suspect package in an area of the campus
- Gas leaks or flooding in parts of the campus

The lockdown will be authorised as outlined above. The notification of the lockdown will be made as appropriate to the incident.

Security and emergency response staff secure the safe parts of the campus, all access and exit points in both public and private areas of the site as predefined will be secured to keep the threat at bay until emergency services arrive on site.

Security and emergency response staff will stop people leaving or entering the site and direct people away from the danger.

All staff, students and visitors remain in the affected building and external doors and windows locked.

Free movement may be permitted within, but not between buildings dependent upon circumstances

All outside activity or areas of congregation (refectory, cafes etc.) to cease immediately, student and staff follow instructions from security/emergency response staff and return to the safe building(s).

In the event of an air pollution issue, air vents and mechanical ventilation can be closed or shut down (where possible) as an additional precaution. Emergency Services will advise as to the best course of action in respect of the prevailing threat.

In the event of gas leaks and flooding, gas safety valves and water supply valves should be closed (where possible).

9 Communication in an Emergency Situation

The following protocols will be adopted for communication:

- A nominated member of the Critical Incident Management Team will communicate with emergency services via a mobile
- The College main contact line will be used for incoming calls
- The College emergency 24-hour mobile phone contact numbers may be used
- Mobiles will be used for all outgoing calls
- Staff dealing with incoming calls will receive written briefings
- All calls will be recorded

The Managing Director (or their delegate) will handle all media enquiries.

10 Important Location Points in an Emergency

The following location points will be immediately established unless the College premises have been evacuated:

- Control Centre: Principal's Office
- Meeting points for victims, their families and friends: Conference Room
- Media Briefing Point: Director's Office
- Student Welfare Facilities: Classrooms

11 Off-site Incident

Group Leaders will take a copy of the procedures with them on an off-site activity along with a Risk Assessment for the activity/excursion

Group Leaders will:

- Account for all group members
- Stay with injured group members when possible
- Delegate a staff member to care for uninjured members of the group
- Call the College and/or emergency services
- Keep a record of actions taken and conversations held