EMERGENCY PROCEDURES

Initial response to a major emergency on campus

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EMERGENCY TELEPHONE NUMBERS – INTERNAL

A report of any incident/emergency may be passed to the Central Services Gatehouse using:

GILMOREHILL CAMPUS  4444
GARSCUBE  2222

and/or

DIAL  999
FIRE
POLICE
AMBULANCE
EMERGENCY PROCEDURES

1. INTRODUCTION

This document has been prepared in consultation with Strathclyde Police by a group of those staff likely to be involved in any major incident affecting this University. It will be revised from time to time in the light of experience and following any exercises that may be conducted to test its effectiveness.

Please ensure that it is readily available at all times.

1.1 Implementation

Implementation of the procedures can be brought into operation if the incident is such that it falls within the remit of the definition at 1.2 below. Depending upon the incident, it may only be necessary to implement part of the plan.

1.2 Definition

The University has adopted the following definition, the first paragraph of which is that used by all the Emergency Services, to describe those circumstances which will lead to the implementation of the University’s Emergency Procedures:

“Any disaster or serious disruption of life arising with little or no warning, causing a situation in excess of that which can be dealt with by the Police, Fire Brigade, Health Services and Local Authorities, operating individually or collectively, under normal procedures and which therefore can call for special mobilisation and organisation of those services.

“In addition, any other situation having a severe effect on the University and which, in the view of a member of the Incident Control Co-ordination Group (see paragraph 5.3), warrants the implementation of all or part of these procedures even though it does not constitute a disaster according to the definition adopted by the Emergency Services.”
2. RESPONSIBILITIES

2.1 Police

2.1.1 To CO-ORDINATE operations and assume overall charge at the scene of the incident.

2.2 Fire Brigade

2.2.1 All fire-fighting, RESCUE and spillage handling.

2.3 Ambulance Service

2.3.1 The TREATMENT AND TRANSPORT of casualties.

2.4 Other Services

2.4.1 As required by the Police.

2.5 The University of Glasgow

2.5.1 To provide necessary support services and facilities as required, including those that may be required by the Police and/or other emergency services.

2.6 Operational Services: Security Section

2.6.1 To take the initial action as described in Section 4 until the arrival of the Police/Emergency Services.

2.7 Central Services Manager

2.7.1 To assume immediate control of the situation; viz:

- Survey situation
- Assess circumstances
- Disseminate relevant information
- Information about number of casualties
- Hazards – spillage, chemicals
- Access – to scene of incident
- Locus – exact location
- Attendance at incident
- Type of incident – fire, explosion, gas leak etc
- Seriousness of incident and implications.

2.7.2 To liaise with senior university staff, police and other emergency services and to organise initial response as per Section 4 until arrival of police/emergency services.
3. OVERALL CONTROL AND RESPONSIBILITIES

3.1 The University, in line with all the Emergency Services, recognises that the Chief Constable has overall responsibility for all such operations.

3.2 The University will assist all the Emergency Services in siting Incident Control point(s) and providing services as required. University personnel will be able to assist in the identification of particular hazards in respect of any property affected.

3.3 RENDEZVOUS POINTS

3.3.1 Main Campus
It is suggested that all emergency vehicles should access the University (Gilmorehill) Main Campus via the Main Gate on University Avenue. Other access points Dumbarton Road Chemistry Gate and Pearce Lodge may be considered.

3.3.2 Garscube (West Side)
Veterinary School
It is suggested that all emergency vehicles should access Garscube Estate (Veterinary School) via the new access Gate on Switchback Road Bearsden and proceed to the Security Control Centre for further information.

The scale of the incident may affect rendezvous requirements. Police, in conjunction with other services, may decide on a more suitable rendezvous point.

3.3.3 Garscube (East Side)
Sports Complex
It is suggested that all emergency vehicles should access Garscube Estate (Sports Complex) from Maryhill Road at Acre Road.

The Security Centre may not be reached by vehicular traffic from the east side of the Estate. Police in conjunction with other Services will decide on a suitable rendezvous point.
4. **ACTION BY UNIVERSITY STAFF**

4.1 **First Person Receiving Information**

4.1.1 Immediately inform ‘Security Control’, Main Gatehouse by the emergency telephone Extension number 4444 Main Campus

Extension 2222 Garscube

(a) the place where you are speaking from, your name, department and telephone number

(b) the nature and exact location of the incident

(c) the origin of the report

(d) the casualty position, if known

(e) any other relevant information

(f) if at the scene, what you intend to do after providing this information

(g) details of route to scene having regard to any known obstructions preventing access.

4.2 **Action by Member of Control Room Staff receiving the Information**

4.2.1 Notify police via 999 and give as much detail of the incident as is known at the time.

4.2.2 Upon receipt of the information that an emergency has occurred, assume control until the arrival at the Gatehouse of the Duty Security Supervisor.

4.2.3 Direct the Duty Security Supervisor to the scene, together with available Security Patrollers, giving the necessary details of the incident.

4.2.4 Staff present in the Control Room at the time will assist with emergency communications to expedite response from emergency services.

4.2.5 Commence an ‘INCIDENT LOG’ recording all relevant details.

4.2.6 Inform the Central Services Manager and /or Deputy and activate appropriate call outs from the Major Emergency call out list.

4.2.7 The Major Emergency Contact list is retained within the Central Services Manager’s office Main Gatehouse.
4.2.8 Await further instructions from the Central Services Manager/Deputy/Secretary of Court or other SENIOR University Officer available at the time.

4.3 Action by First Security Personnel at Scene

4.3.1 Your prime role is to protect life. This can best be achieved by taking the following action.

4.3.2 The safety precautions to be taken are of paramount importance and will, of course, vary depending on the nature and type of incident.

Follow common sense and be careful AT ALL TIMES.

4.3.3 DO NOT GET INVOLVED IN RESCUE WORK OR FIRE FIGHTING.

4.3.4 Obtain the following details and report to Security Control:

(a) confirm nature of incident
(b) where you are speaking from
(c) the exact nature of the incident
(d) the exact location of the incident
(e) the source of the report
(f) estimate of the number of casualties and extent of damage
(g) fully describe the incident
(h) action that has already been taken or is about to be taken
(i) identify a point from which the Police and Emergency Services can approach the incident, direct a Security Patroller to that point, informing Security Control accordingly
(j) be available to give a situation report to the first Police Officer to arrive, and/or Fire, Ambulance or other Emergency Services Officer
(k) keep staff, students and the public as far away as is possible.
(l) keep witnesses available for the Police
(m) hand over control to the Police upon their arrival and then follow all their instructions and requests.
4.4 Action by the Central Services Manager

4.4.1 Upon notification of the incident, the Central Services Manager or his Deputy or, in their absence, the Senior Security Supervisor on duty, will proceed to the Security Control Room.

4.4.2 The situation will be assessed and s/he will then identify and establish if appropriate the University’s ‘INCIDENT CONTROL ROOM’ (Paragraph 5.2.1). Staffing will then be arranged accordingly.

4.4.3 S/he will identify him/herself to the ‘POLICE INCIDENT OFFICER’ * and establish how they require the University to respond.

4.4.4 S/he will arrange for the notification of the appropriate Senior Officers of the University, in particular those who will form part of the ‘INCIDENT CONTROL GROUP’, if not already advised.

4.4.5 At or near the scene of the incident s/he will wear a fluorescent jacket.

* Police Incident Officer
Fire Incident Officer
Ambulance Incident Officer
University Incident Officer
These are appropriate Incident Officer titles.

5. INCIDENT ORGANISATION AND KEY PERSONNEL

5.1 Incident Control Officer

5.1.1 The University’s own ‘Incident Control Officer’ will normally be the Central Services Manager or his Deputy or, in their absence, the Senior Security Supervisor on duty.

5.2 Incident Control Room

5.2.1 The University will normally establish its own ‘Incident Control Room’, separate from the Security Control Room. The Visitor Centre may become the Incident Control Room and will then be used entirely in the event of a major incident. Alternatively the John McIntyre Building or Boyd Orr Building may be utilised.

At Garscube Estate the Refectory will become the Incident Control Room.

5.2.2 The Central Services Manager in discussion with senior Management will arrange the staffing level of any Incident Control Room on Campus.
5.3 Incident Control
Co-ordination Group

5.3.1 The following University staff members or as required by the nature of the incident will form a co-ordinating group to assimilate the details of the emergency situation and determine the action the University must take.

1. Secretary of Court or Assistant or appropriate Senior Officer, eg Vice-Principal or person nominated in absence.

2. Head of Registry or Deputy

3. Director of Estates or Senior Representative

4. Director of Human Resources or other H.R. manager

5. Central Services Manager or Deputy

6. Media Relations Officer or Deputy

7. Director of Campus Business Services or Deputy or nominated Assistant

8. Transport Manager or Deputy or nominated Assistant.

9. Safety Officer or Deputy

10. Fire Officer or Deputy

11. Any other member of University staff considered necessary (influenced by property or building affected).

12. Chaplaincy
The Chaplaincy is a resource able to draw on assistance form across the faith and non-faith communities. Chaplaincy will support the Incident Team management and operational staff. Chaplaincy will also assist by visiting those who may be injured or bereaved as appropriate with emergency services

5.3.2 All Departmental personnel likely to be implicated in the Emergency Call Out Procedure should endeavour have suitable identification available when called out.

If Garscube:
Add to the foregoing:

a) Dean
b) Any other Staff member required to assist.
5.3.3 The Group will be assisted where appropriate by:

1. Media Relations Officer’s Staff
2. Senior Security Supervisor
3. Bedellus; Deputy Bedellus; Janitorial Superintendent
4. Manager for Catering Services
5. Additional Safety Officers
6. Additional Fire Officers
7. Accommodation Director’s Staff as required
8. Representative of the Department/Building(s) affected by the incident
9. Radiation Protection Officer if required
10. Biological Services if required
11. Hetherington Language Centre (if interpreters required)
12. Transport Manager’s staff
13. Any other member of University staff whose assistance or support is considered necessary

(Key Personnel/contact information will be updated annually or sooner as required by Central Services Department.)

5.3.4 If deemed necessary a Reception Centre for students will be identified by the Incident Control Officer:

a) Glasgow University Union
b) Refectory
c) Q.M. Union.

5.3.5 Information may be circulated by means of Student Television which is available at the Reception points referred to at 5.3.4.
6. BOMB THREATS

ACTIONS to be taken on receipt of a BOMB THREAT

• SWITCH ON TAPE RECORDER (IF CONNECTED)

• TELL THE CALLER WHICH TOWN/DISTRICT YOU ARE ANSWERING FROM

• RECORD THE EXACT WORDING OF THREAT

• ASK THESE QUESTIONS

1. Where is the bomb right now?
2. When is it going to explode?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your name?
9. What is your address?
10. What is your telephone number?

• RECORD TIME CALL COMPLETED

• KEEP TELEPHONE LINE OPEN (even though caller has disengaged)

• WHERE AUTOMATICAL NUMBER REVEAL EQUIPMENT IS AVAILABLE RECORD THE NUMBER SHOWN

• INFORM THE CO-ORDINATOR

Name & telephone number of person informed

• CONTACT THE POLICE BY USING THE EMERGENCY TELEPHONE NUMBER

Time informed
## THIS PART SHOULD BE COMPLETED ONCE THE CALLER HAS HUNG UP AND POLICE/BUILDING SECURITY OFFICER HAS BEEN INFORMED

<table>
<thead>
<tr>
<th>Time &amp; Date of Call</th>
</tr>
</thead>
<tbody>
<tr>
<td>Length of Call</td>
</tr>
<tr>
<td>Number at which call is received (eg, your extension number)</td>
</tr>
</tbody>
</table>

## ABOUT THE CALLER

<table>
<thead>
<tr>
<th>Sex of Caller</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nationality</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Age</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## THREAT LANGUAGE

<table>
<thead>
<tr>
<th>Well spoken</th>
<th>Irrational</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taped</td>
<td>Foul</td>
</tr>
<tr>
<td>Incoherent</td>
<td>Message read by threat maker</td>
</tr>
</tbody>
</table>

## CALLER’S VOICE

<table>
<thead>
<tr>
<th>Calm</th>
<th>Crying</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clearing</td>
<td>Angry</td>
</tr>
<tr>
<td>Throat</td>
<td></td>
</tr>
<tr>
<td>Nasal</td>
<td>Slurred</td>
</tr>
<tr>
<td>Excited</td>
<td>Stutter</td>
</tr>
<tr>
<td>Disguised</td>
<td>Slow</td>
</tr>
<tr>
<td>Lisp</td>
<td>Accent</td>
</tr>
<tr>
<td>Rapid</td>
<td>Deep</td>
</tr>
<tr>
<td>Familiar</td>
<td>Laughter</td>
</tr>
<tr>
<td>Hoarse</td>
<td></td>
</tr>
</tbody>
</table>

• What accent?

## BACKGROUND SOUNDS

<table>
<thead>
<tr>
<th>Street noises</th>
<th>House noises</th>
</tr>
</thead>
<tbody>
<tr>
<td>Animal noises</td>
<td>Crockery</td>
</tr>
<tr>
<td>Motor</td>
<td>Clear</td>
</tr>
<tr>
<td>Voices</td>
<td>Static</td>
</tr>
<tr>
<td>P.A. System</td>
<td>Booth</td>
</tr>
<tr>
<td>Music</td>
<td>Factory Machinery</td>
</tr>
<tr>
<td>Office Machinery</td>
<td>Other (specify)</td>
</tr>
</tbody>
</table>

## REMARKS
7. STATEMENTS TO THE MEDIA

7.1 In the event of an incident there are likely to be a large number of phone calls from journalists. It is essential that all calls from journalists are referred to the University Media Relations Office in Corporate Communications, 0141-330 3535. In the interests of accuracy, the reputation of the University and for legal reasons, it is important that staff do not comment on the incident to the media.

If journalists phone other University offices to say that the Media Relations line is engaged they should be advised to phone the main switchboard on 0141-339 8855 which will have other lines available, or they can fax requests for a statement to 0141-330 5643.
APPENDIX

Equipment held in Reserve

• Campus maps
• First aid kits
• Emergency foil blankets
• Fluorescent jackets
• Crowd control tape
• Hard hats
• Additional phone line – Visitor Centre
• Additional phone lines – Conference Room (Corporate Communications) (2)
• No Waiting Cones for emergency use only
• Signs indicating - access point etc