York St John Major Incident Framework

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Aims and Objectives

This document provides a framework for managing the University's response to an event that poses a significant threat to people, property, reputation or service delivery and which requires special measures beyond the day to day to restore operations to normal.

YSJ's Major Incident Framework sits alongside its Business Continuity Framework and Business Recovery management approach, as follows:

1. The Major Incident Framework is designed to document the immediate response to an incident, with a focus on the welfare of staff, students and visitors and on damage limitation.
2. The Business Continuity Framework is designed to document how the University will continue to operate following a major incident, including any temporary arrangements required to ensure the continuation of critical functions.
3. The Business Recovery management approach is designed to ensure the restoration of full functionality of University operations following a major incident.

The Major Incident Framework outlines the activation, function and operation of the Major Incident Team and establishes procedures for the implementation, testing and review of the Framework.

In the event of a Major Incident, due to the importance of quick and effective decision making, the Major Incident Team (MIT) has the power to make, or require the making of, urgent decisions that would under normal business circumstances be asked of a Committee, Board or group. MIT also has the power to override School or Directorate local contingency plans where necessary.

Supporting Documentation

Major Incident Protocols

Major Incident Toolkit

Activating the Major Incident Team

Core Business Hours

On being notified of an incident, the University Secretary and Registrar, as Major Incident Coordinator (MIC) for the University, will decide whether it is to be regarded as a Major Incident. On many occasions the seriousness of a situation will be obvious, however in others, such as those involving University reputation, the position may be less clear. Where time and circumstances allow, the MIC will gather available information about the incident to inform their decision on whether to call the MIT together. In their absence, the nominated Deputy Major Incident Coordinator (DMIC) will act as MIC.

Out of Hours

If a major incident occurs outside of core business hours, it is expected that key teams will use their own escalation protocols, whereby a Senior Manager will use their judgement and contact the MIC if necessary.

Major Incident Team Function

A meeting of the Major Incident Team (MIT) will be convened in the event of a major incident. MIT may also be convened if there is a high risk of a local incident escalating.

The MIT is responsible for minimising risks to people, property and reputation and ensuring appropriate structures are in place to guarantee business continuity. This will usually involve:
- identifying risks and assessing the likely scale, duration and impact of the incident;
- responding to the immediate operational and strategic implications of the incident;
- establishing the University's priorities in responding in a timely way to the incident;
- allocating resources to enable the agreed response;
- coordinating internal and external communications;
- liaison with external agencies;
- planning for community recovery;
- standing down the team and returning to normal operations.

Major Incident Team Membership

The Major Incident Team (MIT) comprises senior representatives of key organisational areas who will manage the University's response to a major incident.

The **core membership** of the MIT is as follows:
- University Secretary and Registrar **– Major Incident Coordinator (MIC)**
- Director of Strategy & Projects - Deputy Major Incident Coordinator (DMIC)
- Director of Student Success & Learning Services
- Director of Human Resources & Organisational Development
- Chief Information Officer
- Head of Communications & Media Relations
- Director of Estates Management
- Students Union Chief Executive
- MIT Support Officer

To ensure effective coordination and communication, members of the MIT must nominate alternates at the outset should they be unavailable for a period of time or for MIT meetings.

Contingent Members or Subject Matter Experts (SMEs) with relevant experience, knowledge or expertise will be invited onto the MIT if determined appropriate by the MIC because of the incident being managed. Contingent members include:
- Head of Governance & Compliance
- Dean of London Campus
- Heads/Dean of School
- Director of Finance
- Academic Registrar
- Director of YSJ Global
- University Chaplain
- Members of the Executive Board

As the member of staff ultimately responsible and accountable for University activity and incidents, the MIC will ensure the Vice Chancellor is kept engaged and fully informed as a matter of priority. The MIC will also keep the Executive Board informed. The Vice Chancellor has primary responsibility for liaising with the Board of Governors and representing the University in the media.

Consideration will also be given as to whether the nature of the incident means it is necessary to invite other specialists/advisors to MIT meetings either on a one-off or continuous basis to assist with communication and coordination of activity.

Supporting information on MIT roles & responsibilities can be found in the [Major Incident Toolkit.](#)

Major Incident Team Operation

York

Any student or staff member, upon discovering or being notified of a major incident, should call the University's Security Team on **ext: 6444** or **01904 876444.** In the event of phone lines being down the Security team mobile number should be phoned on **07885 201182.**

On receiving notification of an incident, Security Staff will contact the Major Incident Coordinator. If the Major Incident Coordinator cannot be contacted, one of the following should be contacted:
- Director of Strategy & Projects (DMIC)
- MIT Support Officer
- Executive Support Office
- Head of Governance and Compliance (to act as substitute should both the MIC, DMIC and Executive Support Office be unavailable and in circumstances where no formal substitute has been allocated)

London

Any student or staff member, upon discovering or being notified of a major incident, should notify a Senior Manager on site at the London Campus, preferably the London Campus Manager or the Dean of the London Campus. The Senior Manager in question will then escalate to the Major Incident Coordinator as appropriate.

Operations

In the event of the MIC convening the MIT, members will be contacted by telephone or email depending on the nature of the emergency and the response required.

Contact details are included within the Phone Directory maintained by the MIT Support Officer. This call-out list is reviewed and updated on a regular basis. Core Members of the MIT and their deputies are required to inform the MIC of any change in their contact details or availability which may impact on their capacity to participate as a member of the MIT.

When called upon in an emergency situation, all Core and Contingent Members of the MIT must attend meetings unless away from the University and unable to do so. If any member of the MIT is unable to attend they or the Major Incident Coordinator (MIC) should nominate an approved deputy.

Major Incident Framework Documentation Storage, Access and Distribution

Copies of the Major Incident Framework are available on the Teams site. All Core and Contingent members of MIT are encouraged to print a copy for ease of access. Copies are also available in the offices of the Major Incident Coordinator and the Chief Operating Officer.

Major Incident Framework Implementation & Testing

New core members of the Major Incident Team will have an induction meeting with the Major Incident Coordinator and the Major Incident Team Support Officer

The Framework will be reviewed annually by the Major Incident Team, revised and signed-off as necessary. It will be overseen by the Audit Committee alongside the Business Continuity Framework. The annual review will incorporate appropriate scenario-based discussions.

Responsibility for the maintenance, revision and dissemination of the Major Incident Framework lies with the University Secretary and Registrar, supported by the MIT Support Officer.

Post-Incident Evaluation

Following any major incident, the MIC will be responsible for ensuring the evaluation and debrief of the effectiveness of the University's response. The MIT will:
- evaluate the effectiveness of the procedures and performance in those departments who were involved in the incident;
- evaluate the timeliness of their actions;
- record any challenges in relation to practice, communication or availability of physical/finance/staffing resource;
- reflect on any learning in terms of whether the incident could have been avoided or whether steps could be taken to mitigate impact should a similar incident happen again;
- record any enhancements needed to local school/directorate plans to ensure a more efficient response if a similar incident occurs again.

The MIT Support Officer will formally record the evaluation and notify relevant parties of follow-up action needed.

In addition, arrangements will be made to meet with the people who were affected by the incident for debriefing purposes and to make sure everyone has been appropriately supported. Support may need to be ongoing for a period of time for some.