

## Incident Management and Business Resumption Policy

First Produced:	23/06/11	Authorisation:	Te Kahui Manukura
Current Version:	01/04/21	Officer Responsible:	DCE Chief Operating Officer
Past Revisions:	26/10/11, 17/03/20		Health and Safety Manager
Review Cycle:	3 years		
Applies From:	Immediately		

# 1 Introduction

## 1.1 Purpose

This Incident Management and Business Resumption Policy has been developed to provide a mandate for decisions that need to be taken to most appropriately and expeditiously respond to any significant unforeseen critical incident. The principal objectives of the policy are to facilitate decision making that protects life, limits damage to property, minimises business interruption and facilitates prompt business resumption.

In approving this policy, Ara Institute of Canterbury Limited (Ara Ltd) endorses and adopts the Co-ordinated Incident Management System (CIMS) for the management of significant critical incidents that might arise.

The CIMS approach is used throughout the New Zealand emergency services and provides a flexible framework for the management of serious incidents, allowing a wide range of incidents to be dealt with, rather than attempting to proscriptively handle events which by their very nature are unlikely to be suitable for a scripted approach.

## 1.2 Scope and Application

This Policy applies to all staff, students and visitors of Ara Ltd.

## 1.3 Formal Delegations

- a **The Incident Management Team (IMT)** is activated by the Ara Ltd Chief Executive (CE) or delegate, The CE is responsible for making decisions which require the highest level authority in Ara Ltd; providing strategic direction for the Incident Controller; ensuring that communications with the wider campus community and the public are managed effectively; ensuring the financial short term and longer term implications are handled; and overseeing the implementation of the Incident Management Plan (Ara Ltd).
- b **The DCE Chief Operating Officer** fulfils the role of Incident Controller in the first instance. In the event that **the DCE Chief Operating Officer** is not available, delegated authority to the Incident Controller automatically passes to the DCE People and Culture. If this person is not available, any other member of the Te Kahui Manukura group will assume delegated authority until one of these persons become available.
- c **The CE** has responsibility under regulation 14 of the H&S at Work (General risk and Workplace Management) Regulations 2016 to prepare, maintain and implement Emergency Plans for dealing with emergencies at work.

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## 1.4 Definitions

- a **Co-ordinated Incident Management System [CIMS]:** CIMS provides a model for command, control, and coordination of an emergency response. It is a means of coordinating the efforts of individuals and agencies as they work towards the common goal of stabilising an incident and protecting life, property, and the environment.
- b **Ara Ltd Security Services:** The Ara Ltd Security Services are active 24 hours/7 days therefore security personnel may be the immediate first responders to any event. During any incident on campus which requires activation of the Incident Management Plan (Ara Ltd), Ara Ltd Security will operate under the direction of the Incident Management Team.
- c **Critical Incident:** Any unplanned or unforeseen event that disrupts normal business and may be a threat to life, property, business systems, e.g. severe weather, bomb threat, cyber-attack, fire, flood, earthquake, tsunami, hostage or violent situation, serious injury or illness involving multiple casualties, search and rescue.
- d **Declared Emergency on Campus:** A declared emergency on campus allows for:
  - i Evacuation of non-essential people
  - ii Suspension of business activity
  - iii Closure or lockdown of all or part of the campus (Madras Street, Sullivan Avenue, Campus Connect sites, Ashburton, Timaru, or Oamaru)
  - iv Activation of the Incident Management Plan.
- e **Incident Controller:** The Incident Controller is the person who leads the Incident Management Team and has delegated operational responsibility of any significant incident affecting Ara Ltd. The Incident Controller leads a co-ordinated response leading up to, and during an emergency event and operates with the support and assistance of the Incident Management Team.
- f **Incident Management Team:** The Incident Management Team is established by the CE of Ara Ltd, (or delegate). The CE is responsible for making decisions which require the highest-level authority in Ara Ltd; providing strategic direction for the Incident Controller; ensuring that communications with the wider campus community and the public are managed effectively; ensuring the financial short term and longer term implications are handled; and overseeing the implementation of the Incident Management Plan (Ara Ltd).

The Incident Management Team includes personnel carrying out the functions of incident control, operations, planning, intelligence, risk and safety management, welfare, technical and administration support, and logistics are under the direction of the Incident Controller.
- g **Incident Control Point [Ara Ltd ICP]:** The Ara Ltd location where the Incident Management Team gathers to manage the response to a critical incident/planned event. Note: The primary venue is identified as the city campus Facilities Management building (FM block) however it may alternatively be a temporary location, or an office, depending on the nature/severity/location of the incident.
- h **Lead Agency:** In the event of an incident on any Ara Ltd campus or activity, which requires the response of a statutory agency of the New Zealand Government (such as the NZ Police or Fire Emergency NZ), that agency has primacy of control and the emergency response structure of Ara Ltd will act in support and by the direction of the relevant statutory agency.

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- i **Business Continuity:** For the purposes of the Incident Management Plan, Business Continuity is defined in 3 levels:
  - i The day-to-day monitoring and preventative action to ensure business continues as normal.
  - ii Management actions to ensure that business continues as much as is possible during an incident. (Refer Incident Management Plan)
  - iii Business resumption after a significant incident (Refer to the Business Resumption Plan).

<p><b>Related Ara Ltd Procedures</b> (indicate if attached to policy or where they can be found)</p> <ul style="list-style-type: none"> <li>• Incident Management <a href="#">Plan</a></li> <li>• Manawa Emergency Response Plan</li> <li>• Business Resumption <a href="#">Plan</a></li> <li>• Lockdown <a href="#">procedures</a></li> <li>• Lockdown initiation and communication procedures</li> <li>• Earthquake response and evacuation procedures</li> <li>• Ara Ltd Pandemic Plan 2020</li> <li>• International student critical incident plan</li> <li>• Physical records disaster response plan</li> </ul> <p>Available under the Emergency Management Section of Waituhi:  <a href="https://tewaka.sharepoint.com/sites/Int_SaW/SitePages/Emergency-Procedures.aspx#ara-incident-management-plan">https://tewaka.sharepoint.com/sites/Int_SaW/SitePages/Emergency-Procedures.aspx#ara-incident-management-plan</a></p> <p>And  <a href="https://tewaka.sharepoint.com/sites/Int_SaW/SitePages/Emergency-Procedures.aspx#earthquake-1">https://tewaka.sharepoint.com/sites/Int_SaW/SitePages/Emergency-Procedures.aspx#earthquake-1</a></p>	<p><b>Related Ara Ltd Policies</b></p>
<p><b>Related Legislation or Other Documentation</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Civil Defence Emergency Management Act 2002</a></li> <li>• <a href="#">Fire Safety and Evacuation of Buildings Regulations 1992</a></li> <li>• <a href="#">Health &amp; Safety at Work Act 2015</a></li> <li>• H&amp;S at Work (general risk &amp; workplace management) Regs 2016</li> <li>• <a href="https://www.landsartraining.nz/page/training-tools/">https://www.landsartraining.nz/page/training-tools/</a></li> </ul>	<p><b>Good Practice Guidelines</b>        (indicate if attached to policy or where they can be found)</p> <ul style="list-style-type: none"> <li>• Post-Earthquake building assessment process.</li> <li>• Coordinated Incident Management System</li> </ul> <p>See Waituhi:  <a href="https://www.civildefence.govt.nz/assets/Uploads/CIMS-3rd-edition-FINAL-Aug-2019.pdf">https://www.civildefence.govt.nz/assets/Uploads/CIMS-3rd-edition-FINAL-Aug-2019.pdf</a></p>
<p><b>References</b></p> <ul style="list-style-type: none"> <li>• The New Zealand Coordinated Incident Management System: 3<sup>rd</sup> edition. Teamwork in Emergency Management</li> </ul>	
<p><b>Notes:</b> Refer Ara Ltd Incident Management Plan. This policy has been created with the amalgamation of CPP502 Business Continuity Planning Policy and CPP504 Incident Management Policy.</p>	

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## 2 Principles

In the event of a serious incident at Ara Ltd:

- 2.1 The first responders on the scene have delegated authority from the CE to take any necessary steps to safeguard life and secure property. The first responder will control the situation until responsibility is assumed by Ara Ltd Security, Incident Management Team member or external agencies (Fire, Police, and Ambulance).
- 2.2 The Incident Controller in the Incident Management team has delegated authority from the CE to make immediate operational decisions necessary to preserve the safety and security of Ara Ltd. This may include the secondment of facilities, equipment, other resources, and expertise to expedite the response from both within and outside Ara Ltd. The Incident Controller has authority to assign tasks and delegate responsibilities within both the IMT and the wider Ara Ltd community.
- 2.3 The Incident Controller will make an “activation level” decision and if necessary, establish an Ara Ltd Incident Operations Centre (Ara Ltd IOC). See Associated Procedure 3.1 (below) for activation levels and notifications.
- 2.4 The CE has, for the duration of the response and recovery phases, approved the suspension of core responsibilities and or duties of any colleagues or students who are part of the Ara Ltd Incident Management or Business Resumption teams.
- 2.5 Where it is considered necessary to “declare a localised emergency” at Ara Ltd, the Incident Management Team will, as soon as it is feasible to do so, make a formal declaration to the Ara Ltd community. Such a declaration will include as relevant:
  - a Communication as to the nature of the incident.
  - b Closure of part or all of the campus.
  - c Evacuation of non-essential personnel.
  - d Suspension of business activity.
  - e Activation of the Business Resumption Plan.
- 2.6 The Business Resumption Plan has been prepared to follow on from the incident management plan and to assist the organisation to resume business after a serious disruptive crisis in a controlled and structured manner.

Each Department or Division is responsible for updating and maintaining their section(s) of the Business Resumption Plan.
- 2.7 Only authorised persons are to speak to the media on behalf of Ara Ltd in a planned event or serious incident. These include the CE and the Public Information Management (PIM) Manager (or designate). While the Incident Controller must not be distracted from his/her main duties, he/she is also permitted to speak publicly if it is deemed necessary by the CE or the PIM Manager.
- 2.8 In the event of a major emergency Ara Ltd acknowledges the need for non-critical staff to attend to the safety and well-being of their own families.
  - a Critical staff should consider contingency plans in advance for both themselves and for their families.
  - b Always ensure your own safety in the first instance.

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### 3 Associated procedures for Ara Ltd Corporate Policy on: Incident Management and Business Resumption

<b>Contents:</b>	3.1	Incident Management Plan
	3.2	Activation and Notification Levels for an Ara Ltd Incident
	3.3	Incident Management Team
	3.4	Business Resumption Plan

#### 3.1 Incident Management Plan

The Incident Management Plan describes the associated procedures for a range of incidents and includes:

- a Fire
- b Infrastructure failure
- c Hazardous substances emergency
- d Severe weather event
- e Earthquake
- f Building evaluations for re-occupancy - post earthquake events
- g Tsunami
- h Terrorism/violent act
- i Bomb threat/suspicious package
- j Pandemic
- k Emergency services
- l Major technology incident such as a widespread cyber-attack.

#### 3.2 Activation and Notification Levels for an Ara Ltd Incident

<b>Level 1</b>
<b>Full Activation of Ara Ltd Incident Management Plan</b>
High impact event Life and/or property at risk Large area affected (City/Province) Business interruption Longer term (longer than one day)

##### Activate

- a Incident Management Team
- b Incident Operations Centre

##### Notify

- a Emergency Services
- b CE
- c Incident Controller

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- d Incident Management Team
- e Affected Staff
- f Insurance Broker

**Examples**

- a Severe weather event
- b Major earthquake
- c Violent event/Active shooter on campus
- d Major fire
- e Pandemic

Level 2
Partial Activation of Ara Ltd Incident Management Plan
Medium impact event Life and/or property at risk Campus only affected Some outside services involved Some disruption to normal Ara Ltd operations Medium term (typically within one day)

**Activate**

- a Key Incident Management Team members

**Notify**

- a Emergency Services
- b CE
- c Affected Staff
- d Insurance Broker

**Examples**

- a Marginal weather event predicted
- b Minor/medium earthquake
- c Off/on campus accident involving staff or students
- d Hazardous substance alert
- e Significant Fire
- f Flooding
- g Bomb threat
- h Planned protest event of large scale
- i Pandemic pre-notification
- j A major technology incident such as a widespread cyber-attack.

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## Level 3

### Normal Day-to-Day Operations (on-going monitoring)

Small impact incidents  
Part of campus only affected  
Short term (less than five hours)

#### Activate

- a Ara Ltd Staff involved only
- b Ara Ltd Security (possibly)

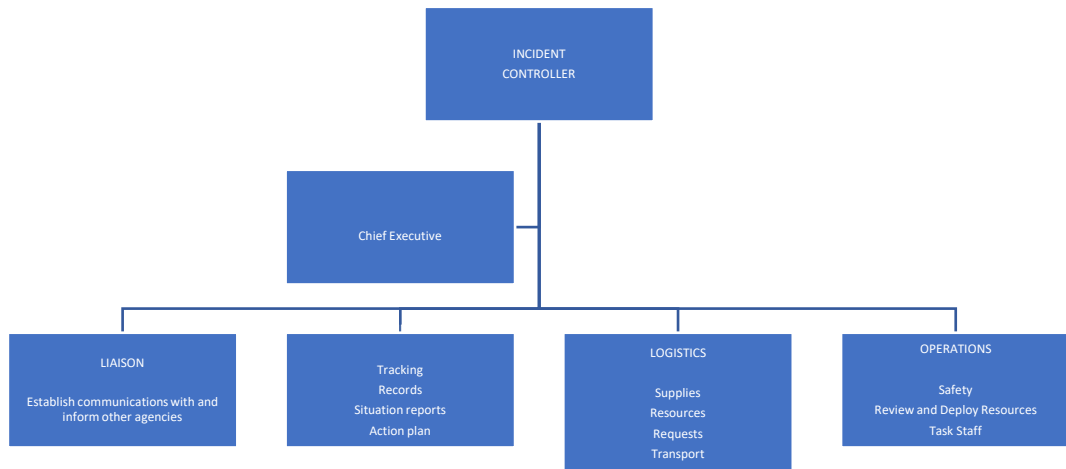
#### Notify

- a Incident Controller
- b CE
- c Any affected staff

#### Examples

- a Minor accidents/incidents on campus
- b Traffic disruptions
- c Infrastructure Failure

### 3.3 Incident Management Team



### 3.4 Business Resumption Plan

The Business Resumption Plan details:

- a Responsibilities
- b Establishment of a Business Resumption team

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- c Communications
- d Premise/Facilities
- e Disestablishment of Business Resumption team and debrief
- f The plan contains the individual Business Resumption Plans of the Departments and Divisions.

**Acknowledgement:** This Policy was developed using the University of Canterbury Emergency Management Policy as a framework document (with the permission of UC).

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