

Incident Response Protocol* (Draft V2.0 - September 2025)

* This Protocol is designed for quick reference to set out the University's response to incidents of all scales and severity. It can be used by anyone responding to an incident on behalf of the University, although it is not exhaustive and may not be applicable in all scenarios. For further information about defining incidents and details of more specific response plans, refer to the University's <u>Incident Response Guidance</u>.

If you are responding to an incident and are unsure of what to do call Security on 01273 873333 and report to your line-manager.



Critical Incident
Operational Response
(Bronze Command)

- **Detect and Respond** Initial operational response by the affected Faculties or Professional Services in accordance with their BC plans.
- •Assess Impact prioritise safety and support those affected.
- •Notify Security (3333). The University's Security Team are the University's 24/7 first responders The Senior Security Manager will act as Bronze Commander. Start Incident Log to record decisions, action and rationale.
- **Triage** and consider escalation The Senior Security Manager will contact the Silver Commander (COO) and **provide a SITREP.**
- **Escalation** to Silver Command will be necessary when an incident is likely to have a significant impact on the wider University community requiring additional resources, support and urgent communications.



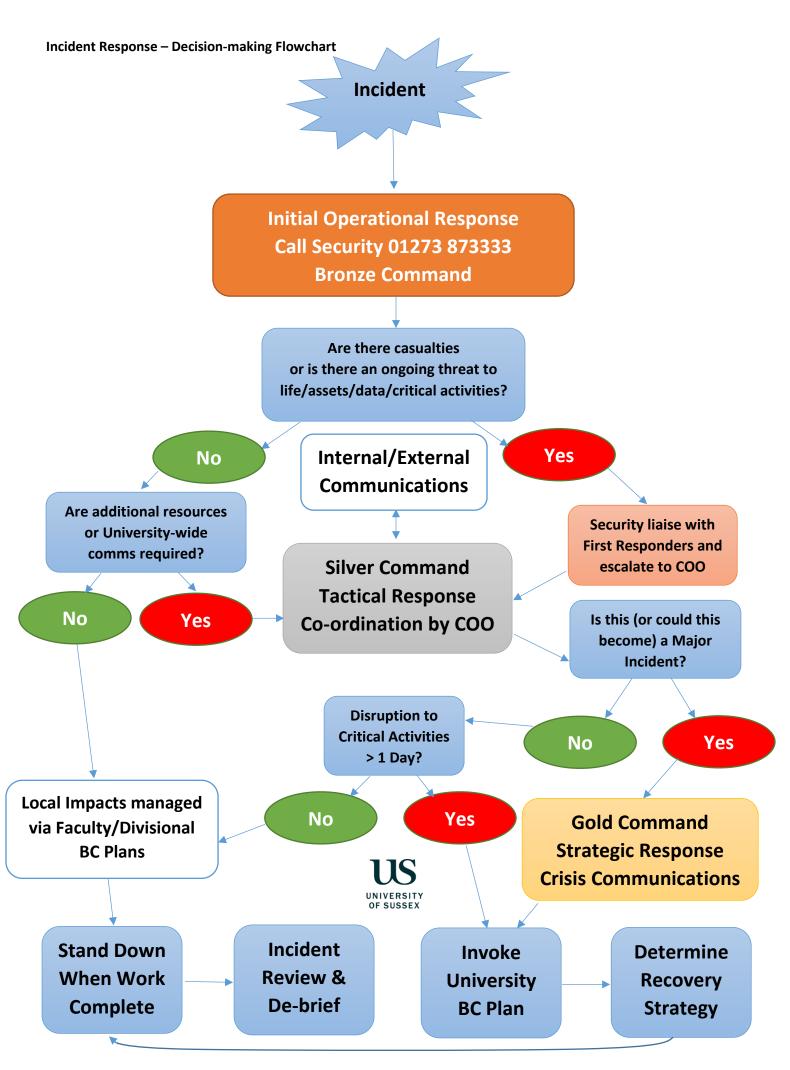
- •Incident Co-ordination (Silver) Team alerted via WhatsApp and email.
- •Silver Team Meeting Chaired by COO as Silver Commander (MS Teams) Core Membership COO (Chair), Director of Estates/IT (if cyber), Director of Student Experience, Assoc. Director of Communications, Senior Risk and Resilience Manager, Senior Security Manager.
- Acknowledge and respond Gather information, prioritise safety and wellbeing, support those affected, assess risks, consider specific plans and procedures, agree urgent priorities and inform the University community.
- **Communicate** Prepare initial holding statement and issue via appropriate channels. COO to inform VC and escalate to Gold if a Major Incident.

Major Incident Strategic Response (Gold Command)

- Major Incident declared strategic management required.
- •University BC Plan invoked. Major Incident Management Team alerted.
- Major Incident Management Team meets chaired by VC or Deputy VC.
- Set strategic aim, consider risks and resource requirements to mitigate. Agree frequency of future meetings and official statements.
- •Liaise with other responders. Consider mutual aid arrangements.
- Consider strategy for recovery.

Decision-making Flowchart available on the next page

This Version: September 2025 Next Review: September 2026



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