SELCS ADMINISTRATIVE TEAM
MAJOR INCIDENT PLAN

Introduction

UCL’s Major Incident Plan (MIP) identifies the following activities as critical to the College’s ability to function:

Undergraduate Teaching
Contract Research
Administration

In all cases of Major incidents such as but not limited to fire, flood or terrorism UCL’s Major Incident Team (MIT) will work with departments, usually by taking the lead, to manage the incident itself and to assist with the recovery from its effects. The MIT will not be able to assist with the immediate effects of an incident that affects special facilities (i.e. laboratories).

Department’s Mission
The mission of SELCS is to provide first class undergraduate and postgraduate teaching and to provide an environment that encourages research and scholarship that is recognised worldwide.

Wider Context
The SELCS administrative team is part of the School of European Languages, Cultures and Societies (SELCS). The team – with the exception of the Postgraduate Officer and the CMII Administrator - is housed at 33-35 Torrington Place and shares this building with the ESPS and BAsc programmes. The rest of SELCS is located in 16-18 Gordon Square, 51 Gordon Square, Foster Court and 1-4 Malet Place, which are short walking distances away.

Mission critical Activities

Undergraduate teaching
UG and PG admissions
UG and PG assessment and exam administration
Administration

Potential losses
Loss of the building in which the Department is housed; unavailability of staff; closure of UCL; failure of UCL computer systems; major power cut.

Risk assessment
The team is responsible for two seminar rooms in the building and relies on centrally bookable rooms for most of the teaching. There is the risk that room bookings cannot find space especially when other departments are also requesting space. The risk is however medium to low.
There are several risks to the building housing the department which would, should they arise, preclude use of the building, staff rooms, administration space and common areas. The risks are fire, flooding and structural damage. Risk is low.

Risks that prevent staff and students accessing the building can possibly arise from civil disturbance and terrorist activity that result in the Emergency Services erecting a cordon. The risk of this occurring is medium.

Risks to staff availability include sickness such as pandemic influenza, transport problems and severe weather. The risk is medium. Transport problems do arise but are generally short lived and/or other arrangements are made. Risk is low. Severe weather does happen but is short lived. Risk is low.

UCL does, from time to time, close but it is rare for there to be no access. In an emergency affecting the whole of the campus the decision may well be taken to close. In such cases UCL’s Major Incident Team would take responsibility. The risk is low.

Major power cuts are rare and often are fixed within a few minutes or at maximum an hour or two. The risk of this is low.

**Essential staff in relation to the SELCS Administrative Team:**
- School Manager: Catherine Ballade
- Examinations Officer: Novella Mercuri
- Finance and Staffing Officer: Farbin Begum
- Undergraduate Officers: Karin Charles and Caroline Horslen
- SELCS/CMII Postgraduate Officer: Patrizia Oliver
- Admissions & Undergraduate Officer: Joe Tilley
- CMII Administrator: Julia Wagner
- SELCS Undergraduate Administrative Assistant: Dolores Taylor-Keane
- SELCS Administrative Assistant: Cathy Carman

**Essential staff in relation to SELCS (in addition to ones mentioned above):**
- School Director: Dr Stephanie Bird
- Department Coordinator Team Leader: Els Braeken

Contact details for the Administrative Team essential staff are kept by Catherine Ballade and are updated every year.

**Major Incident Team**
These essential staff form the Department’s Major Incident Team and will meet in the Waterstones café, or the Costa Coffee on the corner of Tottenham Court Road and Torrington Place. Each member of the Team will act within their own area of responsibility with the School Director as Chair. In the absence of the School Director Catherine Ballade will act as Chair. Joe Tilley is nominated to act as Co-ordinator with UCL’s Major Incident Team.
Catherine Ballade and Joe Tilley are the Safety Officers for the SELCS Administrative Team.

**Other staff and students**
All other members of staff will be advised to stay away from the building until further notice. Staff contact details are kept by Catherine Ballade and are updated every year. Students will also be advised to stay away from the building. Student contact details are available on Portico and students can be contacted en masse via email and Moodle. In the event of a UCL systems crash, attempts will be made to contact students from an off-site internet location.

**Impact and contingencies**
In any incident the safety and well being of staff, students and visitors is paramount. Once this has been achieved the Major Incident Team will consider how mission critical activities are to continue. Most incidents have a timescale that can be estimated fairly early on which allows likely impact to be determined based on the following table:

<table>
<thead>
<tr>
<th>Lost critical activity</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Catastrophic</td>
</tr>
<tr>
<td>UG teaching</td>
<td>Unable to teach for 3 months or longer</td>
</tr>
<tr>
<td>PG teaching</td>
<td>Because of the nature of the teaching, book/library based, the impact of an incident is minimal as long as staff and students are available. There may be serious impacts if staff and/or students are sick for long periods of time.</td>
</tr>
<tr>
<td>Research</td>
<td>Because of the nature of research conducted in the Department, book/library based, the impact of an incident is minimal as long as staff are available. If staff are not available, through long term sickness for example, there may be serious impacts if they are contracted to write a book for example.</td>
</tr>
<tr>
<td>Administration</td>
<td>Staff on long term sick leave</td>
</tr>
<tr>
<td></td>
<td>Office unavailable 3 months or longer</td>
</tr>
</tbody>
</table>

The above covers situations where, for whatever reasons, facilities and/or staff are unavailable to teach the programme or to provide administration. In an emergency situation when space for administration is not available UCL’s Major Incident Team will provide space and facilities.
Because of the nature of post-graduate teaching and research this can be done from home. All staff has access to a computer at home from which they can access their files as if they were at UCL.

**Cessation of activity**
The Department will cease activity when and if the following arise:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Will cease when:</th>
</tr>
</thead>
<tbody>
<tr>
<td>UG Teaching</td>
<td>There are fewer than two thirds of students present.</td>
</tr>
<tr>
<td></td>
<td>Staff are unavailable to teach</td>
</tr>
<tr>
<td>PG Teaching</td>
<td>Staff and/or students are unavailable to teach</td>
</tr>
<tr>
<td>Administration</td>
<td>Staff are unavailable</td>
</tr>
</tbody>
</table>

**Closure of Department**
If and when it is necessary to close the Department the following will take the actions shown:

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety Officer</td>
<td>Ensure all lights and electric heaters are switched off</td>
</tr>
<tr>
<td></td>
<td>Ensure all gas and water taps are switched off</td>
</tr>
<tr>
<td></td>
<td>Ensure all internal doors and windows are closed</td>
</tr>
</tbody>
</table>

Completion of the above should be reported to the School Director and anyone else required by UCL.

**Salvage**
In the event of the opportunity to salvage materials from the building items will be salvaged according to the following priorities:
1. student files
2. staff files
3. exam scripts and assessed essays
4. staff computers

**Revision of Plan**
This plan will be reviewed in the light of any incident or training event or in any event one year from the date shown below.

**Authorisation**
This Major Incident Plan for the SELCS Administrative Team has the authority of the School Director.
Departmental Major Incident Team (DMIT)

The DMIT will be responsible for the overall handling of a major incident that affects the SELCS Administrative Team. This team consists of the following members of staff:

Dr Stephanie Bird (ext. 33104, stephanie.bird@ucl.ac.uk)

Ms Catherine Ballade, School Manager (ext. 34368, c.ballade@ucl.ac.uk)

School Director:

Date: 8 October 2015