



# **John Moores Students' Union**

## **Major Incident Policy**

<b>Approved by Trustee Board</b>	20/11/2025
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## **1. General Statement of Policy**

- 1.1. This policy shall be invoked when a major incident is deemed to have occurred. A Major Incident involves serious injury or death, is likely to seriously impact the Union's operations or could seriously affect the Union's reputation or that of Liverpool John Moores University.
- 1.2. It is recognised that minor incidents, which do not require the intervention of emergency services, or the local authority must be correctly dealt with, as these have the potential to become major incidents.
- 1.3. JMSU has a duty to protect all employees, students, guests, and contractors from major risks and, as such, an evacuation plan is in place. In some circumstances, it may be considered safer not to evacuate, and keep all persons contained within JMSU until it is safe to leave.
- 1.4. This policy operates in accordance with the Health and Safety at Work etc. Act 1974, the Civil Contingencies Act 2004, the Management of Health and Safety at Work Regulations 1999, and relevant guidance from the Health and Safety Executive (HSE) and the Charity Commission. It is informed by the UK Government's Emergency Preparedness and Response Framework and the National Counter Terrorism Security Office (NaCTSO) guidance for public venues.

## **2. Scope**

- 2.1. The scope of this policy includes the implementation of emergency response protocols, evacuation procedures, and crisis management strategies aimed at safeguarding the wellbeing of individuals within JMSU premises and minimising disruptions to essential functions. Additionally, it outlines measures to mitigate reputational damage and expedite the resumption of core business activities following an incident.
- 2.2. JMSU will align with the Terrorism (Protection of Premises) Act 2025 ("Martyn's Law") by assessing terrorism-related risks, maintaining proportionate protective measures, and ensuring staff are appropriately trained to respond to such threats.

## **3. Principles**

- 3.1. The key principles of this policy are to:
  - a) Protect staff, students, and others.
  - b) secure the Union and University's infrastructure and facilities.
  - c) maintain the Union and University's reputation.
  - d) resume core business activities as soon as possible.

## **4. Definition of a Major Incident**

- 4.1. For the purpose of this policy, a major incident is defined as any situation or incidents which pose a potentially serious threat to personnel or property and/or can cause disruption to the operation of JMSU; may threaten the reputation or status of the Union or have potential legal ramifications; may involve the isolation and/or evacuation of part of a building and assistance from the external Emergency Services.
- 4.2. Major incidents may also include significant IT or data security breaches, safeguarding emergencies, or reputational crises (such as those arising from serious allegations, protests, or social media activity) that threaten JMSU's operational continuity or public confidence.

- 4.3. Examples include terrorism, major fires, incidents involving a number of casualties, neighbouring hazards, and the death of a student.

## **5. Declaration of a Major Incident**

- 5.1. The CEO will declare a major incident. Where the CEO is absent from the business, the Head of Membership Engagement shall fulfil the CEO's role, with support from a designated External Trustee.
- 5.2. The CEO will handle coordinating a suitable response to the major incident.
- 5.3. The CEO will be responsible for the decision-making until the emergency services arrive unless there is an immediate risk to life or property. If this is the case, then the nearest available person should alert emergency services.
- 5.4. The CEO will use their discretion as to whether to declare a major incident and what, if any, emergency services to involve.

## **6. Communication**

- 6.1. Should an incident occur, it will be the responsibility of the CEO to communicate instructions to all staff through the line management structure:
- CEO > Executive Officers and SLT & Managers  
SLT & Managers > Departmental Staff  
CEO > Visitors/students in JMSU at the time
- 6.2. Should the emergency services or other agencies be called, the CEO will immediately inform University Security. If emergency services or other agencies have not been called, then it's the decision of the CEO on whether to inform the University.
- 6.3. SLT and Managers should call the emergency services before contacting the CEO if required.
- 6.4. The crisis communication plan will be overseen by the CEO/Deputy CEO. During a major incident, only authorised personnel may communicate externally or via social media. JMSU's Marketing and Communications Manager will coordinate all official messaging in consultation with LJMU Corporate Communications and ensure content accuracy, sensitivity, and compliance with legal and data protection requirements.

## **7. Liverpool John Moores University Liaison**

- 7.1. The CEO shall consult with the University Security as soon as practicably possible following or upon notification of a major incident.
- 7.2. University Security staff shall be responsible for contacting the relevant University personnel.
- 7.3. As JMSU is located in the University premises, the University may choose to implement its Incident Management Plan. If this occurs the CEO shall provide them with all the information needed, whilst continuing to ensure that the Union's requirements as an independent business are met.
- 7.4. JMSU Major Incidents will be reported by the CEO to the LJMU Incident Management Team.

- 7.5. JMSU CEO sits on the LJMU Incident Management Team.

## **8. Evacuation Procedure**

- 8.1. The decision to evacuate an off-campus building is made by the most senior staff member/Event Lead present which will refer to the risk assessment. The CEO or Head of Membership Engagement will be contacted when a staff member can do so.
- 8.2. JMSU will follow the LJMU Evacuation procedure for LJMU buildings.

## **9. Training, Exercising, and Testing**

- 9.1. Exercises and drills will normally be conducted on an annual basis, assessing one element of the plan at a time.
- 9.2. De-briefings shall follow exercises to allow for any required improvements.
- 9.3. All JMSU staff shall have an annual briefing on the Major Incident Policy and shall understand their role that they shall play in the occurrence of a major incident.

## **10. Major Incident Management Structure**

- 10.1. Operational management shall be conducted by the most senior manager closest to the incident, who shall keep a log of all actions taken.
- 10.2. Tactical and Strategic management shall be conducted by the CEO or Head of Membership Engagement and if unavailable then Head of Organisational Development. This shall involve co-ordination of the operational management, overall management of the incident, and allocation of resources. They will also ensure that the tactical management is in line with the policy framework and meets the demands of the Union as a whole.

## **11. Incident Control Rooms**

- 11.1. Should an incident control room be required it is likely that the University will have implemented its own Incident Management Plan, and therefore those stated designated areas will be used.
- 11.2. Where the University has not implemented its procedures, but the CEO determines that a control room is required, a suitable room will be sourced which holds the relevant resources.

## **12. Media and External Party Management**

- 12.1. No member of staff shall talk to the media or external parties unless authorised to do so by the CEO.
- 12.2. All enquiries from the media and external parties shall be directed towards the CEO.
- 12.3. The CEO shall contact the Director of Corporate Communications at Liverpool John Moores University.

## **13. Scene and Evidence Preservation**

- 13.1. Once any casualties have been dealt with, the scene of the incident should be preserved for evidence and incident review.
- 13.2. It is the responsibility of the CEO and the police to ensure that any evidence is preserved.

## **14. Incident Review**

- 14.1. After an incident has taken place, the CEO shall convene an incident review team and review the incident, update any procedural documents, and implement any additional safeguards to prevent or minimise the risk of such events recurring in the future. This shall be done as soon as is reasonably practicable following the incident.
- 14.2. Staff and students affected by the incident will be offered appropriate debriefing, wellbeing support, and signposting to counselling or occupational health services.
- 14.3. JMSU recognises that major incidents may also involve critical psychological or social impacts, such as student deaths, distressing events, or collective trauma. In these cases, JMSU will work with LJMU's Student Wellbeing Services and external agencies to provide coordinated welfare support.
- 14.4. All findings will be given to the Trustee Board.
- 14.5. The police, fire safety officers, Health & Safety Executive, and local authority officers may also conduct evidence gathering and investigation.

## **15. Plan Distribution**

- 15.1. A hard copy of this document and plans of the Union buildings will be held at their homes by:
  - 15.1.1. CEO
  - 15.1.2. Head of Membership Engagement & Head of Organisational Development
  - 15.1.3. Opportunities & Development Manager & Marketing & Communications Manager
  - 15.1.4. President
- 15.2. An electronic copy of the plan will be given to the LJMU Chief Operating Officer and Registrar to be held alongside the University's Incident Management Plan

## **16. Breaches of the Policy**

- 16.1. JMSU expects all staff and students to abide by this Policy and follow good practice in the procedure under this Policy.
- 16.2. Failure to uphold good practice will be considered a breach of this Policy and referred to JMSU HR Manager.
- 16.3. Any breaches may result in serious consequences. For students, this may include referral to Liverpool John Moores University for disciplinary action.

## **17. Inspection & Audit Review**

- 17.1. The CEO shall annually review this Major Incident Policy, or whenever a Major Incident occurs.

## 18. Related Policies

18.1. This policy should be read in conjunction with:

- a) LJMU Safeguarding Policy
- b) LJMU Business Continuity Management Policy
- c) LJMU Death of a Student Policy
- d) JMSU Safeguarding Policy
- e) JMSU Health, Wellbeing, & Risk Policy

18.2. This is not an exhaustive list and key JMSU Policies can be found at [Our Rules & Policies @ Liverpool John Moores University Students' Union](#)

## 19. Appendix

### TERMS OF REFERENCE AND MEMBERSHIP

#### JMSU INCIDENT MANAGEMENT TEAM

##### 1. STRATEGIC CONTEXT

The JMSU Incident Management Team (IMT) is the key tactical response team in the event of a major incident.

##### 2. RESPONSIBILITIES

Specific responsibilities in the event of a major incident include the following:

- (i) To establish the priorities for delivery of the agreed incident response strategy.
- (ii) To assess the scale, duration, risk, and impact of the major incident.
- (iii) To allocate resources.
- (iv) To direct the activity of operational teams.
- (v) To manage internal and external communications.
- (vi) To liaise with the University and external agencies.
- (vii) To maintain a high-level oversight of the recovery phase.
- (viii) To complete an evaluation and incident review.

##### 3. CONSTITUTION

The constitution of the Incident Management Team is detailed below:

###### 3.1 Reporting and Membership

<b>Reporting to:</b>	JMSU Trustee Board, LJMU ELT, & LJMU IMT
<b>Reporting Committees:</b>	N/A
<b>Working Panels/Groups:</b>	N/A
<b>Receive minutes and selected papers from:</b>	N/A

	<b>Job Title</b>
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<b>Chair</b>	Trustee Board Representative: JMSU CEO
<b>Secretary</b>	Finance & Admin Assistant
<b>JMSU Trustee Board Member</b>	Chair of FAR Sub Committee
<b>Head of Departments</b>	Deputy CEO Head of Organisational Development
<b>Executive Officer</b>	President
<b>Marketing</b>	Content & Engagement Manager
<b>LJMU Representative (Corporate Communications)</b>	Director of Corporate Communications and Stakeholder Relations (Corporate Communications Manager)
<b>LJMU Representative (Support)</b>	LJMU Business Continuity and Operations Manager
<b>LJMU Representative (H&amp;S)</b>	Associate Director- Safety, Health, and Environment
<b>LJMU Representative (Strategic)</b>	ELT Member: Pro VC Student Experience
<b>HR</b>	People & Culture Manager UNISON Rep

Should a single Department sit at the core of the incident, a senior representative should be added to the IMT, to advise and to liaise between the local and institutional teams.

If LJMU Representative is unable then they can agree with the Chair to send an alternative to the meeting.