

CRITICAL INCIDENT AND BUSINESS CONTINUITY POLICY

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Policy name	Critical Incident and Business Continuity Policy (Issue Three)
Applicability	All Bond University, Bond University College Staff and Students
Policy owner	Vice President Operations
Contact person	Vice President Operations
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Related policies	Financial Delegations Policy (FIN 4.02) Media Policy (CPR 2.01) Work Health & Safety Act 2011 Australian Standard HB221:2004 Business Continuity Management

1. OVERVIEW

The purpose of this Policy is to assist the University to respond effectively in the event of a [Critical Incident](#) which may affect the safety of students, staff and visitors and/or University property and/or the ongoing business of Faculties and organisational units.

In the event of a Critical Incident affecting Bond University, this Policy will provide the framework from which management can:

- 1.1. Manage the immediate consequences of the incident in order to carry out the appropriate emergency response procedures effectively and in a timely fashion;
- 1.2. Control the long-term consequences of the incident in order to restore or maintain core business services with the least amount of disruption and protect the University's reputation.

2. MANAGEMENT OF THE IMMEDIATE CRITICAL INCIDENT

2.1. Critical Incident

Critical Incident is the term used to refer to a particular incident that provides a significant risk to the core operations of the University. Critical Incidents are distinguished from significant or routine incidents in that they:

- Have the potential to significantly disrupt the operations of the University or a major component of it, putting at risk the University's ability to continue its teaching efficiently and effectively, learning and research activities; and/or
- May bring the University's reputation into disrepute; and/or
- May involve a significant cost to rectify the situation promptly; and
- Require consideration by the Vice Chancellor or Vice President Operations to establish the creation of a [Critical Incident Team](#) for special purpose management and recovery procedures.

2.2. Critical Incident Team (CIT)

The CIT is incident-specific, formed each time a Critical Incident occurs, and lasts for the term of the specific incident.

Membership of the CIT will vary depending upon the nature of the incident and will be formed as circumstances require with the core members in line with this Policy. The primary functions will include co-ordination, implementation, supervision, and liaison.

Specialist Support Teams may be called upon to assist the CIT, providing expertise relating to the key areas identified as providing the major foreseeable risks to the University's [Business Continuity](#):

- human (Human Resources, Student Business Centre, Student Services, and Security);
- physical (Facilities Management and Insurance and Risk);
- technology systems (Information Technology Services); and
- media relations (Marketing & Communications).

The composition of the CIT will include the following as appropriate:

- Vice President Operations (Chair);
- University Registrar;
- Vice President Engagement;
- Strategic Communications Advisor;
- Director, Facilities Management;
- Director, Commercial Services;
- Director, Information Technology Services;
- Company Secretary & General Counsel.

2.3. Command Control Centre

A [Command Control Centre](#) is the location where the CIT will operate from. The Command Control Centre will be the Abedian School of Architecture (Board Room 3B_3_01), unless under threat and then another briefing area will be allocated.

2.4. Critical Incident Response Process

2.4.1. Where there is risk to life or property:

- The relevant Emergency Services (Fire, Police, or Ambulance) and Campus Security should be notified immediately; and
- If necessary, Evacuation Procedures should be put into place.

2.4.2. Where there is risk to resource availability to the University:

- The Executive Dean of Faculty or Director of the area where resource is compromised contacts the Vice Chancellor or Vice President Operations advising of the occurrence and recommended process to follow.

3. MANAGEMENT OF THE BUSINESS RECOVERY

It is the responsibility of the CIT to oversee the return to normal business activities. Primary responsibility for directing this activity is the Vice President Operations supported by the relevant expertise relating to the key areas that requires reinstatement and/or recovery.

4. PUBLIC RELATIONS MANAGEMENT

All communications relating to critical incident management will be handled in accordance with the Bond University Media Policy (CPR 3.2). The Media Policy focuses on the need to manage the dissemination and consistency of information to the various media sources and social media platforms as appropriate to the circumstances required, recognising the potential threat to Bond University's reputation and standing.

4.1. Official University Spokesperson

The Vice Chancellor or Vice President Operations is the official spokesperson for the University. This role may be delegated by the Vice Chancellor or Vice President Operations to an appropriate staff member depending on the situation.

No staff member is permitted to speak on behalf of the University without approval from the Vice Chancellor or Vice President Operations. Comments may be inappropriately taken as representing the University's view or may bind the University in some circumstances.

If the Vice Chancellor, Vice President Operations, or authorised University spokesperson is not available, the details of the media representative should be taken and they should be advised that an authorised representative of the University will contact them, as managed by the Office of Engagement.

4.2. Media Briefing Area

The media briefing area will be the Multimedia Learning Centre unless under threat and then another briefing area will be allocated.

4.3. Communications with Staff and Students

The Vice Chancellor, or authorised University spokesperson, will authorise the information provided to staff and students, and their families. It is important that these messages are appropriate and timely, build confidence, and minimise negativity. Information provided should be consistent and coordinated with that released to external media and will be made available by the Office of Engagement.

5. EVALUATION

The CIT will meet within one (1) month after the Critical Incident to evaluate the implementation of procedures and responses.

6. TRAINING AND TESTING

6.1. The Vice President Operations will arrange appropriate opportunities for testing of this Policy. This may involve table-top or real-life exercises to test whether the response process is workable to provide an appropriate measure of protection to Bond University staff and students in the event of a Critical Incident.

6.2. The opportunity will be provided for key staff to undertake additional training and development opportunities in areas and activities outlined in this Policy.

7. DEFINITIONS

Business Continuity A medium to long-term activity undertaken to foresee, mitigate, and provide planning for risks which might threaten the on-going business activities undertaken by the University. This term does not refer to the immediate response to a particular Critical Incident.

Command Control Centre Is where the Critical Incident Team will operate from. This should have the space to accommodate the members and access to services such as computers, printers, AM/FM radio and external phone lines.

Critical Incident An event which causes, or is likely to cause, extreme physical and/or emotional distress to staff and/or students and may be regarded as outside the normal range of experience of the people affected. For example: a fatality; serious traffic incidents; physical or sexual assault; fire, explosion, or bomb threat; chemical or bio-hazard spillage; storms/natural disasters; acute illness (mental or physical).

Critical Incident Team A team comprised of nominated management staff members, who will be convened based on their expertise, to manage the University's response in the immediate event of a Critical Incident.

8. RELATED PROCEDURES

[Emergency Response Procedures](#)
[Bond University Data Breach Response Plan](#)

9. RELATED GUIDELINES AND FORMS

[Incident Report Forms](#)