

Incident Management Plan

Incident Response Team (Campus Safety and Security, and Natural Disasters)

Version 4

Last updated: August 2022

Incident Management Plan – Campus Safety and Security, and Natural Disasters

1. Purpose and Scope

The Incident Management Plan (“the Plan”) aims to minimise the impact of a major incident which might occur in the University. The Plan covers the handling of incidents relating to campus safety, security and natural disasters. The following outcomes are expected from the execution of the Plan:

1. To safeguard members of the University from injury/ill health as far as possible in case of emergency;
2. To minimise the impact on the operations of the University, and to recover swiftly from the incident;
3. To minimise the physical damage to the University;
4. To minimise the damage to the reputation and public image of the University.

2. Emergency Action Plan

	Incident	Level	Action(s)	Responsible parties within IRT	Timeframe						
1	<p>Typhoon and Super Typhoon</p> <p>Typhoon is a major natural disaster in Hong Kong. Due to global warming, the possibility of being struck by a strong typhoon, or even a super typhoon, has increased in recent years. The purpose of these guidelines is to define the responsibilities of various staff members when preparing for the typhoon's arrival, to advise on ways to mitigate the impact during the typhoon, and to list the work that is required afterwards.</p>	1	<p>Tropical Cyclone Warning Signals Preparation</p> <p>1.1. If typhoon signal is hoisted, the COFMD (O&M) - Campus Support Office (CSO) will pay special attention to the announcements of the Hong Kong Observatory (HKO). If the HKO indicates that there is a possibility of hoisting typhoon signal No. 8 or above, the CSO will convene a meeting with all outsourced contractors, namely, security, cleaning, and landscaping, to remind all parties that they should have sufficient Personal Protective Equipment (PPE). If not, they should acquire suitable PPE immediately.</p> <p>1.2. The preparation work to be performed by each party in safe conditions is listed in the table below:</p> <table border="1" data-bbox="779 902 1453 1455"> <thead> <tr> <th data-bbox="779 902 1033 943">Staff/Contractor</th> <th data-bbox="1033 902 1453 943">Preparation Work</th> </tr> </thead> <tbody> <tr> <td data-bbox="779 943 1033 1162">Facilities Management Manager of the Office of the Comptroller ("FMD")</td> <td data-bbox="1033 943 1453 1162"> <ul style="list-style-type: none"> ● Oversee the preparation work ● Issue a notice to alert users about the preparations for the typhoon </td> </tr> <tr> <td data-bbox="779 1162 1033 1455">CSO</td> <td data-bbox="1033 1162 1453 1455"> <ul style="list-style-type: none"> ● Stock up on food and drink for the typhoon duty team ● Take down all banners ● Dismantle all marquees and tents ● Dismantle the barrier of the car park system ● Fasten all loose objects </td> </tr> </tbody> </table>	Staff/Contractor	Preparation Work	Facilities Management Manager of the Office of the Comptroller ("FMD")	<ul style="list-style-type: none"> ● Oversee the preparation work ● Issue a notice to alert users about the preparations for the typhoon 	CSO	<ul style="list-style-type: none"> ● Stock up on food and drink for the typhoon duty team ● Take down all banners ● Dismantle all marquees and tents ● Dismantle the barrier of the car park system ● Fasten all loose objects 	<ul style="list-style-type: none"> ● Comptroller ● Senior Facilities Management Manager 	Within 24 hrs
Staff/Contractor	Preparation Work										
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	Incident	Level	Action(s)		Responsible parties within IRT	Timeframe
				<ul style="list-style-type: none"> ● Relocate movable light boxes to indoor areas ● Check the sump pumps are functioning properly ● Stock up on timber board in case of window or door breakage ● Prepare adequate first-aid equipment ● Tell hostel staff to park their vehicles in the covered car park ● Liaise with Catering Committee on the operational arrangements of catering contractors ● Liaise with External Parties, such as the summer camp organiser, about the arrangements for activities ● Prepare and submit the duty list 		
			Cleaning	<ul style="list-style-type: none"> ● Fasten all loose objects ● Clear the drains, surface channels, and catch pits 		
			Landscaping	<ul style="list-style-type: none"> ● Trim and remove withered branches ● Move all potted plants in outdoor areas indoors 		

	Incident	Level	Action(s)		Responsible parties within IRT	Timeframe				
			Security	<ul style="list-style-type: none"> ● Put adhesive tape on large glass windows and door panes ● Inform all hostel residents to close their windows ● Fasten all loose objects ● Move recycling bins to a safe place ● Place sandbags at possible flooding points in different zones ● Inspect all windows to check that they have been closed properly 						
		2	<p>During a Typhoon No. 8 or higher</p> <p>1.3. To mitigate the damage sustained by the University, a typhoon duty team will be stationed on the campus to attend to emergencies that occur when the typhoon hits. The composition of the team, along with its responsibilities, is described in the table below:</p> <table border="1" data-bbox="779 1052 1451 1458"> <thead> <tr> <th data-bbox="779 1052 1035 1089">Staff/Contractor</th> <th data-bbox="1035 1052 1451 1089">Responsibilities</th> </tr> </thead> <tbody> <tr> <td data-bbox="779 1089 1035 1458">CSO (2 Facilities Management Officers and 2 technicians)</td> <td data-bbox="1035 1089 1451 1458"> <ul style="list-style-type: none"> ● Use the table-tennis room and the changing rooms in the Sports Complex as a resting place for the typhoon duty team ● Provide a temporary fix to reported damages to prevent further loss, e.g. replace broken windows with timber board </td> </tr> </tbody> </table>		Staff/Contractor	Responsibilities	CSO (2 Facilities Management Officers and 2 technicians)	<ul style="list-style-type: none"> ● Use the table-tennis room and the changing rooms in the Sports Complex as a resting place for the typhoon duty team ● Provide a temporary fix to reported damages to prevent further loss, e.g. replace broken windows with timber board 		
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	Incident	Level	Action(s)		Responsible parties within IRT	Timeframe
				<ul style="list-style-type: none"> ● Carry out remedial works to minimise damage such as water leakage ● Record the reported damages for subsequent rectification works and insurance claims 		<p style="text-align: center;">Immediately</p> <p style="text-align: center;">Immediately</p>
Security (Full team with 24 security guards at minimum)	<ul style="list-style-type: none"> ● For safety reasons, changes of shift will be suspended when signal No. 9 or above is hoisted ● All regular outdoor patrols will be suspended when Typhoon signal No.8 or above is hoisted ● All indoor patrols must be performed in safe conditions ● Report damages to CSO ● Lock the lift cars to the highest floor of the building 					
Cleaning (6 cleaners)	<ul style="list-style-type: none"> ● Attend to flooding 					
			<p>1.4. The function of the typhoon duty team is to mitigate any damage and keep accurate records of damage for subsequent rectification works. The typhoon duty team will evaluate whether the damage, especially to classrooms and offices, can be rectified immediately after the typhoon. If the damage is so serious that it cannot be rectified within a short period of time, for instance broken glass or a power outage, the typhoon duty team will inform the Senior Facilities</p>			

	Incident	Level	Action(s)	Responsible parties within IRT	Timeframe
			<p>Management Manager of FMD (O&M) and the coordinator of the area / venue recorded in the Emergency Contact List.</p> <p>1.5. Head of IRT will inform the University Crisis Management Team (CMT) if the University campus is not suitable for holding classes and/or for work. Depending on the extent of the damage, the CMT may announce the suspension of classes and the closure of offices, even though the typhoon signal is lowered to 3 or below.</p>		
			<p>Post-Typhoon Work</p> <p>1.6. Irrespective of the announcement made by the CMT, all staff members of the FMD (O&M) shall make every effort to resume duty in a safe manner and the traffic condition permits them to do so when the typhoon signal is lowered to 3 or below.</p> <p>1.7. FMD (O&M) should:</p> <ul style="list-style-type: none"> (a) Receive a brief report from CSO and security-in-charge about the typhoon damage sustained. (b) Conduct a brief tour of the campus. (c) Coordinate with parties concerned, such as the landscaping and cleaning supervisors and technicians, to assess priority of work with an aim of resuming the normal operation of the University as soon as possible. (d) Cordon off any area where there is immediate danger, or the potential for danger. 		

	Incident	Level	Action(s)	Responsible parties within IRT	Timeframe				
			<p>(e) Keep good records of damage sustained, and take photographs of damage if possible, and solicit quotations for repairs as appropriate.</p> <p>(f) Report high-risk items to the Comptroller and seek approval to have those items repaired.</p> <p>(g) Inform the insurance policy underwriter and file an insurance claim as soon as possible.</p> <p>1.8. FMD (O&M) should convene a meeting to review the operational procedures from the preparation work to the post-typhoon work to assess which areas could be improved. The Incident Report, containing recommendations for improvements, should be submitted to the Head of IRT for approval, and then incorporated into these guidelines accordingly.</p>						
2	<p>Rainstorm Warning</p> <p>Rain could be particularly heavy and persistent during summer, causing severe traffic disruption and on occasions major floods and landslips resulting in casualties.</p> <p>The purpose of these guidelines is to define the responsibilities of various staff members when preparing for the arrival of rainstorm, to</p>	1	<p>Rainstorm Warning Signals Preparation</p> <p>2.1. When the Hong Kong Observatory issued forecast on heavy rain, the COFMD (O&M) - Campus Support Office (CSO) will pay special attention to the development and will convene a meeting with all outsourced contractors, namely, security, cleaning, and landscaping, to remind all parties that they should have sufficient Personal Protective Equipment (PPE). If not, they should acquire suitable PPE immediately.</p> <p>2.2. The preparation work to be performed by each party in safe conditions is listed in the table below:</p> <table border="1" data-bbox="779 1365 1451 1479"> <thead> <tr> <th data-bbox="779 1365 1035 1406">Staff/Contractor</th> <th data-bbox="1035 1365 1451 1406">Preparation Work</th> </tr> </thead> <tbody> <tr> <td data-bbox="779 1406 1035 1479">Facilities Management</td> <td data-bbox="1035 1406 1451 1479"> <ul style="list-style-type: none"> ● Oversee the preparation work </td> </tr> </tbody> </table>	Staff/Contractor	Preparation Work	Facilities Management	<ul style="list-style-type: none"> ● Oversee the preparation work 	<ul style="list-style-type: none"> ● Comptroller ● Senior Facilities Management Manager 	Within 24 hrs
Staff/Contractor	Preparation Work								
Facilities Management	<ul style="list-style-type: none"> ● Oversee the preparation work 								

	Incident	Level	Action(s)		Responsible parties within IRT	Timeframe
	advise on ways to mitigate the impact during the rainstorm, and to list the work that is required afterwards.		Manager of the Office of the Comptroller (“FMD”)			
			CSO	<ul style="list-style-type: none"> ● Check the sump pumps are functioning properly ● Prepare adequate first-aid equipment 		
			Cleaning	<ul style="list-style-type: none"> ● Clear the drains, surface channels, and catch pits 		
			Landscaping	<ul style="list-style-type: none"> ● Trim and remove withered branches 		
			Security	<ul style="list-style-type: none"> ● Place sandbags at possible flooding points in different zones ● Inspect all windows to check that they have been closed properly 		
			<p>2.3. Head of IRT will inform the University Crisis Management Team (CMT) if the University campus is not suitable for holding classes and/or for work. Depending on the extent of the damage, the CMT may announce the suspension of classes and the closure of offices, even though the rainstorm signal is lowered.</p>			
			<p>2.4. FMD (O&M) should:</p>			

	Incident	Level	Action(s)	Responsible parties within IRT	Timeframe
			<p>(a) Receive a brief report from CSO and security-in-charge about the damage sustained.</p> <p>(b) Conduct a brief tour of the campus.</p> <p>(c) Coordinate with parties concerned, such as the landscaping and cleaning supervisors and technicians, to assess priority of work with an aim of resuming the normal operation of the University as soon as possible.</p> <p>(d) Cordon off any area where there is immediate danger, or the potential for danger.</p> <p>(e) Keep good records of damage sustained, and take photographs of damage if possible, and solicit quotations for repairs as appropriate.</p> <p>(f) Report high-risk items to the Comptroller and seek approval to have those items repaired.</p> <p>(g) Inform the insurance policy underwriter and file an insurance claim as soon as possible.</p> <p>2.5. FMD (O&M) should convene a meeting to review the operational procedures from the preparation work to the post-rainstorm work to assess which areas could be improved. The Incident Report, containing recommendations for improvements, should be submitted to the Head of IRT for approval, and then incorporated into these guidelines accordingly.</p>		
3	Major Fire / Explosion	1	3.1. Fire Evacuation Procedures	<ul style="list-style-type: none"> ● Comptroller ● Senior 	Immediately

	Incident	Level	Action(s)	Responsible parties within IRT	Timeframe
	<p>Every effort is made to prevent the occurrence of a fire. Plans and procedures are established to ensure that prompt action can be taken in case of emergency to protect building occupants and to minimise damage to property. Emergency Evacuation Procedures for various emergency situations are posted on notice boards in public areas inside the University.</p>		<p>(a) When a fire occurs, FMD (O&M) shall report to IRT members. Head of IRT shall inform CMT on the situation such as affected location, time and parties.</p> <p>(b) Except when otherwise notified, when the fire alarm is activated, or when directed by the respective Fire Marshal / venue-in-charge, all those inside the University premises must leave and assemble at the designated assembly area.</p> <p>(c) Fire Marshal shall carry out a roll call of people immediately upon reaching the assembly point, and then report the status (any missing persons) to the FMD (O&M).</p> <ul style="list-style-type: none"> ● Are any handicapped persons or pregnant women working or studying in the area? If yes, someone should be appointed to look after them in case of emergency. ● The locations of the fire alarm and the firefighting equipment. ● The usual number of persons reporting for work in the area each day. <p>(d) When it is safe to do so, firefighting may be attempted on small fires by using nearby fire extinguishers, fire blankets and hose reels.</p> <p>(e) Firefighting by University personnel must be discontinued when the fire becomes out of control, or manifests danger in the form of explosions, electric shocks, flash overs, etc.</p>	<p>Facilities Management Manager</p>	

	Incident	Level	Action(s)	Responsible parties within IRT	Timeframe
			<p>(f) COFMD shall assign someone at the main gate to direct firefighters to the fire scene upon their arrival.</p> <p>(g) COFMD shall assign someone to ensure that all lifts are in their homing stations. COFMD shall verify that the fireman's lift is in operation.</p> <p>(h) COFMD shall liaise with Fire Marshals about missing and injured personnel. If there is a report of a missing or injured person, COFMD must immediately inform the Fire Services Department officer and assist in locating the missing or injured person.</p>		
			<p>3.2. Post-incident Works</p> <ul style="list-style-type: none"> ● Head of IRT will inform the CMT if the University campus is unsuitable for holding classes and/or for work. Depending on the extent of the damage, the CMT may announce the suspension of classes and the closure of offices, even though the risk of incident has been removed. ● Irrespective of the announcement made by the CMT, all staff members of FMD (O&M) shall make every effort to resume service after a fire or explosion under safe condition. <p>FMD (O&M) should:</p>		Immediately

	Incident	Level	Action(s)	Responsible parties within IRT	Timeframe
			<ul style="list-style-type: none"> ● Receive a brief report from CSO and security-in-charge of the damages caused by the incident ● Conduct a brief tour of the affected area ● Coordinate with parties concerned, such as the cleaning supervisors and technicians, to prioritise work in such a way that the University will be able to resume normal operations as soon as possible ● Make accurate records of damage sustained, including photos, and solicit quotations for repairs as appropriate ● Report high-risk items to the Comptroller and seek approval to have those items repaired ● Inform the insurance policy underwriter, and file an insurance claim as soon as possible ● FMD (O&M) should convene a meeting to review the operational procedures from the preparation work to after the incident to assess how they could be improved. The Incident Report, including such recommendations, should be submitted to the Comptroller for approval, and then submitted to the CMT. This plan shall be updated where appropriate 		
4	Collapse of	2	4.1. Emergency Evacuation Procedures	<ul style="list-style-type: none"> ● Comptroller ● Senior 	Within 2 hrs after re-open

	Incident	Level	Action(s)	Responsible parties within IRT	Timeframe
	<p>Building or Building Structures</p> <p>Learning from the collapse of buildings or building structures in Hong Kong, the University has established evacuation plans to deal with the such collapses</p>		<ul style="list-style-type: none"> (a) When a collapse occurs, FMD (O&M) must call 999 for emergency support, and report the situation to IRT members. Heads of IRT must then report the collapse to CMT, noting the location of the collapse, the time the collapse occurred, and all the parties involved. (b) Staff members in the affected location must follow emergency evacuation procedures to safeguard the lives of the occupants of the premises and protect any valuable assets of the University. (c) Except when otherwise notified, everybody inside the affected building must leave for the designated assembly area. (d) Departmental Health and Safety Representative (DHSR) shall carry out a roll call of people immediately upon reaching the assembly point, and then report the status (any missing persons) to the FMD (O&M). (e) When it is safe to do so, an inspection of the affected area may be attempted by FMD staff with personal protective equipment (PPE). (f) FMD shall assign someone at the main gate to direct the Rescue Team of the Fire Services Department, and the police, to the location of the collapse when they arrive. (g) FMD shall liaise with the DHSR about missing/injured personnel. If there is a report of a missing or injured person, immediately 	<p>Facilities Management Manager</p>	<p>of the affected area</p>

	Incident	Level	Action(s)	Responsible parties within IRT	Timeframe
			<p>inform the Fire Services Department and assist in locating the missing or injured person.</p>		
			<p>4.2. Post-incident Work</p> <p>(a) Head of IRT will inform the Crisis Management Team (CMT) if the affected building is unsuitable for holding classes and/or for work, after an inspection by the relevant Government departments. Depending on the extent of the damage, the CMT may announce the suspension of classes and the closure of offices, even though the risk of an incident has been removed.</p> <p>(b) Head of IRT will update the University Crisis Management Team (CMT) about the number of bodily injuries or deaths, if any.</p> <p>(c) Irrespective of the announcement made by the CMT, all staff members of FMD (O&M) shall make every effort to resume service after the accident, if it is safe to do so.</p> <p>(d) FMD (O&M) should:</p> <ul style="list-style-type: none"> ● Receive a brief report from CSO and security-in-charge concerning the damage caused by the incident ● Conduct a brief tour of the affected area ● Coordinate with parties concerned, such as the cleaning supervisors and technicians, to prioritise work in such a way that the University will be able to resume normal operations as soon as possible 		Immediately

	Incident	Level	Action(s)	Responsible parties within IRT	Timeframe
			<ul style="list-style-type: none"> ● Keep accurate records of damages sustained, including photos, and solicit quotations for repairs as appropriate ● Report high-risk items to the Comptroller and seek approval to have those items repaired ● Inform the insurance policy underwriter and file an insurance claim as soon as possible <p>(e) FMD (O&M) should:</p> <p>Convene a meeting to review the operational procedures from the preparation work to after the incident to assess what could be improved. The Incident Report, including such recommendations, should be submitted to the Comptroller for approval, and then submitted to the CMT. This plan shall be updated where appropriate.</p>		
5	<p>Electrical Blackouts</p> <p>Electrical blackouts may impact the whole Lingnan community. Problems include:</p> <ul style="list-style-type: none"> ● Disrupting various building services such as the potable and flush water supply, the lift service, ventilation system, security system, fire services system, etc. 	1	<p>5.1. Prompt Reporting</p> <p>FMD (O&M) shall report the accident to the Head of IRT if electrical power is not restored within 30 minutes after initial checking, including making an enquiry to CLP. Head of IRT shall report the situation to CMT, noting the location of the blackout, the time of the blackout, and the parties affected.</p> <p>5.2. Emergency Procedures</p> <p>When an accident occurs, the procedures below must be followed to minimise the impact and to protect the assets of the University.</p>	<ul style="list-style-type: none"> ● Comptroller ● Senior Facilities Management Manager 	Immediately

	Incident	Level	Action(s)	Responsible parties within IRT	Timeframe
	<ul style="list-style-type: none"> • Cause suspension of indoor examinations, classes and activities • Cause suspension of smartcard access control system and office phone system and other computer equipment 		<ul style="list-style-type: none"> ● Unless otherwise notified, everybody inside the affected building must leave for the designated assembly area (Wing On Plaza). ● FMD (O&M) must check if anyone is trapped in the lift, or by the electrical door lock, etc. ● When it is safe to do so, FMD staff with personal protective equipment (PPE) may attempt to inspect the affected area. ● FMD must arrange a broadcast over the public address system or any available communication path to provide information about the location of the blackout, and issue updates if new information becomes available. ● FMD shall assign someone at the main gate to show Fire Services Department and the Police to the scene upon their arrival if anyone is trapped. ● FMD shall liaise with the emergency responders. ● FMD shall accurately record the details of the blackout, and its exact time, for future reference. ● FMD shall arrange someone to liaise with the DHSR about missing / injured personnel. If there are reports of missing / injured persons, FMD shall help to locate the missing/ injured person. <p>5.3. FMD shall appoint someone to lock all rooms and offices with mechanical locking devices and control access of each building. Registration will be needed to access such rooms and offices. To maintain security, DHSR should help to control access to their offices and special room.</p> <p>5.4. Inspect all special function facilities equipped with UPS or genset, and ensure the operation of the facilities is well maintained.</p>		

	Incident	Level	Action(s)	Responsible parties within IRT	Timeframe
			<p>5.5. Post-incident Work</p> <p>(a) Head of IRT will inform the CMT about the impact of the electrical blackout.</p> <p>(b) Irrespective of the announcement made by the CMT, FMD(O&M) and ITSC shall make every effort to resume service after the blackout.</p> <p>(c) FMD (O&M) should:</p> <ul style="list-style-type: none"> ● Receive a brief report from CSO and the security chief about the damages and impact caused by the blackout; ● Organise a patrol of the affected area; ● Coordinate with parties concerned, e.g. technicians, to establish priorities regarding repair work, with the aim of resuming normal University operations as soon as possible; ● Keep accurate records of all the damages, take photos, and solicit quotations for repairs when appropriate; ● If there is any damage, inform the insurance policy underwriter, and file an insurance claim as soon as possible. <p>5.6. FMD (O&M) should: convene a meeting to review the operational procedures from the preparation work to after the incident to assess what could be improved. The Incident Report, including such recommendations, should be submitted to the Comptroller for approval, and then submitted to the CMT. This plan shall be updated where appropriate.</p>		

	Incident	Level	Action(s)	Responsible parties within IRT	Timeframe
6	<p>Suspicious Object, Package or Letter</p> <p>With reference to the guidelines issued by Hong Kong Police Force, the University should implement security measures whenever a suspicious item is found. A suspicious item is any item, such as bag, package or letter, which is reasonably believed to contain explosives, an improvised explosive device, or other biohazard threats.</p>	1	<p>6.1. Prompt Reporting</p> <p>FMD (O&M) shall attend the scene with personal protective equipment (PPE), and verify the situation. If there is potential risk or bodily injuries, FMD (O&M) shall call the police without delay and report the case to IRT members. Head of IRT shall report the case to CMT detailing the affected location, the time of discovery, and the affected parties.</p> <p>6.2. Emergency Rescue Procedures</p> <p>(a) Upon arrival of the scene, FMD (O&M) shall arrange an alternative room for affected users and switch off the central air-conditioning system or fan; and close the doors of the concerned rooms, or section off the area, to prevent others from entering.</p> <p>(b) The affected users shall keep calm and wait for the arrival of the police and other rescue teams, if appropriate.</p> <p>(c) FMD (O&M) shall make a list of users who are in the room, or in area within 15ft of the room when the suspicious item is recognised. The list shall be given to the police for follow-up investigations and advice. All users shall stay together at a safe place until the police arrive.</p> <p>(d) When the police arrive, FMD (O&M) shall take the police to the meet the users, and visit the scene.</p> <p>(e) If the Police advise that an evacuation of the building is necessary, FMD (O&M) shall break the glass of the nearest fire break glass, and sweep</p>	<ul style="list-style-type: none"> ● Comptroller ● Senior Facilities Management Manager 	Immediately

	Incident	Level	Action(s)	Responsible parties within IRT	Timeframe
			<p>through all rooms in the buildings asking the inhabitants to move to the designated assembly point (Wing On Plaza).</p> <p>(f) FMD shall liaise with the emergency responders.</p> <p>(g) FMD shall accurately record the incident and its exact time for future reference.</p> <p>6.3. Post-incident Work</p> <p>(a) Head of IRT will inform CMT if the affected building is unsuitable for holding classes and/or for work, after an inspection by the relevant Government departments. Depending on the extent of the damage, CMT may announce the suspension of classes and the closure of offices, even though the risk of an incident has been removed.</p> <p>(b) Head of IRT will update the CMT on the number of bodily injuries or deaths, if any.</p> <p>(c) Irrespective of the announcement made by the CMT, all staff members of FMD (O&M) shall make every effort to resume service after the accident.</p> <p>(d) FMD (O&M) should:</p> <ul style="list-style-type: none"> ● Receive a brief report from CSO and security-in-charge on the impact caused by the incident. ● Conduct a brief tour of the affected area when it is safe to do so. 		

	Incident	Level	Action(s)	Responsible parties within IRT	Timeframe
			<ul style="list-style-type: none"> ● Coordinate with parties concerned, to establish priorities regarding repair work, with the aim of resuming normal University operations as soon as possible. ● Keep accurate records of the damage, take photos, and solicit quotations for repairs when appropriate. ● Report the high-risk items to the Comptroller and seek approval to have those items repaired. ● Inform the insurance policy underwriter and file an insurance claim as soon as possible. ● FMD (O&M) should convene a meeting to review the operational procedures from the preparation work to after the incident to assess what could be improved. The Incident Report, including such recommendations, should be submitted to the Comptroller for approval, and then submitted to the CMT. This plan shall be updated where appropriate. 		
7	<p>Bomb Threats</p> <p>With reference to the guidelines issued by Hong Kong Police Force, the University should implement security measures whenever there is a bomb threat.</p>	1	<p>7.1. Prompt Reporting</p> <p>FMD (O&M) shall attend the scene with personal protective equipment (PPE), and verify the situation. If there is potential risk, FMD (O&M) shall call the Police without delay and report the case to IRT members. Head of IRT shall report the case to CMT detailing the location of the bomb threat, the time of discovery, and the affected parties.</p>	<ul style="list-style-type: none"> ● Comptroller ● Senior Facilities Management Manager 	Immediately

	Incident	Level	Action(s)	Responsible parties within IRT	Timeframe
	<p>Whoever reports the finding of suspicious items or receives bomb threats by phone call or any other means, shall keep calm and call Security Control for support without delay; and let the Security Manager know the following:</p> <ul style="list-style-type: none"> ● Location of the item ● Description of the item ● When the item is due to explode ● Number of the users in the area ● Identity of the caller and details of the voice and type of background noise if received by phone call ● Reason for the threat 		<p>7.2. Emergency Rescue Procedures</p> <ul style="list-style-type: none"> (a) As soon as they arrive at the location, FMD (O&M) shall evacuate the location. They must search the public areas first, then the areas not generally accessible to the public, then the non-public areas. Partial evacuation can help to minimise the risk factor for a majority of users and expedite the search and the clearing of the premises. (b) The affected users shall keep calm and leave for the designated assembly area (Wing On Plaza). (c) When the police arrive, FMD (O&M) shall guide the police to the scene, and assist the police in their search. (d) If the police advise that an evacuation is necessary, FMD (O&M) shall break the glass of the nearest fire break glass, and sweep through all rooms in the buildings asking inhabitants to move to the designated assembly point (Wing On Plaza). (e) FMD shall liaise with the emergency responders. (f) FMD shall accurately record the incident and the exact time it occurred for future reference. <p>7.3. Post-incident Works</p> <ul style="list-style-type: none"> (a) Head of IRT will inform CMT if the affected building is unsuitable for holding classes and/or for work, after an inspection by the relevant Government departments. Depending on the extent of the damage, CMT may announce the suspension of classes and the closure of offices, even though the risk of an incident has been removed 		

	Incident	Level	Action(s)	Responsible parties within IRT	Timeframe
			<p>(b) Head of IRT will update the CMT on the number of bodily injuries or deaths, if any.</p> <p>(c) Irrespective of the announcement made by the CMT, all staff members of FMD (O&M) shall make every effort to resume service after the accident, when conditions are deemed safe enough to do so.</p> <p>(d) FMD (O&M) should</p> <ul style="list-style-type: none"> ● Receive a brief report from CSO and the security chief about the impact of the incident; ● Conduct a brief tour of the affected area when it is safe to do so; ● Coordinate with parties concerned to establish priorities regarding repair work, with the aim of resuming normal University operations as soon as possible; ● Keep accurate records of the damage, take photos, and solicit quotations for repairs when appropriate; ● Report the high-risk items to the Comptroller and seek approval to have such items repaired if necessary; ● Inform the insurance policy underwriter and file and insurance claim as soon as possible. ● FMD (O&M) should convene a meeting to review the operational procedures from the preparation work to after the incident to assess what could be improved. The Incident Report, including such recommendations, should be submitted to the Comptroller for approval, and then submitted to the CMT. This plan shall be updated where appropriate. 		

	Incident	Level	Action(s)	Responsible parties within IRT	Timeframe
8	<p>Health Hazards With reference to the guidelines issued by the Centre for Health Protection, Department of Health, HKSAR, the University should implement measures whenever there is an outbreak of communicable diseases or a case involving death or a critical condition.</p>	2	<p>8.1. Prompt Reporting After receiving report of a case, Safety Officer shall inform FMD (O&M) to arrange a thorough disinfection.</p> <p>8.2. Handling Procedures</p> <p>a) Infected staff members or students shall report their sickness to their Department / Warden Office/Centre/Office. Isolation arrangements shall be made according to the latest guidelines of CHP and the University.</p> <p>b) Department/Warden Office/Centre/Office shall report the case, including the location of the workplace/residential flats, and a record of past activities of the infected person, to the Safety Officer.</p> <p>c) After receiving the report from the Safety Officer, FMD (O&M) shall conduct thorough disinfection at the specified location.</p> <p>d) If an outbreak develops, and there is a report of a death or a critical condition, the Safety Officer shall closely liaise with the Centre for Health Protection, and report the situation to IRT members and the Health, Safety and Environment Committee (HSEC). Head of IRT shall report the situation to CMT, including the number of suspected and confirmed cases. The IRT shall make an announcement/issue a notice to the Lingnan community about the development of the outbreak of the communicable disease.</p> <p>e) The handling of the communicable diseases would be made reference to the advice from the HSEC.</p>	<ul style="list-style-type: none"> ● Comptroller ● Senior Facilities Management Manager 	Within 24 hours

	Incident	Level	Action(s)	Responsible parties within IRT	Timeframe
			<p>8.3. Post-incident Works</p> <ul style="list-style-type: none"> a) Head of IRT will inform the CMT if the outbreak of the health hazard means that classes cannot be held and/or for work upon the inspection by related Government departments. Depending on the seriousness of the outbreak, the CMT may announce the suspension of classes and the closure of offices. b) Head of IRT will update the CMT about the number of suspected and confirmed cases, if any. c) Irrespective of the announcement made by the CMT, all staff members of FMD (O&M) shall make every effort to conduct a thorough disinfection of the campus. d) The Safety Officer should convene a meeting to review the operational procedures from the preparation work to after the incident to assess what could be improved. The Incident Report, including such recommendations, should be submitted to the Comptroller for approval, and then submitted to the CMT. This plan shall be updated where appropriate. 		
9	<p>Violation of any Hong Kong Laws (including National Security Law) or Violation of the Guiding Principles on the Use of University Premises and Facilities</p>		<p>9.1. Prompt reporting on suspected violation of laws / Guiding Principles on the Use of University Premises and Facilities, COFMD would liaise with the users to stop the activity and seek support from the Head/co-ordinator of department/office concerned.</p> <ul style="list-style-type: none"> b) If the users do not comply with our instruction, and might cause risk to safety and security of our 	<ul style="list-style-type: none"> ● Comptroller ● Senior Facilities Management Manager 	Immediately

	Incident	Level	Action(s)	Responsible parties within IRT	Timeframe
			<p>campus and stakeholders, COFMD shall report the incident to IRT.</p> <p>9.2. Handling Procedure</p> <ul style="list-style-type: none"> a) COFMD will suspend the activity and/or remove the risk with video / photo record as far as feasible with support from the related department/office. b) If the situation is under control, COFMD will liaise with the concerned parties on resumption of activities in compliance with laws and/or guiding principles on the use of University premises and facilities. c) If the situation is out of control /the risk cannot be removed immediately, COFMD might consult with Head of IRT on seeking support from the related Government departments for cases related to violation of laws, especially National Security Law. Head of IRT will report the case handling to CMT. <p>9.3. Post-incident Works</p> <ul style="list-style-type: none"> a) Head of IRT will report to CMT on the case development. Depending on the impact to the University and various stakeholders, CMT might make announcement on such incident. 		