



Major Incident Procedure

Policy

West Highland College recognises the importance of proactive crisis management including the appropriate procedure required for effective communication and public relations in the event of a major incident occurring at a College location or where an outdoor College activity is taking place.

Communication

The risk of poor communication will be minimised by the identification of a procedure detailing the responsibilities for proactive communication in the event of a major incident occurring.

The procedure will detail the measures required to inform internal and external parties and to identify the measures required to re-establish College activities in a responsible manner.

Procedure

- A communications centre will be established
- A spokesperson will be identified
- Internal and external parties will be kept informed
- Press statements will be authorised and released
- A log book of all actions taken will be kept
- Activities will be resumed in a responsible manner

Responsibilities

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| ▪ Incident Controller | ▪ Principal or Senior Manager (at incident location) |
| ▪ Deputy Incident Controller | ▪ Assistant Principal or Senior Manager (at incident location) |
| ▪ Communications Controller | ▪ Assistant Principal (HR) |
| ▪ Business Controller | ▪ Financial Director |
| ▪ Course Controller | ▪ Assistant Principal (Curriculum) |
| ▪ Facilities Controller | ▪ Estates & Facilities Manager |

Training

Appropriate training will be provided to ensure that the key participants are suitably trained and competent to manage a major incident.