

Incident Management Plan

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

Version 5

Last updated: December 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 that 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/illness 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 or super typhoon has increased in recent years. The purpose of these guidelines is to define the responsibilities of various staff members when preparing for a typhoon's arrival, to advise on how to mitigate the impact during the typhoon, and to list the work that is required afterwards.</p>	1	<p>Tropical Cyclone Warning Signal 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 the possibility of hoisting typhoon signal No. 8 or above, CSO will convene a meeting with all outsourced contractors (e.g. security, cleaning, and landscaping) to remind them to 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="795 878 1472 1500"> <thead> <tr> <th data-bbox="795 878 1052 915">Staff/Contractor</th> <th data-bbox="1052 878 1472 915">Preparation Work</th> </tr> </thead> <tbody> <tr> <td data-bbox="795 915 1052 1138">Facilities Management Manager of the Office of the Comptroller ("FMD")</td> <td data-bbox="1052 915 1472 1138"> <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="795 1138 1052 1500">CSO</td> <td data-bbox="1052 1138 1472 1500"> <ul style="list-style-type: none"> ● Stock up on food and drinks 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 ● Relocate movable light boxes to indoor areas </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 drinks 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 ● Relocate movable light boxes to indoor areas 	<ul style="list-style-type: none"> ● Comptroller ● Senior Facilities Management Manager 	Within 24 hrs
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				<ul style="list-style-type: none"> ● Check if 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 drains, surface channels, and catch pits 		
			Landscaping	<ul style="list-style-type: none"> ● Trim and remove withered branches ● Move all outdoor potted plants indoors 		
			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 		

Incident	Level	Action(s)	Responsible parties within IRT	Timeframe						
		<ul style="list-style-type: none"> ● Move recycling bins to a safe place ● Place sandbags at possible flooding points ● 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="795 732 1470 1503"> <thead> <tr> <th data-bbox="795 732 1056 773">Staff/Contractor</th> <th data-bbox="1056 732 1470 773">Responsibilities</th> </tr> </thead> <tbody> <tr> <td data-bbox="795 773 1056 1395">CSO (2 Facilities Management Officers and 2 technicians)</td> <td data-bbox="1056 773 1470 1395"> <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) ● Carry out remedial work to minimise damage such as water leakage ● Record the reported damages for subsequent rectification work and insurance claims </td> </tr> <tr> <td data-bbox="795 1395 1056 1503">Security (Full team with 24 security)</td> <td data-bbox="1056 1395 1470 1503"> <ul style="list-style-type: none"> ● For safety reasons, shift changes will be suspended </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) ● Carry out remedial work to minimise damage such as water leakage ● Record the reported damages for subsequent rectification work and insurance claims 	Security (Full team with 24 security)	<ul style="list-style-type: none"> ● For safety reasons, shift changes will be suspended 		Immediately
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		<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 when the typhoon signal is lowered to 3 or below, taking into account safety and traffic conditions.</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 (e.g. landscaping and cleaning supervisors and technicians) to prioritise work to resume the normal University operation as soon as possible. (d) Cordon off any area where there is immediate or potential danger. (e) Keep accurate records of damage sustained, including photos, and solicit quotations for repairs as appropriate. (f) Report high-risk items to the Comptroller and seek approval to have those items repaired. (g) Inform the insurance policy underwriter and file an insurance claim as soon as possible. <p>1.8. FMD (O&M) should convene a meeting to review the operational procedures (from preparation to post-typhoon work) to assess what could be improved. The Incident Report, including such recommendations, should be submitted to the Head of IRT for approval, and then submitted to the CMT. The recommendations for improvement should be incorporated into these guidelines accordingly.</p>		Immediately

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2	<p>Rainstorm Warning</p> <p>Rain could be heavy and persistent during summer, causing severe traffic disruption, major floods, landslips, and 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 advise on ways to mitigate the impact during the rainstorm, and to list the work that is required afterwards.</p>	1	<p>Rainstorm Warning Signals Preparation</p> <p>2.1. When the HKO issues a forecast of heavy rain, the COFMD (O&M) - CSO will pay special attention to the development and convene a meeting with all outsourced contractors (e.g. security, cleaning, and landscaping) to remind them to have sufficient 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="795 651 1472 1424"> <thead> <tr> <th data-bbox="795 651 1052 691">Staff/Contractor</th> <th data-bbox="1052 651 1472 691">Preparation Work</th> </tr> </thead> <tbody> <tr> <td data-bbox="795 691 1052 911">Facilities Management Manager of the Office of the Comptroller (“FMD”)</td> <td data-bbox="1052 691 1472 911"> <ul style="list-style-type: none"> ● Oversee the preparation work </td> </tr> <tr> <td data-bbox="795 911 1052 1060">CSO</td> <td data-bbox="1052 911 1472 1060"> <ul style="list-style-type: none"> ● Check if sump pumps are functioning properly ● Prepare adequate first-aid equipment </td> </tr> <tr> <td data-bbox="795 1060 1052 1159">Cleaning</td> <td data-bbox="1052 1060 1472 1159"> <ul style="list-style-type: none"> ● Clear drains, surface channels, and catch pits </td> </tr> <tr> <td data-bbox="795 1159 1052 1235">Landscaping</td> <td data-bbox="1052 1159 1472 1235"> <ul style="list-style-type: none"> ● Trim and remove withered branches </td> </tr> <tr> <td data-bbox="795 1235 1052 1424">Security</td> <td data-bbox="1052 1235 1472 1424"> <ul style="list-style-type: none"> ● Place sandbags at possible flooding points ● Inspect all windows to check that they have been closed properly </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 	CSO	<ul style="list-style-type: none"> ● Check if sump pumps are functioning properly ● Prepare adequate first-aid equipment 	Cleaning	<ul style="list-style-type: none"> ● Clear 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 ● Inspect all windows to check that they have been closed properly 	<ul style="list-style-type: none"> ● Comptroller ● Senior Facilities Management Manager 	Within 24 hrs
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			<p>2.3. Head of IRT will inform the University 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 if the rainstorm signal is lowered.</p> <p>2.4. FMD (O&M) should:</p> <ul style="list-style-type: none"> (a) Receive a brief report from CSO and security-in-charge about the damage sustained. (b) Conduct a brief tour of the campus. (c) Coordinate with parties concerned (e.g. landscaping and cleaning supervisors and technicians) to prioritise work to resume the normal University operation as soon as possible. (d) Cordon off any area where there is immediate or potential danger. (e) Keep good records of damage sustained, and take photographs of damage if possible, and solicit quotations for repairs as appropriate. (f) Report high-risk items to the Comptroller and seek approval to have those items repaired. (g) Inform the insurance policy underwriter and file an insurance claim as soon as possible. <p>2.5. FMD (O&M) should convene a meeting to review the operational procedures (from preparation to the post-rainstorm work) to identify the areas that could be improved. The Incident Report should be submitted to the Head of IRT for approval, and then submitted to the CMT. The recommendations for improvement should be incorporated into these guidelines accordingly.</p>		

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3	<p>Major Fire / Explosion</p> <p>Every effort should be made to prevent the occurrence of a fire. Plans and procedures are established to ensure prompt action 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>	1	<p>Fire Evacuation Procedures</p> <p>3.1. When there is a fire,</p> <p>(a) FMD (O&M) shall report the fire 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 designated assembly areas.</p> <p>(c) Fire Marshal shall immediately carry out a roll call of people 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 there any handicapped persons or pregnant women 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) If it is safe to do so, firefighting may be attempted by University personnel on small fires 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, and/or flash overs.</p> <p>(f) FMD (O&M) shall assign someone at the main gate to direct firefighters to the fire scene upon their arrival.</p>	<ul style="list-style-type: none"> ● Comptroller ● Senior Facilities Management Manager 	Immediately

	Incident	Level	Action(s)	Responsible parties within IRT	Timeframe
			<p>(g) FMD (O&M) shall assign someone to ensure that all lifts are in their homing stations. FMD (O&M) shall verify that the fireman's lift is in operation.</p> <p>(h) FMD (O&M) shall liaise with Fire Marshals about missing and injured personnel. If there is a report of a missing or injured person, FMD (O&M) must immediately inform the Fire Services Department officer and assist in locating the missing or injured person.</p>		
			<p>3.2. Post-incident Work</p> <p>(a) 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.</p> <p>(b) Irrespective of the announcement made by the CMT, all staff members of FMD (O&M) shall make every effort to resume service under safe conditions.</p> <p>(c) FMD (O&M) should:</p> <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(s) ● Coordinate with parties concerned (e.g. cleaning supervisors and technicians) to prioritise work to resume normal University operation as soon as possible 		Immediately

	Incident	Level	Action(s)	Responsible parties within IRT	Timeframe
			<ul style="list-style-type: none"> ● Keep 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 <p>(d) Inform the insurance policy underwriter, and file an insurance claim as soon as possible</p> <p>(e) 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. The recommendations for improvement should be incorporated into these guidelines accordingly.</p>		
4	<p>Collapse of 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 such collapses</p>	2	<p>Emergency Evacuation Procedures</p> <p>4.1. When a collapse occurs,</p> <p>(a) FMD (O&M) must call 999 for emergency support, and report to IRT members. Heads of IRT shall inform CMT, noting the location and time of the collapse, and all the parties involved.</p> <p>(b) Staff members in the affected location must follow emergency evacuation procedures to safeguard the lives of the occupants and protect any valuable assets of the University.</p> <p>(c) Except when otherwise notified, everybody inside the affected building must leave for the designated assembly area.</p> <p>(d) Departmental Health and Safety Representative (DHSR) shall immediately carry out a roll call of</p>	<ul style="list-style-type: none"> ● Comptroller ● Senior Facilities Management Manager 	Within 2 hrs after re-open of the affected area

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			<p>people upon reaching the assembly point, and then report the status (any missing persons) to the FMD (O&M).</p> <p>(e) When it is safe to do so, an inspection of the affected area may be attempted by FMD (O&M) staff while wearing PPE.</p> <p>(f) FMD (O&M) 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.</p> <p>(g) FMD (O&M) shall liaise with the DHSR about missing/injured personnel. If there is a report of a missing or injured person, immediately inform the Fire Services Department and assist in locating the person.</p>		
			<p>4.2. Post-incident Work</p> <p>(a) After an inspection by the relevant Government departments, Head of IRT will inform the CMT if the affected building 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 an incident has been removed.</p> <p>(b) Head of IRT will update the 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 under safe conditions.</p> <p>(d) FMD (O&M) should:</p>		Immediately

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			<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(s) ● Coordinate with parties concerned (e.g. cleaning supervisors and technicians) to prioritise work to resume normal University operation as soon as possible ● 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 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. The recommendations for improvement should be incorporated into these guidelines accordingly.</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 building services such as the potable and flush 	1	<p>Electrical Blackout for 30 Minutes</p> <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 and time of the blackout and the parties affected.</p>	<ul style="list-style-type: none"> ● Comptroller ● Senior Facilities Management Manager 	Immediately

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	<p>water supply, the lift service, ventilation system, security system, and fire services system</p> <ul style="list-style-type: none"> • Cause suspension of indoor examinations, classes, and activities • Cause suspension of smartcard access control system, office phone system, and other computer equipment 		<p>5.2. Emergency Procedures</p> <ul style="list-style-type: none"> ● Unless otherwise notified, everybody inside the affected building must leave for the designated assembly areas ● FMD (O&M) must check if anyone is trapped in the lift or by the electrical door lock. ● When it is safe to do so, FMD (O&M) staff wearing PPE may inspect the affected area. ● FMD (O&M) 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 when new information becomes available. ● FMD (O&M) 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 (O&M) shall liaise with the emergency responders. ● FMD (O&M) shall accurately record the details of the blackout and its exact time for future reference. ● FMD (O&M) 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 (O&M) 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 control access to their offices</p>		

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			<p>and special room.</p> <p>5.4. FMD (O&M) shall inspect all special function facilities equipped with UPS or genset, and ensure the operation of the facilities is well maintained.</p> <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 prioritise repair work, with the aim of resuming normal University operations as soon as possible; ● Keep accurate records of all the damages, including photos, and solicit quotations for repairs as 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</p>		

	Incident	Level	Action(s)	Responsible parties within IRT	Timeframe
			CMT. This plan shall be updated where appropriate.		
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 (e.g. bag, package, or letter) that is believed to contain explosives, an improvised explosive device, or other biohazard threats.</p>	1	<p>When there is a suspicious object, package or letter:</p> <p>6.1. Prompt Reporting FMD (O&M) shall attend the scene wearing PPE, and verify the situation. If there is potential risk or bodily injuries, FMD (O&M) shall immediately call the Police and report the case to IRT members. Head of IRT shall report the case to CMT detailing the location, the time of discovery, and the affected parties.</p> <p>6.2. Emergency Rescue Procedures</p> <p>(a) Upon arrival to the scene, FMD (O&M) shall arrange an alternative room for affected users and switch off the central air-conditioning system and/or fan. To prevent others from entering, doors of the concerned rooms should be closed or the area sectioned off.</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 15 ft of the room when the suspicious item is recognised. The list shall be given to the Police for follow-up investigation. 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 them to the location to meet the users.</p> <p>(e) If the Police advise that an evacuation of the building is necessary, FMD (O&M) shall set off the nearest fire alarm, and sweep through all rooms in the buildings asking the inhabitants to move to the designated assembly point (Wing On Plaza).</p>	<ul style="list-style-type: none"> ● Comptroller ● Senior Facilities Management Manager 	Immediately

	Incident	Level	Action(s)	Responsible parties within IRT	Timeframe
			<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) After an inspection by the relevant Government departments, Head of IRT will inform CMT if the affected building is unsuitable for holding classes and/or for work. 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 under safe conditions.</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(s). ● Coordinate with parties concerned (e.g. cleaning supervisors and technicians) to prioritise work to resume normal University operation as soon as possible. ● Keep accurate records of the damage, including 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. 		

	Incident	Level	Action(s)	Responsible parties within IRT	Timeframe
			<ul style="list-style-type: none"> 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. The recommendations for improvement should be incorporated into these guidelines accordingly. 		
7	<p>Bomb Threat</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> <p>Whoever receives the bomb threat shall keep calm and immediately call Security Control for support, and let the Security Manager know the following:</p> <ul style="list-style-type: none"> Location of the item Description of the item 	1	<p>When there is a bomb threat:</p> <p>7.1. Prompt Reporting</p> <p>FMD (O&M) shall attend the scene wearing PPE and verify the situation. If there is potential risk, FMD (O&M) shall immediately call the Police 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> <p>7.2. Emergency Rescue Procedures</p> <p>(a) As soon as FMD (O&M) arrive at the location, they shall evacuate the location. First, they must search the public areas, then the areas not generally accessible to the public, followed by the non-public areas. Partial evacuation can help to minimise the risk factor for most users and expedite the searching and the clearing of the premises.</p> <p>(b) The affected users shall keep calm and leave for the designated assembly area (Wing On Plaza).</p> <p>(c) When the Police arrive, FMD (O&M) shall guide the Police to the scene and assist in their search.</p> <p>(d) If the Police advise that an evacuation is necessary, FMD (O&M) shall set off the nearest fire alarm, and</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"> ● When the item is due to explode ● Number of 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>sweep through all rooms in the buildings asking inhabitants to move to the designated assembly point (Wing On Plaza).</p> <p>(e) FMD (O&M) shall liaise with the emergency responders.</p> <p>(f) FMD (O&M) shall accurately record the incident and the exact time it occurred for future reference.</p> <p>7.3. Post-incident Work</p> <p>(a) After an inspection by the relevant Government departments, Head of IRT will inform CMT if the affected building is unsuitable for holding classes and/or for work. 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 under safe conditions.</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(s). ● Coordinate with parties concerned (e.g. cleaning supervisors and technicians) to prioritise work to resume normal University operation as soon as possible; ● Keep accurate records of the damage, including photos, and solicit quotations for repairs when appropriate; 		

	Incident	Level	Action(s)	Responsible parties within IRT	Timeframe
			<ul style="list-style-type: none"> ● 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. The recommendations for improvement should be incorporated into these guidelines accordingly. 		
8	<p>Health Hazards With reference to the guidelines issued by the Centre for Health Protection (CHP), Department of Health, HKSAR, the University should implement measures whenever there is an outbreak of communicable diseases or a case involving death/critical condition.</p>	2	<p>When health hazard is identified:</p> <p>8.1. Prompt Reporting After receiving report of a case, FMD (O&M) shall arrange a thorough disinfection.</p> <p>8.2. Handling Procedures</p> <p>a) Infected staff member or student 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 to the FMD (O&M), including the location of the workplace/residential flats, and a record of past activities of the infected person.</p> <p>c) After receiving the report, FMD (O&M) shall conduct thorough disinfection at the specified location.</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>d) If an outbreak develops, and there is a report of a death or a person in critical condition, the FMD (O&M) 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 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 shall follow the advice from the HSEC.</p> <p>8.3. Post-incident Work</p> <p>(a) After an inspection by the relevant Government departments, Head of IRT will inform CMT if the outbreak means that is unsuitable for holding classes and/or for work. Depending on the seriousness of the outbreak, the CMT may announce the suspension of classes and the closure of offices.</p> <p>(b) Head of IRT will update the CMT about the number of suspected and confirmed cases, if any.</p> <p>(c) Irrespective of the announcement made by the CMT, all staff members of FMD (O&M) shall thoroughly disinfect the campus.</p> <p>(d) 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>		
9	Violation of any Hong		9.1. Prompt reporting on suspected violation of laws /	● Comptroller	Immediately

	Incident	Level	Action(s)	Responsible parties within IRT	Timeframe
	<p>Kong Laws (including National Security Law) or Violation of the Guiding Principles on the Use of University Premises and Facilities</p>		<p>Guiding Principles on the Use of University Premises and Facilities, FMD (O&M) should liaise with the users to stop the activity and seek support from the Head/co-ordinator of department/office concerned.</p> <p>(a) If the users do not comply with University instructions, and cause risk to safety and security of the campus and stakeholders, FMD (O&M) shall report the incident to IRT.</p> <p>9.2. Handling Procedure</p> <p>(a) FMD (O&M) will suspend the activity and/or remove the risk with video/photo record with support from the related department/office.</p> <p>(b) If the situation is under control, FMD (O&M) 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.</p> <p>(c) If the situation is out of control or the risk cannot be removed immediately, FMD (O&M) should consult with Head of IRT to seek 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> <p>9.3. Post-incident Work</p> <p>(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 an announcement to the Lingnan community.</p> <p>(b) 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</p>	<ul style="list-style-type: none"> ● Senior Facilities Management Manager 	

	Incident	Level	Action(s)	Responsible parties within IRT	Timeframe
			recommendations, should be submitted to the Comptroller for approval, and then submitted to the CMT. This plan shall be updated where appropriate.		