



CIM | CANTERBURY
AUSTRALIA | INSTITUTE OF
NEW ZEALAND | MANAGEMENT

Critical Incident and Emergency Management Plan

Advisory Board Approved Policy

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Version Control

Version	VI.1
Date effective	1 May 2025
Review	The Advisory Board will review this Policy in accordance with the Institute's <i>Policy Documents Review Schedule</i> .
Approving body	Advisory Board
Approval date	31 April 2025
Approval meeting	Advisory Board
Policy owner	Dean
Policy contact	Dean
Related Documents	Campus Facilities and Security Plan Glossary of Terms Records Management Plan Risk Management Plan
Related Legislation	Health and Safety at Work Act 2015

1. Preamble

1.1 Purpose

The Critical Incident and Emergency Management Plan ('the Plan') outlines the procedures to be followed by the Canterbury Institute of Management ('the Institute' or 'CIM') in response to a critical incident or emergency at the Campus and is designed to ensure that the Institute:

- a. meets its duty of care obligations in providing the required standard of health and safety to its staff, students and other persons working in or visiting the Institute;
- b. can respond quickly and effectively in the event of a concern, critical incident, emergency, disaster or crisis; and
- c. is compliant with the relevant legislation and standards, including the Health and Safety at Work Act 2015, the Education and Training Act 2020, and the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 as required by the New Zealand Qualifications Authority (NZQA).

In any event of a critical incident and emergency, all staff and students should follow the procedures outlined in this plan and exercise common sense in ensuring the safety of all is given priority.

1.2 Definitions

For definitions, please refer to the *Glossary of Terms*.

2. Scope

The procedure(s) outlined in this Plan apply to all staff, students and visitors. The policy and procedures relate to critical incidents and emergencies at CIM's premises or elsewhere where staff, students, visitors are participating in any Institute-related activities. All critical incidents are recorded in the Institute's 'Critical Incident Register'.

Pastoral Care and Learner Well-being

In accordance with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, CIM acknowledges its responsibility to provide timely and effective support to students affected by critical incidents.

CIM will ensure that:

- All students are offered counselling and support services after any critical event.
- Staff involved in responding to incidents are trained in trauma-informed approaches.
- Support is available for international students to contact their family or embassy where needed.
- Incident response procedures take into account diverse learner needs, including for Māori, Pasifika, and students with disabilities.
- A secure hard copy of each student's next-of-kin contact information will be maintained by the Student Support Manager and stored at reception in a locked cabinet for immediate access in case of a critical incident. Access will be restricted to authorised personnel only.

3. Policy Statement

This Plan and its related procedures demonstrate CIM's commitment to:

- a. identifying and preventing critical incidents and emergencies;
- b. allocating appropriate resources and building relationships to manage all critical incidents and emergencies;

- c. protecting and delivering the highest possible standard of health and safety for all staff, students and visitors in any event of critical incident or emergency;
- d. managing its reputation for the benefit of all stakeholders associated with CIM;
- e. evaluating the effectiveness, adequacy and ongoing suitability of its critical incident and emergency responses.

4. *Category of Critical Incident and Emergency*

Due to the broad range of possible critical incidents or emergencies, CIM is committed to the effectiveness of the Institute's response and management of critical incidents and emergencies. The following table shows the types of incidents:

Type of Event (Critical Incident and Emergency)	Example
Internal Incident	<ul style="list-style-type: none"> • Gas leak; • Chemical hazard; • Failure of essential services/utilities • Power failure
Fire/Smoke	<ul style="list-style-type: none"> • Fire • Explosion • Discovery of smoke/fire
Bomb Threat	<ul style="list-style-type: none"> • Bomb threat by person, phone call, mail/letter • Suspicious item
Medical Emergency/Threat	<ul style="list-style-type: none"> • EpiPen use • Shock • Burn/scalds • Poisoning • Pandemic diseases
Personal Threat	<ul style="list-style-type: none"> • Kidnapping • Sexual assault/serious assault • Siege • Missing students/staff • Intrusion or hold-up • Violent behaviour • Self-harm, attempted suicide • Child protection matter • Terrorism
Evacuation	<ul style="list-style-type: none"> • Building Evacuation
External	<ul style="list-style-type: none"> • Natural disasters, earthquake, flooding, bushfire • Severe weather and storms • Public disorder • Reputational Damage • Pandemic (i.e. COVID – 19)

5. Critical Incident and Emergency Management Framework

5.1 CIM takes action to prepare for and prevent emergencies and critical incidents. This includes:

- a. identifying on-site and off-site situations that have the potential to become emergencies or critical incidents that would affect site operations;
- b. determining, with other agencies, potential risks associated with particular situations;
- c. using risk management practices to assess the potential risks and develop mitigation strategies;
- d. designing this Plan so that it considers the management of foreseeable risks;
- e. communicating the Plan to all staff;
- f. training key academic and non-academic staff; and
- g. regularly reviewing and modifying the Plan by the Executive Management Team.

5.2 Priority is given to responding to and managing critical incidents and emergencies;

5.3 The CIM Executive Management Team manages all responses to critical incidents and emergencies consistent with systems and procedures;

5.4 Delegated staff within the Executive Management Team guides critical incident and emergency response and management from the first report of an incident to completion of the response, including review and evaluation of responses to the incident;

5.5 The Executive Management Team:

- a. reviews its performance in planning, implementing and managing the response to each critical incident and emergency consistent with this plan and associated policies and procedures;
- b. make the necessary or desirable adjustments or improvements to this plan in light of the review process.

5.6 In the event of a critical incident, the Executive Management Team or the Dean makes an assessment if critical incident and assign to develop an action plan for restoration of the effected site or services, the renewal of IT services, the procurement of replacement equipment, counselling of staff or students;

5.7 The Chair of the Advisory Board must be informed of a critical incident as soon as possible by the Dean or the delegate.

5.8 Where applicable, CIM must notify external authorities such as NZ Police, Fire and Emergency New Zealand, and NZQA, especially if the critical incident affects student safety, institutional integrity, or requires changes to programme delivery.

5.9 No staff member or student shall communicate with media about any critical incident unless explicitly authorised by the Dean. All media responses must follow a coordinated approach in consultation with the Chair of the Advisory Board and where necessary, align with guidance from NZ Police or Civil Defence.

5.10 This plan and its related documents are available to prospective and current staff and students through CIM website.

6. Accountability and Responsibility

- 6.1 The Dean is responsible and accountable for reporting all matters related to critical incidents and emergencies to the Advisory Board.
- 6.2 In the event the Dean is unavailable, a designated Deputy (typically the Director or General Manager) will assume the responsibilities of managing and reporting critical incidents. This ensures uninterrupted leadership and clear delegation during emergencies.
- 6.3 The Risk Management Committee will provide the Advisory Board with a summary report on the ratings.
- 6.4 The Dean and the Executive Management Team are responsible for training and familiarising all staff at CIM with their roles in the event of a critical incident or emergency.
- 6.5 The Dean ensure that all staff and students receive information about this Plan as part of their Induction will also include guidance on student safety responsibilities under the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

7. Response to Critical Incidents and Emergencies

- 7.1 Critical incidents and emergencies require a considered, coordinated and timely response from the Institute to prevent the situation from significantly worsening and to minimise future adverse consequences.
- 7.2 Assessment of an event must take account of the reaction of the individual or individuals directly affected and the wider ranging effects on the CIM community at large. It should also be noted that people react in different ways, both in their immediate and long-term responses to events.
- 7.3 At the time of assessing the critical incident and/or the emergency event, consideration must be given to the dominant factors and the behaviour of the staff and/or the students at the time of the incident.

APPENDIX I:

**EMERGENCY CONTACT DETAILS
Auckland Campus**

Responsible Officer	Position	Contact Details
Dr Pranil Prasad - Primary Contact for Critical Incidents	Dean	+61 424 357 440
Gajinder Paul	Director	+61 414 780 573
	Dean	

NZ Police, Fire & Ambulance: 111
Healthline: 0800 611 116

Appendix 2: Three Levels of Incidents

All emergencies and potential critical incidents must be reported to the management levels or to the campus security indicated below:

Level 1 - Minor Incident

A *Minor Incident* may include a small fire, an equipment malfunction, an operational failure, unusual noise/odour, emissions or spills, or minor injury (but not lost time injury). It may also be an internal event which may require a report to outside agencies, but which presents no external threat and is unlikely to require significant assistance or protective actions by external personnel.

The situation is under control. However, response by on-site personnel or Emergency Control Organisation is required.

Reporting: Security to Dean ; local response only; standard operating procedures.

Level 2 - Moderate Incident

A *Moderate Incident* has the potential to escalate to a crisis (critical incident) and/or significantly affect operations and may involve activation of the Executive Management Team such as a major fire, explosion, a major equipment malfunction, or major security event. May attract significant media interest

The situation is not under control and may pose a threat to off-site areas. Significant response by emergency services and external reporting may be required.

Reporting: Security staff to Dean and possible call-out of the Executive Management Team.

Level 3 - Critical Incident

A *Critical Incident* is an event which seriously affects operations, such as a large fire, explosion, sabotage, substance release or major equipment malfunction, prolonged loss of utilities, environmental emissions or spills or a major security incident which seriously affects the Institute's operations. The incident is likely to involve internal and external emergency services, require external report, may result in one or more fatalities and/or serious injuries and is likely to affect the Institute's reputation. Media interest is likely to be high.

The situation is not under control, and protective actions by external entities are necessary and ongoing.

Reporting: Security to Dean and possible call- out of the Executive Management Team and Chair of the Advisory Board/Delegate.

Appendix 3: Notification and Activation Process

