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CRISIS MANAGEMENT PROCEDURE

Section	Safety, Health and Wellbeing		
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PURPOSE

To establish a Crisis Management Team (CMT) comprising appropriately trained and skilled people to manage a crisis in order to minimise its impact, and ensure all parties affected are adequately and appropriately supported.

To ensure membership of the CMT is known to the NMIT community so that in a crisis they can be contacted immediately to provide appropriate coordination, communication, and support.

SCOPE

Events causing major distress to the students and/or employees of NMIT may occur at any time and without warning. An incident or crisis is an event that can have a traumatic effect on an individual, a group of people, or the Institute as a whole and may include:

• fire	• bomb threat	• suicide
• flood	• explosion	• power loss
• earthquake	• chemical leak	• cyber attack

This list is not exhaustive and there are other events that may constitute an incident or crisis in which employees or students should contact a member of the CMT if they are unsure.

The level of crisis determined by the CMT, will be based upon the following:

Level 1:	An incident that may be contained and managed by CMT personnel on site
Level 2:	An incident that requires Emergency Services and/or the Lockdown Procedure to be initiated by the CMT

CRISIS MANAGEMENT TEAM MEMBERSHIP

The CMT is composed of the following representatives and is convened by the Chief Executive. Chief Executive

- Executive Directors
- Director - Māori
- Director - Marlborough
- Curriculum Directors
- Manager, People and Organisation Development
- Adviser, Safety, Health and Wellbeing
- SANITI Student representative

A quorum of CMT members is required to confirm the appropriate level of crisis, and determine the response plan for any crisis incident. The Chief Executive will nominate a replacement representative in the event of a CMT member's absence.

Depending on the nature of the crisis, the CMT may be expanded to include representatives from the following list:

- Tutor or Manager immediately involved
- International Marketing Managers
- Student Advisor - International
- Kaitakawaenga/Māori Liaison
- NMIT Board Chair
- Police, Fire Service, Civil Defence
- Student association staff

RESPONSIBILITIES

All employees are responsible for contacting a member of Crisis Management Team as soon as possible after they are made aware of a crisis.

During an incident, the CMT will be responsible for:

- Establishing the nature and extent of the crisis as either a Level 1 or Level 2.
- Developing and implementing a plan to manage the effects of the crisis.
- Developing key communication messaging and initiate advice to students, staff, contractors and the wider community.
- Dealing with all media requests in alignment with the [NMIT Media \(Including Crisis Communication\) Policy](#)
- Ensuring appropriate cultural requirements are met, and
- Providing counselling and support, as required through the event.

After an incident, the CMT will be responsible for:

- Reviewing the crisis, its cause, and how it was managed.
- Providing recommendations to the Executive Directors, as appropriate, and
- Providing counselling and support, as required post-event.

Planning and Mitigation Measures

To reduce the impact of risks associated with hazards, the following mitigation measures will be carried out:

Members of the CMT will meet twice a year, around:

- Beginning of Semester 1, and
- Beginning of Semester 2

to:

- Ensure the CMT member contact details are up to date both via People and Organisation Development (POD), and the intranet via Knowledge Base key documents;
- Identify the training needs of the CMT to maintain currency of knowledge and skills, to ensure preparedness in the event of an incident; and
- Review this Crisis Management Procedure.

PROCEDURE

During an Incident

- The first person on the scene will contact Emergency Services (Fire, Police, Ambulance, Civil Defence), if required.
- The first person on the scene will then contact the Chief Executive or nominated representative, who will call together a CMT quorum as soon as possible.
- The CMT will:
 1. Verify the information about the crisis is accurate.
 2. Assess the nature and extent of the crisis (Level 1 or Level 2). Initiate [Lockdown Procedure](#), if required.
 3. Develop an Action Plan and implement to manage the effects of the crisis. Allocate specific duties to members of the CMT.
 4. Develop key communication messages and initiate advice to students, staff, contractors and the wider community.
 5. Establish a Crisis Centre (e.g. Student Centre) with telephone, tea-making facilities, and the ability to support staff/counsellors as appropriate.
 6. Coordinate the work of the CMT with Emergency Services requirements.
 7. Deal with any/all media requests in alignment with the [NMIT Media Policy \(Including Crisis Communication\)](#).
 8. Activate the [Business Continuity Plan](#) if required.
 9. Declare end of crisis and reinstate Business as Usual

After an Incident the CMT will

- Plan the next steps and how to best support students and/or staff affected by the crisis; at all times, considering the spiritual, cultural and emotional needs, e.g. counsellors, Kaitakawaenga/Māori Liaison, Victim Support, Chaplain.
- Arrange sessions with professionals trained in debriefing for all those involved (i.e. victims and helpers) and decide in consultation with the victim(s) whether additional support agencies need to be engaged.
- Plan home visits to victims' families to provide support, express condolences, and determine the level of NMIT's ongoing involvement. Provide ongoing support for those most closely affected.
- Review the crisis, its cause, and how it was managed.
- Provide recommendations to the Executive Directors, as appropriate.

REFERENCES

INTERNAL

[NMIT Media Policy \(Including Crisis Communication\)](#)

[NMIT Business Continuity Plan](#)

[NMIT Lockdown Procedure \[available under Emergency Information on Intranet\]](#)

EXTERNAL

[Education \(Pastoral Care of International Students\) Code of Practice 2016](#)