

Hong Kong University of Science and Technology

Critical Incident Management Procedures

These Critical Incident Management Procedures (CIMP) provide a framework for:

- ♦ Evaluating critical incidents according to their severity and potential impact
- ♦ Providing a systematic and coordinated response in crisis situations

Definition of Critical Incidents

A critical incident is a traumatic event or situation that has the potential to:

- ♦ Cause or has caused severe physical injury, or loss of life to member(s) of the University community whether on-campus or off-campus; or
- ♦ Resulted in significant disruption to University's normal operations
- ♦ Resulted in serious damage to the University's reputation

Examples include:

- ♦ Fatality or severe injury or sudden illness of a member of the University community
- ♦ Threats and acts of extreme aggression or violence
- ♦ Physical or sexual assault, murder, suicide attempts or deaths
- ♦ Inexplicable and worrying disappearance of a student or staff member
- ♦ Acts or attempts of robbery on-campus
- ♦ Mass strike or class boycott

Critical Incident Management Team (CIMT)

The CIMT is the University's decision-making body for managing and coordinating the University community's responses to critical incidents.

Critical Incident Coordinators at Department/Office Level

Department Heads or Office Heads should normally serve as the unit's Critical Incident Coordinator, with a faculty or staff member appointed as deputy.

Contact Details

The contact details including telephone numbers (office/home/mobile) and email addresses of

the CIMT, heads of departments/offices and Critical Incident Coordinators are kept with the Security Office for liaison in case of crisis situations.

Reporting a Critical Incident

For cases which need **immediate intervention**: alert the Security Office at 2358-8999.

Cases must be reported to the heads of department/office. The Unit Head should **assess the scope and the impact** of the incident.

If the incident requires intervention by the University, the relevant member of the CIMT should be notified:

For **students**: Dean of Students, 2358-7483
For **staff**: Director of Human Resources, 2358-6604

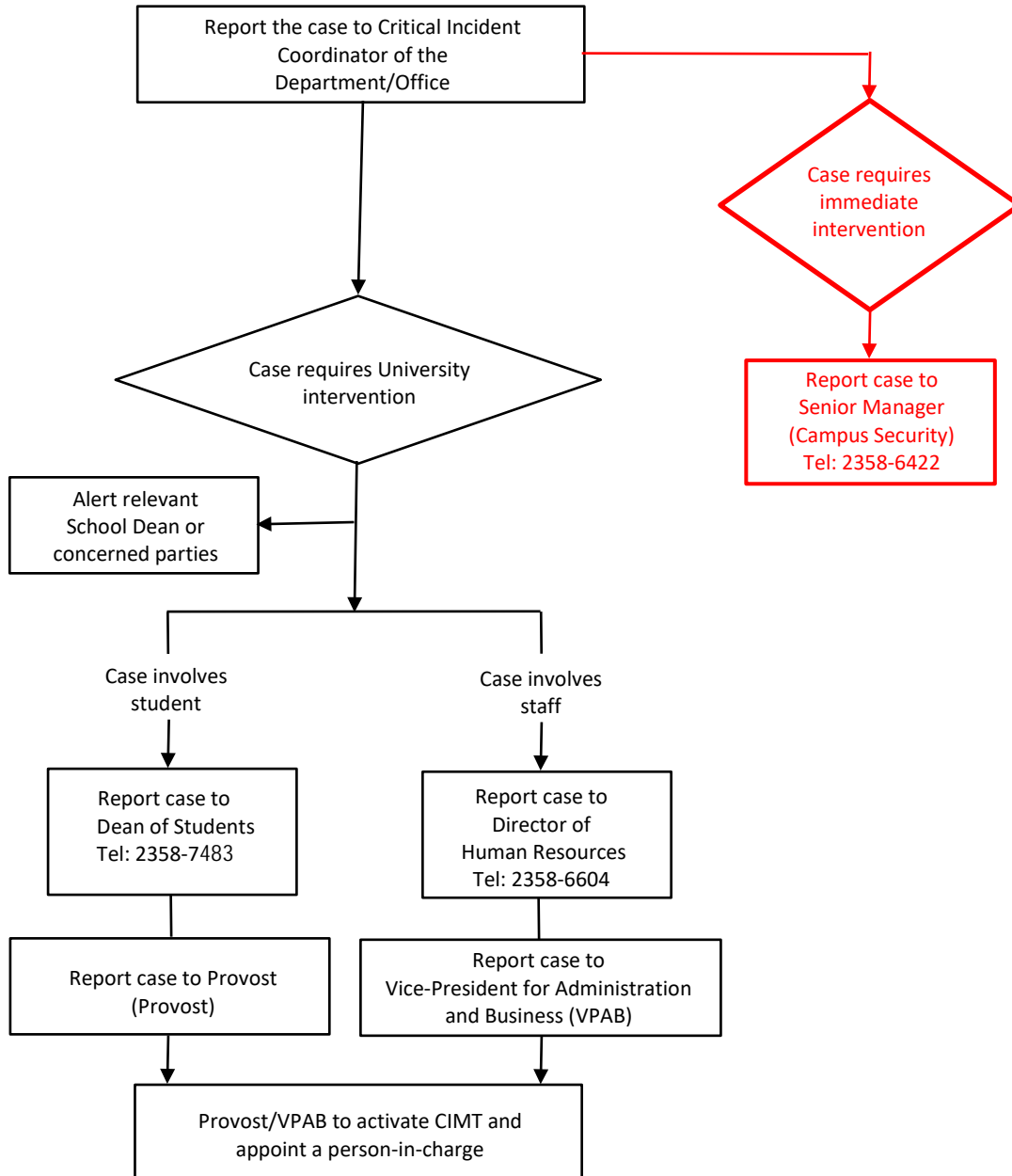
The Department Head should also alert the Dean and other concerned parties.

Person-in-Charge

Upon receiving notification of a critical incident, Provost (case involves students) or Vice-President for Administration and Business (case involves staff) will appoint a person-in-charge (PIC) to oversee and coordinate efforts to handle the case. The PIC responsible for a critical incident will work together with the CIMT to:

- ♦ Determine scope and impact, including any emergency action
- ♦ Prioritize emergency actions
- ♦ Mobilize and coordinate resources
- ♦ Liaise with relevant parties e.g. relevant faculty and supervisors, campus clinic, police, the Office of Global Learning and consulate or the Liaison Office in case of non-local students/staff, or home institutions in case of exchange students/visiting staff
- ♦ Where appropriate, notify or liaise with student/staff's next of kin or his family
- ♦ Where appropriate, arrange referrals to counseling or other supporting services
- ♦ Where appropriate, update management at significant junctures on the progress, especially in cases where the incident is likely to be reported by the media
- ♦ Disseminate timely, accurate and appropriate information to members of the University community
- ♦ Alert, consult or report to the Emergency Management Task Force as appropriate.

Flow of Operation



***** Emergency contact telephone during non-office hours 2358-8999 *****

Critical Incident Management Team (CIMT)

Composition:

- ♦ Provost or Vice-President for Administration and Business
(Overall commander of a critical incident)
- ♦ Senior Manager (Campus Security)
(As first point of contact for a critical incident)
- ♦ Relevant Head(s) of Department/Office
(As first point of contact for a critical incident)
- ♦ Dean of Students (DST)
(For critical incidents involving students)
- ♦ Director of Human Resources (DHR)
(For critical incidents involving staff)
- ♦ Director of Health, Safety & Environment (DHSE)
(For advice on health and safety matters)
- ♦ Associate Vice-President of Global Engagement and Communications Office
(AVP/GECO)
(For contact with media and as spokesperson for the University)

As determined by the nature of the critical incident, one or more of the following members (or their back-ups) of the University community may be called upon to assist with the critical incident management:

Relevant School Deans

Head of Office of Global Learning

Director of Campus Management

Director of Information Technology Services Center

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