



# **EMS-PRO-05 v2 Emergency Preparedness and Response Procedure**

ISO 14001:2015

<b>QUEEN MARY UNIVERSITY OF LONDON</b>			
<b>ENVIRONMENTAL MANAGEMENT SYSTEM</b>			
<b>Emergency Preparedness and Response Procedure</b>			
<b>Date Effective:</b>	10/05/2024	<b>Document Number:</b>	EMS-PRO-05
<b>Version no:</b>	2	<b>Reviewed by:</b>	Peter Milewski, Crime Prevention Manager
<b>Due for Review:</b>	May 2025	<b>Approved by:</b>	Vishnu Patel, AD Campus Services & FM
<b>Document Leads:</b>	Vishnu Patel, AD Campus Services & FM; John Iveson, Director of Campus & Commercial Services		

## Definitions

The below definitions were taken from the ISO 14001:2015 standard. The standard states that “Within the scope of the environmental management system, the organization shall determine potential emergency situations, including those that can have an environmental impact.”

Emergency situation:	Unplanned or unexpected events that need the urgent application of specific competencies, resources or processes to prevent or mitigate their actual or potential consequences.
Environmental aspect:	Element of an organisation’s activities or products or services that interacts or can interact with the environment.
Environmental impact:	A change to the environment, whether adverse or beneficial, wholly or partially resulting from an organisation’s environmental aspects.
Interested party:	A person or organization that can affect, be affected by, or perceive itself to be affected by a decision or activity (Note 1 to entry: To “perceive itself to be affected” means the perception has been made known to the organization.)

## Responsibilities

Role	Responsibilities
AD Campus Services & FM; Director of Campus & Commercial Services	Strategic overview and delivery of Queen Mary's emergency preparedness and response procedure.
Crime Prevention Manager	<ul style="list-style-type: none"> <li>• Planning actions to prevent and respond to accidents and emergency situations.</li> <li>• Periodically reviewing and testing emergency preparedness and response actions.</li> <li>• Review of this procedure along with relevant stakeholders and/or interested parties.</li> </ul>
Facilities and Resources Manager (Malta Campus)	<ul style="list-style-type: none"> <li>• Planning actions to prevent and respond to accident and emergency situations.</li> <li>• Periodically reviewing and testing emergency preparedness and response actions.</li> </ul>
Head of Environmental Sustainability	<ul style="list-style-type: none"> <li>• Reviewing planning actions to ensure that these appropriately prevent or mitigate environmental impacts associated with our operations.</li> <li>• Coordinate training and learning opportunities for all interested parties and relevant stakeholders on environmental compliance, risks, and opportunities.</li> </ul>
Sustainability and Environment Manager	<ul style="list-style-type: none"> <li>• Periodic audit of this procedure against relevant regulations and ISO 14001:2015 clauses.</li> <li>• Ensure corrective actions are in place to address non-conformance(s).</li> </ul>
Relevant Managers and Departments	<ul style="list-style-type: none"> <li>• Identify potential emergency situations.</li> <li>• Planning actions to prevent or mitigate environmental impacts.</li> <li>• Organising periodic testing of responses.</li> </ul>

## Purpose

This procedure details how Queen Mary, University of London (Queen Mary):

- Identifies potential emergency situations that could have adverse environmental impacts.
- Plan and implement actions that could prevent and appropriately respond to accident and emergency situations.
- Periodically review and test emergency preparedness and response actions.

- Communicates relevant information and training regarding emergency preparedness and response to all relevant stakeholders and interested parties.

## Procedure

The Director of Campus & Commercial Services, Assistant Director of Campus Services & FM, Head of Environmental Sustainability, Facilities and Resources Manager (Malta Campus) along with all interested parties across Queen Mary ensure that:

1. Relevant emergency situations within the [Aspects and Impacts Register](#) are reviewed and revised annually to identify all potential accident and emergency scenarios.
2. Relevant departments and interested parties contribute to developing appropriate emergency preparedness and response actions and ensure that all interested parties are aware of their roles and responsibilities in supporting the delivery of this procedure. This may include liaison with external agencies and contractors.
3. Emergency preparedness and response actions are periodically reviewed and, if necessary, revised, particularly after accidents and emergencies occur or following testing.
4. An Incident Management Plan (IMP) is in place which provides guidance and direction on how to respond to emergency situations, as well as 24-hour contact details of personnel, contractors, consultants, specialists and service providers responsible for attending any environmental incidents. It also outlines responsibilities for all major incident scenarios. Environmental incidents and the responsible responding parties covered within the IMP include:
  - a. Floods
    - i. UK Campuses: Engineering and Estates Management, Estates and Facilities Directorate
    - ii. Malta Campus: Facilities and Resources Management
  - b. Fire
    - i. UK Campuses: All Departments and Service Areas
    - ii. Malta Campus: Facilities and Resources Management
  - c. Pollution/spillage hazard
    - i. UK Campuses: Security provides the initial response; while the Health and Safety Directorate provide specialist guidance
    - ii. Malta Campus: Facilities and Resources Management
  - d. Loss of coolant
    - i. UK Campuses: Engineering and Estates Management, Estates and Facilities Directorate
    - ii. Malta Campus: Facilities and Resources Management
  - e. Gas leak or other emissions to air
    - i. UK Campuses: Engineering and Estates Management, Estates and Facilities Directorate
    - ii. Malta Campus: Not Applicable
  - f. Power loss

- i. UK Campuses: Engineering and Estates Management, Estates and Facilities Directorate)
  - ii. Malta Campus: Facilities and Resources Management
- g. Building damage
  - i. UK Campuses: Engineering and Estates Management, Estates and Facilities Directorate
  - ii. Malta Campus: Facilities and Resources Management
- h. Asbestos exposure
  - i. UK Campuses: Asbestos, Water Systems and Compliance Manager
  - ii. Malta Campus: Not Applicable
- i. High winds
  - i. UK Campuses: Engineering and Estates Management, Estates and Facilities Directorate
  - ii. Malta Campus: Facilities and Resources Management

In the event of an environmental accident or emergency affecting any UK campuses, the Security Control Room (SCR) / Security Manager is contacted. The SCR / Security Manager coordinates all immediate responses and escalates notifications as required. In the case of our Malta campus, the Facilities and Resources Manager is contacted and will take all the necessary actions.

After an incident, the [Corrective Action Report Form](#) (see Appendix 1) is used to document and record this incident. Completed forms are sent to the Head of Environmental Sustainability via [sustainability@qmul.ac.uk](mailto:sustainability@qmul.ac.uk) who liaises with relevant stakeholders or interested parties to investigate and agree on appropriate corrective actions to avoid the reoccurrence of similar incidents in line with Queen Mary's environmental commitments.

# Appendix 1

## Audit / Incident Corrective Action Report (CAR)

Auditor(s) / Responder(s):

Auditee(s):

Audit / Incident date:

Report No.

[Describe NC here]

### A. Details of Environmental Non-conformance/ Incident:

#### B. Corrective Action Taken

**B.1. Describe, in detail, the immediate action that has been put in place to respond to the above incident/ non-conformance:**

**B.2.** Action implemented by: Click or tap here to enter text.

**B.3.** Date:

#### C. Root cause

**C.1. Describe below, in detail, the root cause identified as part of your incident/ non-conformance investigation:**  
(to be completed by responsible Manager)

**C.2.** Identified by: Click or tap here to enter text.

#### D. Proposed Preventive Action (to prevent reoccurrence):

**D.1. Describe below, in detail, the preventative action that has been put in place to prevent the reoccurrence of the above incident/ non-conformance. This action should address the root cause (C1):**  
(to be completed by Management)

**D.2.** Action taken by: Click or tap here to enter text.

**D.3.** Date:

#### E. Evaluation of Corrective/Preventive Action:

**E.1. The auditor or member of the Sustainability team will evaluate implementation and effectiveness of the proposed actions. Add additional requirements below if deemed necessary.**

**E.2.** Approved by:

**E.3.** Job title:

**E.4.** Date:

#### F. Corrective/Preventive Action approved and signed off:

**F.1.** Approved by:

**F.2.** Date:

