

CAMPUS ALERT PROCEDURES DURING STUDENT AND/OR STAFF UNREST

Name of document:	Campus Alert Procedures during student protests and staff strikes on campuses of the University of KwaZulu-Natal	
Reference number: <i>(supplied by the Office of the Registrar)</i>	E01/1312/12	
Originator/Author:	Director: Risk Management Services	
Custodian: <i>(position/office)</i>	Executive Director: Physical Planning and Operations	
Approved by:	Structure: EMC	Date: 13/12/2012
Effective date:	01.01.2013	
Document review date:	2017	
Implementation responsibility:	Director: Risk Management Services	

1 Purpose statement

The purpose of this document is to formalise the campus alert procedures to be followed when students engage in protests or staff engage in strikes on University premises.

The Campus Alert Procedures are intended to be used under normal circumstances. However, circumstances may arise which necessitate a different course of action by the Executive Management Committee (EMC) of the University. The University's EMC reserves the right to take such different course of action where appropriate.

2 Introduction and background

It is the responsibility of the University to ensure minimal disruption to the University's business namely, teaching, learning and research activities and to protect against damage to property which may occur during gatherings that result in protest. The Department of Risk Management Services (RMS) is not able to employ security staff in numbers sufficient to control unrest events on campus. Therefore, it is necessary to request staff assistance in this exercise to assist RMS with activities like locking entrances, safekeeping of fire extinguishers, etc.

In order to regulate the procedure to be following during unrest events, the University shall designate certain persons as Building Controllers. RMS will request the University's contract security service providers to provide an extra security officer/s to assist the Building Controllers where possible.

3 Definition of terms

- 3.1 "Building Controller" means a staff member designated to disseminate information within the building; to communicate with Heads of Schools or Departments concerning closure of Schools or Departments if necessary; to arrange for staff to be available to close building access doors if necessary and to liaise with staff appointed as Evacuation Officers.
- 3.2 "EMC" means the University's Executive Management Committee.
- 3.3 "Evacuation Officer(s)" means a staff member who is responsible for the temporary but rapid removal of people from a building or area as a rescue or precautionary measure during protests on University premises.
- 3.4 "PPO" means the University's Division of Physical Planning and Operations.
- 3.5 "Protest/s" means, an organized public demonstration by students of the University expressing strong objection to any policy or course of action.
- 3.6 "Unrest Management Committee" ("UMC") means a committee set up to deal purely with managing any strike action by students or protest action by students as provided for in clause 6 below.
- 3.7 "RMS" means the Department of Risk Management Services of the University.
- 3.8 "Strike" for the purpose of this document means an organised public demonstraton by staff of the University expressing strong objection to any policy or course of action.
- 3.9 "University" means the University of KwaZulu-Natal.

- 3.10 “Unrest”: For the purpose of this document the term unrest shall refer to either protest action by students or strike action by staff.

4 Scope

This document aims to provide Campus Alert Procedures to ensure communication between the University, its staff strikes and student protests (umrest) on University premises.

5 CAMPUS ALERT PROCEDURE

- 5.1 One or more staff members per building will be designated as Building Controllers by RMS or the Division of Physical Planning and Operations (PPO) and will be required to disseminate information within the building; to communicate with Heads of Schools or Departments concerning closure of schools or departments if necessary; to arrange for staff to be available to close building access doors if necessary and to liaise with staff appointed as evacuation officers.
- 5.2 Three alert stages must be defined, namely a **Yellow Alert**, an **Orange Alert** and a **Red Alert**. At each stage a programme of necessary actions must be activated.
- 5.3 Depending on the reports received from RMS, the Executive Director – PPO, or his nominee, will declare one of the three appropriate alert stages:-
- 5.3.1 A **Yellow Alert** will signify that a potential exists for campus unrest;
- 5.3.2 An **Orange Alert** will signify that campus unrest may exist but is under control, e.g. non-violent disruption of activities by protestors; and
- 5.3.3 A **Red Alert** will signify that the situation is beyond the control of the RMS security resources. Examples of acts which will give rise to a Red Alert are: acts of violence; destruction of property owned or controlled by the University or its staff or students where same is located on University premises; assaults or the infliction of any physical injury on any persons, barricading of entrances and exits to buildings.
- 5.4 **Action that should be taken – Yellow Alert**
- 5.4.1 The designated communications officer will inform all Building Controllers about the Yellow Alert and instruct them to keep their cellular telephones available at all times.
- 5.4.2 The Building Controllers must immediately inform all Heads of Schools or Departments that are located within building/s assigned to him/her. The main purpose of this alert is to keep staff informed of events, and thereby minimise the spread of rumours. Necessary information will be provided on a 2 hourly basis or whenever there is a drastic change in the circumstances.
- 5.4.3 It is important that the University should be seen to continue its regular activities. Heads of Schools must therefore indicate to staff that teaching and learning activities will continue as normal.

5.5 **Action that should be taken – Orange Alert**

- 5.5.1 The designated communications officer will inform all Building Controllers about the Orange Alert and instruct them to keep their cellular telephones available at all times.
- 5.5.2 The Building Controllers must immediately inform all Heads of Schools or Departments that are located within building/s assigned to him/her. The main purpose of this alert is to keep staff informed of events, and thereby minimise the spread of rumours. Necessary information will be provided on a 2 hourly basis or whenever there is a drastic change in the circumstances.
- 5.5.3 It is important that the University should be seen to continue its regular activities. Heads of Schools must therefore indicate to staff that teaching and learning activities will continue as normal.
- 5.5.4 There will be stricter control of access to the applicable University campus. With the exception of the registration period only registered students and staff will be permitted to enter or remain on campus. Persons who cannot present proper identification (such as a student or staff identification card or other suitable identification showing that they have a legitimate purpose on campus) will be directed to leave the campus.
- 5.5.5 All staff and students are required to display their official staff or student identity cards.
- 5.5.6 RMS will deploy extra security officers to control access to all vulnerable buildings.
- 5.5.7 The South African Police Services (SAPS) will be notified of an Orange Alert.
- 5.5.8 Staff with the following assigned duties will be instructed to:
- Close all building access doors with the exception of one door. Display notices to indicate which door remains open;
 - Close doors to lecture theatre blocks with the exception of one door. Notices must be displayed to indicate which door remains open; and
 - Corporate Relations will notify all staff and students through the established channels (LAN notices, social media such as Facebook, short messaging systems (SMS) etc) that lectures should proceed as normal.

5.6 **Action that should be taken – Red Alert**

- 5.6.1 The designated communications officer will inform all Building Controllers about the Red Alert and instruct them to keep their cellular telephones available at all times.
- 5.6.2 The relevant Campus Security & Traffic Manager will notify the SAPS of a Red Alert and, through written communication from the Executive Director – Physical Planning & Operations, request the SAPS to restore law and order in any situation where these have broken down and to prevent damage to property and harm/injury to persons.
- 5.6.3 The Building Controllers must immediately inform all Heads of Schools or Departments that are located within building/s assigned to him/her. The main purpose of this alert is to keep staff informed of events, and thereby minimise the spread of rumours. Necessary information will be provided on a 2 hourly basis or whenever there is a drastic change in the circumstances.

- 5.6.4 There will be stricter control of access to the campus. Only registered students and staff will be permitted to enter or remain on campus. Persons who cannot present proper identification (such as a student or staff identification card or other suitable identification showing that they have a legitimate purpose on campus) will be directed to leave the campus.
- 5.6.5 All staff and students are required to display their official staff or student identity cards.
- 5.6.6 RMS will deploy extra security officers to control access to all vulnerable buildings.
- 5.6.7 Staff with the following assigned duties will be instructed to:
- Close and lock the door(s) to their Schools;
 - Close and lock the remaining doors to the building/s;
 - Close and lock the remaining doors to lecture theatres/lecture theatre complex. Staff should attempt to continue with their lectures and if the alert is still in progress after the lecture, to keep the students within the lecture theatres/lecture theatre complex until the alert is over;
 - Attempt to film the unrest by camera or video in order to identify the perpetrators and ringleaders;
 - Evacuation Officers are placed on full alert and take up their standby positions ensuring they are in possession of keys to lock/unlock external doors;
 - A Building Controller has the discretion to order building evacuation, in any emergency situation wherein he/she has assessed the situation and decided it critical to do so;
 - The Deans and Heads of Schools have the discretion to cancel lectures when he/she deems it to be in the interest of students' and staff safety.

5.7 **Action Plan for all Alerts**

- 5.7.1 RMS will set up a communication centre in the RMS Control Room on the affected campus/es or (see Control Room numbers on pages 7). This RMS Communication Centre will be headed by an RMS manager who will be designated as a communications officer.
- 5.7.2 The communications officer will be responsible for communicating with and providing feedback on the status of the unrest with all relevant stakeholders, including the Corporate Relations Division, Executive Director, PP&O. All communication with RMS regarding the situation will be done through the RMS Communication Centre. In order to avoid the dissemination of conflicting information, no other RMS staff members will be authorised to give out protest related information.
- 5.7.3 The Corporate Relations Division will handle all communication with the media, staff, students, parents and other relevant stakeholders. All media enquiries should be directed to the Corporate Relations Division to ensure consistency concerning communications about the status of the University.
- 5.7.4 The relevant Campus Security & Traffic Manager will notify the Building Controllers, the SAPS, the Safety Officers and the Evacuation Officers of a Yellow, Orange or Red Alert.

- 5.7.5 RMS will investigate the circumstances surrounding the unrest and will gather evidence regarding the activities of the protesting staff or students.
- 5.7.6 Effective communication plays a critical role during any unrest or emergency situation. The University will have to communicate with internal audiences, including students and staff. The Corporate Relations Division will undertake such internal communication. Communication specific to Colleges, Schools or Departments of the University will be handled by their respective heads.
- 5.7.7 All media inquiries should be directed to the Division of Corporate Relations to ensure consistency concerning communications about the status of the University.

6. **UNREST MANAGEMENT COMMITTEE (“UMC”)**

A UMC will be set up on the relevant campuses at the discretion of the responsible member of EMC (normally the Executive Director – PPO).

A member of the Executive so designated will call and chair the daily meetings of the Protest Management Committee.

The UMC will provide a platform for the coordination of security and protective measures, the carrying out of instructions from Executive Management, and the maximum utilization of all the resources of the SAPS, eThekweni Metro and RMS.

The UMC will meet at least once per day during the course of the protest or unrest and the Chair of this Committee will report directly to the Vice-Chancellor. This Committee will issue a daily or a twice-daily communiqué to the members of EMC.

The UMC comprises of the following individuals:-

- Executive Management representative (Chair) (normally the ED PP&O)
- Director, Risk Management Services
- Director, Corporate Relations or nominee
- Director of CMS or nominee
- RMS Campus Security & Traffic Manager;
- Senior representative of the SAPS;
- Senior representative of the eThekweni Metro Police;
- The contracted security service provider site manager;
- *Safety Health & Environment representative; and*

NB: If there is unrest on more than once campus the ED PP&O will nominate a member of EMC to chair the other UMC. It is essential that the Chair of the Committee maintain close communication with the ED, Student Services or the ED, Human Resources in the case of student or staff action respectively.

7 COMMUNICATION WITH BUILDING CONTROLLERS

7.1 Each Campus Security & Traffic Manager will maintain an up-to-date list of all Building Controllers on the relevant campus. These lists will be published on the RMS website together with contact details.

7.2 For each Building Controller, this list will consist of the following information:

- 7.2.1 Building
- 7.2.2 Office number
- 7.2.3 Office telephone number
- 7.2.4 Cellular telephone number
- 7.2.5 Email address
- 7.2.6 Any other relevant information.

8. CONTACT NUMBERS

The following contact numbers are also available from the back of every student and staff identification card:

Howard College & Umbilo

RMS Control Room - Emergencies only	Ext 3777
General Incident Reporting	Ext 2540/2542
Reception	Ext 2818

Westville

RMS Control Room - Emergencies only	Ext 7133
General Incident Reporting	Ext 7265
Reception	Ext 2818

Edgewood

RMS Control Room - Emergencies only	Ext 3493
General Incident Reporting	Ext 3493
Reception	Ext 3493

Pietermaritzburg

RMS Control Room - Emergencies only	Ext 5211
General Incident Reporting	Ext 5211
Reception	Ext 5211

