

University of California Office of the President

Management Response Plan Summary

The Management Response Plan (“MRP”) establishes the organizational response structure and protocols specifically for UCOP to follow in reaction to a significant event or crisis. UC defines a “crisis” as any unexpected event or series of events that has the potential to, or does presently, significantly impact and/or harm UC’s students, faculty, staff, local community, operations, buildings, assets, finances, image, reputation, or the environment. The actual or potential crisis results from both the event itself and the impacts and consequences that result.

The Plan will be coordinated with any affected UC Location’s emergency management structure and process. This is also the process that governs response to issues or adverse events at UCOP itself.



Role of the Management Response Team

- **Strategic Direction and Decision-making** -- Crisis policy decisions governing response both for UCOP as well as across the entire UC System, when necessary
- **Communications** – Supported by the crisis communications team, responsible for key stakeholder relationships, including the Regents
- **Oversight / Guidance of RST Response** -- provides counsel and guidance to the RST in supporting the UC Location Emergency Management Team(s) in their response efforts

Role of the Response Support Team

- **Support & Coordination** – Ensure that UC campuses receive the best available support and access to additional system resources. Intermediary between UC Location and MRT
- **Operational at UCOP** – Managing department-level response and operations for UCOP-specific events
- **Information Clearinghouse** – Serve as a central clearinghouse for all available information pertaining to the current state of response efforts being conducted across the UC System

Reporting Criteria

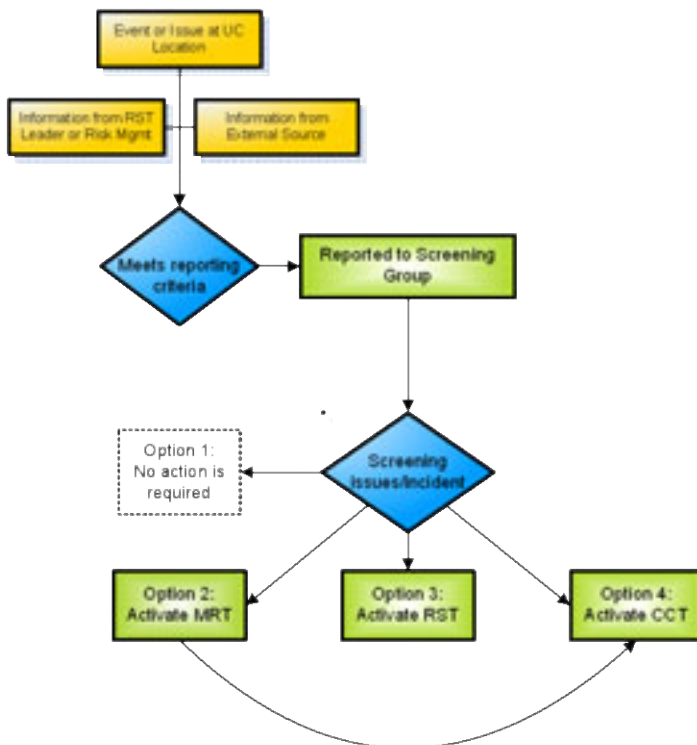
Certain incidents and situations at UC locations, depending on their size, nature, human impacts, or severity, require immediate notification to UCOP. Examples include:

- Acts of domestic or foreign terrorism
- Acts of kidnap, extortion, or legal detention (domestic or foreign)
- Acts of infant or child abduction
- Catastrophic physical damage to UC property
- Unusual acts that endanger or threaten any student, professor, medical patient, doctor, nurse, or any university employee, whether on or off campus, domestic or foreign
- Any widespread outbreak of disease or illness
- Any situation where death, dismemberment, or severe bodily injury occurs
- Any structure collapse, fire, explosion, or dangerous and unusual above-or below ground pollution or contamination

The decision to activate UCOP teams is separate from the reporting process.

Screening & Team Activation

Once the initial report of an incident meeting the Notification Criteria has been received, the Leader of the Response Support Team (RST), the Leader of the Management Response Team (MRT) and the Leader of the Crisis Communications Team (CCT) will confer on the information known about the incident and determine whether to:



- Continue to monitor as no response is currently required by UCOP
- Partial Activation = Activation of the RST
- Full Activation = Activation of the RST and MRT
- Activation of the Crisis Communications Team only

Team Member Notification

Based on the decision of the screening group, team members will be notified when their teams is activated, including the time and place (if not a conference call) of the initial team meeting.

During normal business hours, team members may simply be notified by telephone, by email or directly in person, or by email. If a situation occurs during business hours and communications are disrupted, members of the RST (and MST) should automatically respond to the Franklin Building to convene in person.

During non-business hours, team members will be notified by telephone at home or by cellular phone. If no direct contact is made, messages will be left on both home and office phones. If a catastrophic disaster occurs, members should automatically assume the team is being activated in lieu of being notified. Each team has a dedicated conference call number to facilitate virtual operations. Members should NOT respond directly to the Franklin Building, as it may be impacted, inaccessible or dangerous to attempt. Members should use a pre-established dial-in number.

General emergency information will be posted on the out-of-area recorded emergency message line (**866-272-9009**) and disseminated via both e-mail and voicemail.

Team Operations (MRT & RST)

At the time the team is convened to respond to an incident or issue, the team Leader will select a Team Coordinator from a pool of individuals for the position as appropriate for the specific incident. The Coordinator is expected to facilitate and coordinate the operational efforts of the team.

Each member, or their back-up, will be initially called upon should a team be activated. However over time some individuals may no longer be required to remain involved, and depending on the issue or event, ad hoc members may be added. The Team Leader will make the final decision on ongoing participation.

The MRT does not operate on a 24/7 basis but will meet as required until formally deactivated – typically when there is no longer the need for substantial UC system-level management focus.

The RST will remain activated as long as the incident/crisis requires, and can operate on a 24/7 basis if required. Depending on the duration of the incident, this may require two or more shifts of RST members, utilizing alternate members to provide continuity over extended operations. Both teams will use a “meet-break-meet” process to allow time to coordinate between teams, follow-up on action items, and liaise with staff and external stakeholders.

MRT Meeting Locations:

- ReadyTalk 866-740-1260
- **Access Code: 8343360**
- Franklin Lobby Conference Room
- Alt 1: President's Conference Room
- Alt 2: 1111 Broadway, #14023
- Alt 3: Kaiser Center, #1217
- Alt 4: UC Berkeley, Sproul Hall basement (police department)
- Alt 5: Lawrence Livermore Lab (report to West Gate)

RST Meeting Locations

- ReadyTalk 866-740-1260
- **Access Code: 8343051**
- Franklin Lobby EOC
- Alt 1: Conference Room -- 12322
- Alt 2: Kaiser Center, #712
- Alt 3: UC Berkeley, Sproul Hall basement (police department)

When activated, members of both the MRT and RST are responsible for:

- Deploying resources and individuals within their own departments to support response
- Responding to assignments and requests from the Leader or Coordinator
- Giving priority to crisis assignments and designating a replacement to cover day-to-day functional or operational responsibilities

MRT Team Responsibilities

- Obtaining regular briefings from the RST Leader and/or Team Briefings on the incident and response activities
- Defining policy and a coordinated strategy for overall management of the UC consequences of the incident or crisis
- Approving the communications strategy and key messages to internal and external stakeholders developed by the Crisis Communications team
- Providing counsel and guidance to the RST in supporting the UC Location Emergency Management Team(s) in their response efforts
- Informing, periodically briefing, and making recommendations to the University President on the overall response strategy and key issues
- Making policy decisions during extraordinary events, such as a decision to close or suspend academic activities across multiple UC Locations and/or buildings
- Developing strategic system wide and UCOP recovery priorities

While the President does not have a formal role on the MRT, it is anticipated that, depending on the issue or event, the President will participate in MRT meetings. The MRT must be able to function effectively without the President being available however. The MRT Team Leader will routinely interface with the President throughout the management of the event to keep the President advised through reports and briefings

RST Team Responsibilities

- Monitoring and assessing conditions, augmenting UC Location Emergency Management Team efforts as needed and as requested
- Coordinating support, resources and equipment for UC Location Emergency Management Team(s), as required and/or requested
- Providing support to the UCOP Incident Response Team(s) in responding to incidents significantly and specifically affecting UCOP buildings
- Advising the MRT of the status of the incident and the progress of the response to the incident, that may or may not require the activation of the MRT (may include status updates, briefings or written communications)
- Coordinating with governmental agencies and external community groups for those incidents impacting the University as a whole
- Securing advice from experts both within and outside the University community
- When requested by a UC Location, assist in damage assessment processes for the repair and/or rebuilding of University facilities and infrastructure
- Conducting and/or coordinating with affected locations a post-incident review process following real events to identify opportunities for process improvement