

Guideline for Crisis and Disaster Management at Luleå University of Technology

Ref. No: LTU-6342-2025

Decision Maker: Vice-Chancellor

Document type: Guideline

Validity period: Until further notice

Decision date: 2026-01-19

Effective date: 2026-01-19

Document repealed: LTU-4232-2019

This text has been translated by AI. While every effort has been made to ensure accuracy, errors may still occur. Please review the content carefully and verify any critical information.



Table of content

Guideline for Crisis and Disaster Management at Luleå University of Technology.....1

1. Introduction3

 1.1 Purpose and Objectives of the Document3

 1.2 Definitions and Application3

 1.3 Crisis Management3

2. In the Event of an Acute Crisis4

3. Crisis Hotline4

4. Crisis Management Organisation.....4

 4.1 Central Crisis Management Group.....4

 4.2 Local Crisis Management Groups.....5

5. Training and Exercises5

6. Communication in Crisis Situations6

7. Procedural Descriptions6

1. Introduction

1.1 Purpose and Objectives of the Document

The purpose of this guideline is to describe the structure, processes, and functionality of the university's crisis organisation. The university's crisis organisation shall be characterised by clarity in structure, leadership, and tasks, and staffed with trained employees who have the preparedness and knowledge to support operations during crises.

The overarching objectives of the guidelines are to:

- Protect life, health, and property.
- Ensure continuity in critical operations.
- Clarify roles and responsibilities.
- Enable effective internal and external collaboration

1.2 Definitions and Application

A crisis usually arises suddenly and unpredictably; what may initially appear to be a minor incident can develop into a crisis. A commonly accepted definition of a crisis is:

An unforeseen event for which there is no preparedness, which cannot be managed with established routines, and which risks causing significant harm to people, the environment, the economy, or the organisation's reputation/brand.

A crisis for the university is an unwanted and serious event that may develop into a crisis and that negatively affects the university as an authority or organisation, requiring special handling.

The university's crisis management organisation should be designed to support leadership and managers in handling crises.

1.3 Crisis Management

Those responsible for an activity under normal circumstances retain responsibility during a crisis or disaster. Crisis management at the university is based on the following three principles:

The Principle of Proximity

A crisis should, as far as possible, be managed where it occurs and by those who are closest to the responsibility and affected

The Principle of Responsibility

Whoever is responsible for an activity under normal circumstances retains corresponding responsibility during a crisis.

The Principle of Similarity

The organisation and location of an activity should, as far as possible, remain the same during a crisis as under normal conditions.

2. In the Event of an Acute Crisis

In cases of immediate danger to life or property, emergency services (112) and the university's crisis hotline must be alerted. The crisis hotline notifies responsible managers via SMS. Other channels for reporting incidents include direct contact with the Head of Security, Head of HR, Head of IT, Head of Communications, Head of Student, Research and Education Support, and the Head of the University Office

3. Crisis Hotline

The primary task of the crisis hotline is to contact the university's leadership, who in turn contact relevant individuals according to the alert list. The crisis hotline is an externally procured service with 24/7 monitoring.

4. Crisis Management Organisation

The university's crisis management organisation is divided into a central crisis management group and six local crisis management groups. The central crisis management group is activated by the deputy Vice-Chancellor or by the University Director when a crisis affects multiple departments/units or impacts the university.

Local crisis management groups are activated by the Head of Department/University Director.

Decisions made within the crisis management organisation must follow the university's decision-making and delegation procedures.

4.1 Central Crisis Management Group

The central crisis management group consists of:

- Deputy Vice-Chancellor (Chair of the crisis management group)
- University Director (Vice Chair of the crisis management group)
- Management Coordinator/Administrator
- Heads of Department
- Head of Communications and External Relations
- Head of Security
- Representatives from the student unions

The Deputy Vice-Chancellor reports continuously from the central crisis management group to the Vice-Chancellor.

The Vice-Chancellor reports to the University Board and relevant ministries.

The University Director reports to relevant authorities when needed.

If necessary, staff from trade unions, Akademiska Hus, and relevant security functions may be co-opted depending on the situation.

4.2 Local Crisis Management Groups

Local Crisis Management Group – Departments

The local crisis management group consists of:

- Head of Department
- Head of Education
- Administrative Manager
- Relevant Division Manager(s)
- Management Coordinator/Administrator

The Head of Department reports continuously from the local crisis management group to university leadership (Vice-Chancellor, Deputy Vice-Chancellor, Pro Vice-Chancellor, and University Director).

Representatives from trade unions, student organisations, and relevant security functions may be co-opted when needed.

Local Crisis Management Group – University Services

The local crisis management group consists of:

- Head of University Services
- Relevant Division/Unit Manager
- Management Coordinator/Administrator
- Representatives from student organisations when needed
- Crisis management support from the security function group or other specialist expertise when needed

The Head of University Services reports continuously from the local crisis management group to university leadership (Vice-Chancellor, Deputy Vice-Chancellor).

Representatives from trade unions, student organisations, and relevant security functions may be co-opted when needed.

5. Training and Exercises

Members of the crisis management groups must annually participate in a training and exercise program covering various levels of crisis. Completed exercises must be evaluated, followed up, and improvement proposals documented.

The Head of Security is responsible for planning.

6. Communication in Crisis Situations

In a crisis, lack of information can lead to rumors and misinformation. The crisis management group must decide what information should be communicated during the acute phase and throughout the crisis response.

Information shall be communicated from the Vice-Chancellor/University Director to:

- Head of Communications, who is responsible for general information within the authority via email, web, SMS, and other communication channels.

The Communications Division is also responsible for media coordination.

- Head of Department or relevant Division Manager, who is responsible for informing directly affected staff

- Head of Student, Research and Education Support, who, in consultation with the relevant Head of Department and Head of Education, ensures that information reaches affected students

During a crisis or disaster, it is important that all affected individuals receive information and support for early and professional crisis processing. Occupational health services and student health services are key partners.

A crisis communication manual is specified in a separate appendix

7. Procedural Descriptions

Head of Security are responsible for ensuring that procedural descriptions and support for managers during crises are available.

Descriptions of procedures for the Crisis Management Group's work can be found in the following appendices:

Appendix A: Procedural Description for Managing a Crisis or Major Incident

Appendix B: Support in Serious Incidents – Employees

Appendix C: Support in Serious Incidents – Students

Appendix D: Crisis Processing

Appendix E: Flag Protocol

Appendix F: Contact Functions

Appendix G: Crisis Communication Manual