

Death Protocol – Staff, Governors and Members of the Court

1. As soon as a member of the College receives the news of the death of a:
 - a. [Current member of staff or former senior member of staff](#) (including Visiting Professors and senior Honorary Staff)
 - b. [Governor](#) (a Governor is member of the College’s Council)
 - c. [Member of the Court](#)

The information should be passed on to the relevant Responsible Adviser (defined below) as soon as possible, who will co-ordinate the College’s response.

Protocol to be followed in the event of the death of a student is covered in a separate document, available on the HR Policies webpage.

For a current member of staff or former senior member of staff

2. **The Responsible Adviser is the Director of Human Resources (HR)** who must:
 - a. Where appropriate, ensure that the following are notified:
 - (1) President
 - (2) Provost
 - (2) College Secretary
 - (3) Dean of the relevant Faculty
 - (4) Head of the relevant Service/Department/Division
 - (5) Vice-President (Communications and Public Affairs)
 - (6) Director of Occupational Health
 - (7) The relevant HR Strategic Partner (who will notify the Pension Specialists, Research Services (where relevant), and the HR Staff Hub)

Giving the date and cause of death (if known), together with any other relevant information available regarding the circumstances. Also to provide information on their length of service, role, known next of kin and any other relevant information.

- b. In the unlikely event that the next of kin has not been informed of the staff member’s death, ensure that they are told, in conjunction with the Police and/or other emergency services, if they have been involved; this will depend upon the circumstances surrounding the death.
- c. Ensure that the drafting of an official College letter of condolence to the deceased’s family is signed and sent by the President, or nominated person

in the President's absence (with a copy to the HR Strategic Partner, who will in turn forward a copy to the Department/Division concerned). The host Department/Division is encouraged to send its own letter of condolence to the family. The draft letter from the President should be prepared by the local HR Strategic Partner with input from the department and reviewed by the Director of HR before submission to the President.

- d. In case of internal or external enquiries about the deceased, agree a contact person with the Head of Department/Division and the Director of Legal Services, as to who will deal with all such enquiries. If a Coroner is involved the Director of Legal Services will be the Coroner's point of contact with the College.

3. **The HR Strategic Partner** must ensure that:

- a. The official College [letter of condolence](#) is drafted for the President to sign. It must be reviewed by the Director of HR before submission to the President.
- b. Send a copy of the draft condolence letter to the Pensions Specialists so that they are aware who the next of kin is. Confirm once the President has signed the condolence letter and it has been issued and inform the Pensions Specialists, so they know it's time to make contact.
- c. Liaise with Occupational Health regarding the provision of counselling support of staff members who may be affected.
- d. Ensure that research Services and HR Staff Hub are informed of the staff member's death.
- e. Ensure that a member of the HR Staff Hub amends ICIS, informs Payroll, asks ICT to put up an appropriate out of office response if required and files the details.

4. **The HR Staff Hub** must:

- a. When a Leaver's request is received from a Head of Department/Division, send a copy of it to Payroll, Pensions Specialists, the Library, ICT, Security and Research Accounts, if necessary, to inform them of the death. Security and ICT must be told of the death *via* the Leaver's Form, so that the ID card of the deceased can be de-activated and the College account de-activated (with ICT being asked to put up an appropriate out of office response if required).
- b. Amend ICIS and the file details (or file archive for former members of staff).

5. **The Pensions Specialists** must:

- a. Deal with all pensions and pay issues, liaising with the relevant pensions authority, next of kin, the relevant Department/Division and other College staff, including those in HR and Payroll, as appropriate.
- b. If the deceased was a current staff member (excluding Senior Research Investigators, Distinguished Research Fellows or any other staff who were re-employed following retirement), this will include organising an *ex gratia* payment of two months' gross salary regardless of whether or not the deceased was a member of a College pension scheme.

6. **The Head of Service/Department/Division** must:

- a. Co-ordinate any departmental/divisional action such as informing their staff, including the Departmental/Divisional Operating Manager, and writing a letter of condolence.
- b. Liaise with the deceased's family to find out the funeral arrangements and whether a floral tribute and/or charity donations are requested. If they are requested, make the necessary arrangements, keeping the HR Strategic Partner informed as appropriate. It is not normal College practice to send a floral tribute or make a donation to charity for former members of staff that have left College employment for more than 6 months. However, exceptions may be made where, for example, the deceased was a member of the College for many years.
- c. Disseminate information in the Department/Division about the deceased's funeral (and/or memorial service, if appropriate) and, where appropriate, arrange for someone to represent the Department/Division on the day, if this is acceptable to the deceased's family.
- d. If the deceased was a current member of staff who died in service:
 - (1) Complete a Leaver's Form. This should state whether a suitable out of office message should be added to the closed email account by ICT.
 - (2) Authorise, with the agreement also of the College Secretary, a staff member to check through the deceased's desk and e-mail account.
 - (3) Check if the deceased was a central College authorised signatory or had access to a College credit card. If so, the Head of Department/Division must inform the Financial Controller.
 - (4) Check if the deceased had a College mobile phone and, if so, inform the relevant Departmental Telecom Representative.
 - (5) Check if the deceased held a CBS Personal/Project Licence and, if so, inform CBS.

7. **The Departmental/Divisional Operational Manager** must:
 - a. Check the departmental web pages, calendar entries, directory information and organisation charts and, where necessary, make the appropriate amendments.
 - b. Check whether the deceased had a Professional Web Page, blog or wiki. If so, the departmental/divisional operational manager should make arrangements to update the pages and, when appropriate, to have them removed.

8. **The College Secretary** must, in the event that there are security or safety implications (such as a death on College premises or College-related business), or if a police investigation is instigated, co-ordinate any related action and inform the following of any developments:
 - a. President
 - b. Director of HR
 - c. Vice-President (Communications and Public Affairs)
 - d. Head of the relevant Department/Division
 - e. Director of Safety
 - f. Head of Security

9. **The Vice-President (Communications and Public Affairs)** must:
 - a. Deal with media and similar external queries (if any), in consultation with the relevant Department/Division, and, where appropriate, deal, in liaison with the President and the relevant Department/ Division, with such matters as the preparation of an obituary and enquiries regarding a memorial service (usually only necessary in the case of senior staff).
 - b. Ensure that, where appropriate, the central mailing lists, calendar entries, media liaison register and central College web pages are amended.

For current or former Governors and Members of the Court

10. **The Responsible Adviser is the College Secretary** who must:
 - a. Inform the Chairman, President, and Vice-President (Communications and Public Affairs) of the death, giving the date and cause of death (if known), together with any other relevant information available regarding the circumstances.
 - b. Draft an official College letter of condolence for the Chairman to sign.
 - c. Liaise with the deceased's family to find out the funeral arrangements and whether a floral tribute and/or charity donations are requested. If they are requested, make the necessary arrangements.

- d. Disseminate information in the College about the deceased's funeral (and/or memorial service, if necessary) and, where appropriate, arrange for someone to represent the College on the day, if this is acceptable to the deceased's family.
- e. In the event that there are security or safety implications (such as a death on College premises or College-related business), or if a police investigation is instigated, co-ordinate action and inform the following of any developments:
 - (1) President
 - (2) Director of HR
 - (3) Vice-President (Communications and Public Affairs)
 - (4) Director of Safety
 - (5) Head of Security

11. The Vice-President (Communications and Public Affairs) must:

- a. Deal with media and similar external queries (if any) and, where appropriate, deal, in liaison with the President and the College Secretary, with such matters as the preparation of an obituary and enquiries regarding a memorial service (usually only necessary in the case of Governors).
- b. Ensure that central mailing lists, calendar entries, the media liaison register and central College web pages (if appropriate) are amended.

For honorary staff who are not senior

12. The HR Staff Hub must:

- a. Amend ICIS and the file details.

13. The Head of Service/Department/Division must:

- a. Co-ordinate any departmental/divisional action such as informing their staff, including the Departmental/Divisional Operating Manager, and writing a letter of condolence.