

DEATH PROTOCOL

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

FOR CURRENT AND FORMER SENIOR MEMBERS 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 and Registrar
 - (3) Dean of the relevant Faculty
 - (4) Head of the relevant Department/ Division
 - (5) Head of Communications
 - (6) Director of Occupational Health
 - (7) The relevant HR representative (who will notify Pensions, Research Services (where relevant), Payroll and HR support staff)
 - (8) Vice Provost Institutional Affairs

Giving the date and cause of death (if known), together with any other relevant information available regarding the circumstances.

- 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 the drafting of an official College letter of condolence to the deceased's family to be signed and sent by the President, or nominated person in the Presidents absence, (with a copy to Human Resources 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 team with input from the department and reviewed by the Director or Deputy Director of HR before submission to the President.

- d. In case of internal or external enquiries about the deceased, for example, from the Coroner, agree a contact person with the Head of Department/ Division and Central Secretariat Legal Services to agree who will be able to deal with all such enquiries.

3. **The HR representative** must ensure that:

- a. The official College letter of condolence is drafted for the President to sign. It must be reviewed by the Director or Deputy 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.
- b. Payroll, Research Services and HR Support staff, including the relevant HR Administrator, are informed of the staff member's death.
- c. The HR Administrator amends ICIS and file details.

4. **The HR Administrator** must:

- a. When a Leaver's Form 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 e-mail forwarded to an authorised person.
- b. Amend ICIS and the file details (or file archive for former members of staff).

5. **The Pensions Specialists** must deal with all pensions and pay issues, liaising with the relevant pension's authority, next of kin, the relevant Department/ Division and other College staff, including those in HR and Payroll, as appropriate. 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 Department/ Division** must:

- a. Co-ordinate any departmental/ divisional action such as informing their staff, including the Departmental/ Divisional Administrator, 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 HR 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 which member of staff has been authorised to have the deceased e-mail forwarded to them.
 - (2) Authorise, in consultation with 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 Administrator must:

- (1) Check the departmental web pages, calendar entries, directory information and organisation charts and, where necessary, make the appropriate amendments.
- (2) Check whether the deceased had a Professional Web Page, blog or wiki. If so then the departmental/divisional administrator 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), co-ordinate any related action and inform the following of any developments:

- a. President

- b. Director of HR
- c. Head of Communications
- d. Head of the relevant Department/ Division

9. **The Head of Communications** must:

- (1) 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).
- (2) 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 and Registrar** who must:

- a. Inform the Chairman, President, and Head of Communications 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), co-ordinate action and inform the following of any developments:
 - (1) President
 - (2) Director of HR
 - (3) Head of Communications

11. **The Head of Communications** 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 Registered Students

12. **The Responsible Adviser is the Senior Assistant Registrar (Records)** who must:

- a. Establish the date and cause of death, together with any other relevant information available regarding the circumstances, and inform the Academic Registrar and Deputy Academic Registrar.

- b. Draft an official College letter of condolence for the President to sign.

- c. Notify the Head of Department/ Division of the student's death, if they do not already know.

- d. Notify the Director of Student Affairs and the College Tutors, if they do not already know.

- e. Update the student system.

- f. Advise the following of the student's death:

- (1) Admissions (in case a student has applied for a postgraduate course)

- (2) Alumni Relations

- (3) Accommodation Office

- (4) Library

- (5) Security

- (6) ICT

- (7) President of IC Union

- (8) Financial Controller

- (9) Credit Controller

- (10) Head of Communications

- (11) College Secretary and Registrar

- (12) Vice-Provost (Education)

- (13) Associate Provost

- (14) Health Centre

- (15) Student Counselling Service

- (16) Deputy President Imperial College Union (Welfare)

- (17) Student Adviser (Union)

- (18) Chaplaincy

- (19) Director of Commercial Services

- (20) Head of Residential Operations

- g. In case of internal or external enquiries about the deceased, for example, if the death was on College property or on a College-related field trip/ expedition and a coroner will be involved; these should be directed to Communications who will designate a contact to deal with such enquiries.

h. Notify the University of London (for those students registered for a University of London degree) and City and Guilds (for ACGIs) of the student's death. The College does not award degrees posthumously; if the student has completed the full course of study and the examiners recommend the award of the degree, the award is dated a day before the student's death.

13. **The Deputy Academic Registrar** must, in the unlikely event that the next of kin have not been informed of the student'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.

14. **The Senior Assistant Registrar (Records)** must:

a. Advise the following of the student's death, if appropriate:

(1) Student Loans Company (UG students)

15. **The Senior Assistant Registrar** must check whether any prizes are pending for the deceased student.

16. **The Deputy Academic Registrar** must, if a posthumous research degree thesis is to be submitted, guide the relevant Department.

17. **The Events Manager** must, depending on the time of year, take the appropriate action regarding Commemoration Day or the Postgraduate Awards Ceremony.

18. **The Head of Department** must:

a. Authorise someone to deal with the deceased's e-mail account, to which mail may be forwarded.

b. Inform ICT (by email) that the deceased's e-mail should be forwarded to the authorised person.

c. Check the College website for references to the deceased and make any necessary amendments.

d. Liaise with the family of the deceased to find out the funeral arrangements and disseminate information in the College about the deceased's funeral (and/ or memorial service, if appropriate). Where appropriate, the Head of Department/ Division should arrange for someone to represent the College on the day, if this is acceptable to the deceased's family.

19. **The College Secretary and** must, in the event that there are security or safety implications (such as a death on College property or a College-related field-trip or expedition), co-ordinate any related action and inform the following of any developments:

- a. President
- b. Academic Registrar
- c. Head of Communications

20. **The Head of Communications** must deal with any media/ external queries and, if appropriate, deal, in liaison with the President and Head of Department/ Division, with such matters as the preparation of an obituary and enquiries regarding a memorial service.

21. **The Director of Student Affairs** will liaise with the Senior Tutor of the Department and/or Warden and appropriate welfare agencies, using the Welfare Committee Guidelines for Responding to a Student Death. See Welfare Committee Guidelines for Responding to the Death of a Student.

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For Former Students

22. **The Responsible Adviser is the Deputy Academic Registrar** who must:

- a. Advise the Academic Registrar of the death, together with any other relevant information available regarding the circumstances.
- b. Amend the student records.
- c. Advise Alumni Relations and the relevant Department/ Division of the death.

23. **The Deputy Academic Registrar** must determine whether or not an official College letter of condolence needs to be sent to the next of kin and, if so, whether it should come from the President.

For Applicants for Admission

24. The Responsible Adviser is the Senior Assistant Registrar (Admissions) who must:

- a. Advise the relevant Department/ Division of the death, together with any other relevant information available regarding the circumstances
- b. Check with the Student Finance Team whether an invoice had already been raised for the deceased.
- c. Consult with the Deputy Academic Registrar as to whether an official College letter of condolence should be sent to the next of kin.
- d. Inform the Accommodation Office of the applicant's death.