



Emergency Procedure Fleetlands

VAIL-EHS-040C

Affected Departments	
Fleetlands	

	Role	Date
Originator	EHS Manager	14 Nov 2024
Reviewer	EHS Manager	14 Nov 2024
Process Owner	EHS Manager	14 Nov 2024
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1.0	New procedure for Fleetlands only	05 Apr 2023
2.0	Complete rewrite	15 May 2024
2.1	Change to paragraph for 'Incident at Height'	14 Nov 2024

List of Abbreviations	
EHS	Environmental, Health and Safety
VGS	Vector Guard Service
DSG	Duty Security Guard
RFFS	Rescue and Fire Fighting Service
SMT	Senior Management Team
CBR	Chemical, Biological or Radiological
DOB	Data Occurrence Book
IC	Incident Commander (Site Command Interface)
FSC	Fire Systems Consultancy
FCP	Forward Command Point (or Forward Control Point)
SSRI	Site Specific Risk Information Pack
BCP	Business Continuity Plan
SSM	Site Security Manager

Reference Documents	
A	The Health & Safety at Work Act 1974 & the Management of Health & Safety Regulations 1999
B	Integrated Pollution and Prevention Control Regulations 2008 and amendments.
C	Emergency Planning for Major Accidents (HSG191)
D	Regulatory Reform (Fire Safety) Order 2005
E	Fire Safety in Factories and Warehouses ISBN 978185112816-7
F	Fire Safety in Offices and Shops ISBN 978185112815-0
G	Business Continuity Plan (BCP)
H	VAIL-EHS-040 Emergency Procedure
I	VAIL-EHS-046 Spillage Response Plan
J	VAIL-EHS-036 Working in Confined Spaces and Fuel Tanks

Forms	
VAIL-EHS-040CF01	Bomb Threat Checklist
VAIL-EHS-040CF02	Witness Details Form
VAIL-EHS-040CGD01	Facilities Emergency Building Information

Purpose

- 1.1. This document is designed to apply to all foreseeable emergencies which could occur on site and provide essential backup information. This process and information will be used to coordinate internal resources in conjunction with external emergency services, as appropriate
- 1.2. These documented procedures will be reviewed after each major emergency incident by the Incident Controller (IC) in conjunction with the EHS Manager or team member who will update this document as appropriate
- 1.3. Definition of a major emergency incident: A major incident is an event or situation with a range of serious consequences which requires special arrangements to be implemented by one or more emergency responder agency.

2. Scope

- 2.1. These procedures apply to all staff, contractors and visitors to the Fleetlands Site

3. Responsibility/ies

3.1. Management Interface

- 3.1.1. Will provide site support to the IC. This may be Internal or External Emergency Services, including:
 - 3.1.1.1. Communication with SMT/ the Corporate Team.
 - 3.1.1.2. Media reporting with the Corporate Team.
 - 3.1.1.3. Next of Kin reporting with Human Resources.
 - 3.1.1.4. Call out of further staff/external services to assist.
 - 3.1.1.5. Communication with site security manager
 - 3.1.1.6. Cordoning an incident.
 - 3.1.1.7. Commit company expenditure to address immediate issues.
 - 3.1.1.8. Initiate BCP beyond immediate incident to restore Business delivery.

3.2. Rescue and Fire Fighting Service (RFFS)

- 3.2.1. During normal operational hours, respond to any appropriate incident

3.3. Security Team

- 3.3.1. During normal operational hours, security are responsible for responding to all emergencies presented and initiate the on-site RFFS to respond.
- 3.3.2. Outside of normal operational hours, security are responsible for safely investigating all emergencies presented and escalate to external emergency services and the Management Interface.
- 3.3.3. Security will assist where required, liaising with the necessary emergency services.
- 3.3.4. Security are responsible for documenting all security actions undertaken throughout and after any emergency.
 - 3.3.4.1. Security will document all communications relayed by the RFFS denoting in the DOB

3.4. EHS Team

3.4.1. Where required, provide advice and guidance on Environmental and Health and Safety Emergencies.

3.4.2. Updating this procedure, where required, following an emergency.

3.5. Facilities Team

3.5.1. Any contractors involved in emergency works will receive an EHS Induction by the Facilities Team, together with appropriate safety brief as required. VAIL-RA-394 (Safe Systems of Work during Emergencies) should be followed.

3.5.2. The Facilities team are responsible for updating VAIL-EHS-040CGD01 as required.

3.6. Learning and Development Team

3.6.1. All new staff will receive site emergency instructions by attending a site induction, organised by the Learning and Development team. All employees are required to attend the first available site induction

3.6.2. All relevant emergency training will be organised and documented by the Learning and Development team.

4. Action

General Guidance.....	6
Internal Reporting.....	6
Media Response	6
Fire Incident	6
Medical Incident.....	11
Confined Space Incident.....	13
Incident at Height.....	13
Ionising Radiation Incident.....	13
Electric Shock Incident.....	13
Security Threat Incidents	15
Suspect Mail.....	15
Bomb Threat:	18
Threat of Public Disruption	20
Violent Critical Incident.....	22
Salt Bath Incident	23
Facilities Incidents	24
Flooding	24
Loss of Utilities	25
Water	25
Gas	25
Electricity	25

Major building structural damage.....	26
Environmental Incident	27
Significant Spillage Incident	27
Communication.....	28
Radio Channels.....	28
Radio Call signs	28
RFFS Mobile Phones	28
Rendezvous point	29
Marshalling areas.....	29
Securing the scene.....	31
Forward command post.....	32
Cordons.....	32
Inner cordon	32
Outer cordon.....	33
Bronze – the operational level	33
Silver – the tactical level	34
Gold – the strategic level	34
Trauma Risk Management (TRiM)	34
Emergency Contacts	34
Information for the Emergency Services	35
Emergency Response Rehearsals	35
Training.....	35

General Guidance

Internal Reporting

In the event that the incident requires the response of the external emergency services, VGS should contact the Management Interface.

Following notification from VGS, the following communications must be initiated as soon as reasonably practicable by the Management Interface:

- Group Managing Director (UK), or deputy, to be informed
- Appropriate Business Unit Director
- Appropriate Line Manager
- Human Resources team, when next of kin is required to be informed
- Environmental, Health and Safety team, when there is a work related accident or environmental incident
- Fire Service Manager, when there is a fire, medical incident or environmental incident
- Facilities Team, if required.

Media Response

As per StandardAero's Public and Media Relations Policy ***"No individual employee may communicate with the media, or respond to media inquiries, without prior coordination with – and the approval of – the SVP Marketing and Communications and any disclosure of information about StandardAero and its business activities to the news media must be authorized and approved in accordance with this Policy."***

All media inquiries should be directed to Kyle Hultquist, SVP of Marketing and Communications.

- kyle.hultquist@standardaero.com
- Office: +1.480.377.3192
- Mobile: +1.602.577.2875

As a holding statement, the UK Senior Management Team are permitted to give the following statement to the media

"Our corporate policy requires that all public communications is coordinated and approved by our Corporate Communications department."

Fire Incident

Please follow the instructions in the flow chart in the event of a fire

Employees

- Do not use a fire extinguisher unless you are trained and it is safe to operate one

Building Wardens

- The first arrival should take charge of their area of responsibility using the fire boards for person checks
- During an evacuation, duties include;

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- Direct all people to leave the workplace/building using the appropriate routes and exits.
 - Check all accessible areas are clear.
 - Close windows and doors behind them to isolate or reduce spread of fire.
 - Guide everyone to the fire assembly area and confirm everyone has arrived safely.
 - Liaise with emergency services on arrival and provide any details relating to the incident.
- Other Building Wardens will provide assistance if required
 - If the fuel farm Fire Call point is activated, dial 6555 and ask for Emergency Services to be called
 - If there is any other zone activation, there can be a maximum of 10 minutes for the site RFFS investigation before action is taken. If in doubt, the Emergency Services should be called via 6555.
 - DSG or RFFS provides information to the Emergency Services on arrival and can present them with the Emergency pack, held in security
 - The alarm can only be silenced by the RFFS or Fire Systems Consultancy engineers.
 - RFFS completes an Incident report
 - RFFS holds an Incident Review with the EHS Team

Security Team

- On receipt of a reported fire alarm, either by alarm panel sounding, or other means, the Security Team will radio through to the RFFS to confirm the status of the fire panel and incident type.
- In the event of a building evacuation, the Security Team will document the details in the DOB (Data Occurrence Book), ensuring that all relevant information is entered correctly and accurately.
- Security will provide assistance when requested by the IC. This may include; escorting the emergency services, creating cordons and assisting with evacuations.
- If required the SSM or VGS will open Building 1 for family members and witnesses to wait. Instructions below:
 1. Open up building 1
 2. Direct all family/witness' to wait in the kitchenette (sign in on the visitor log in the foyer)
 3. If witness is unable to wait, obtain all relevant details on the prompt form (retain a copy to provide to police when they arrive).
 4. Direct police into building 1 to conduct witness statements using the VAIL-EHS-040CF02 – Witness Details Form
 5. Lock up building 1 once incident is closed and all emergency services have left.

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Security Team outside of core hours (18:00 – 06:00)

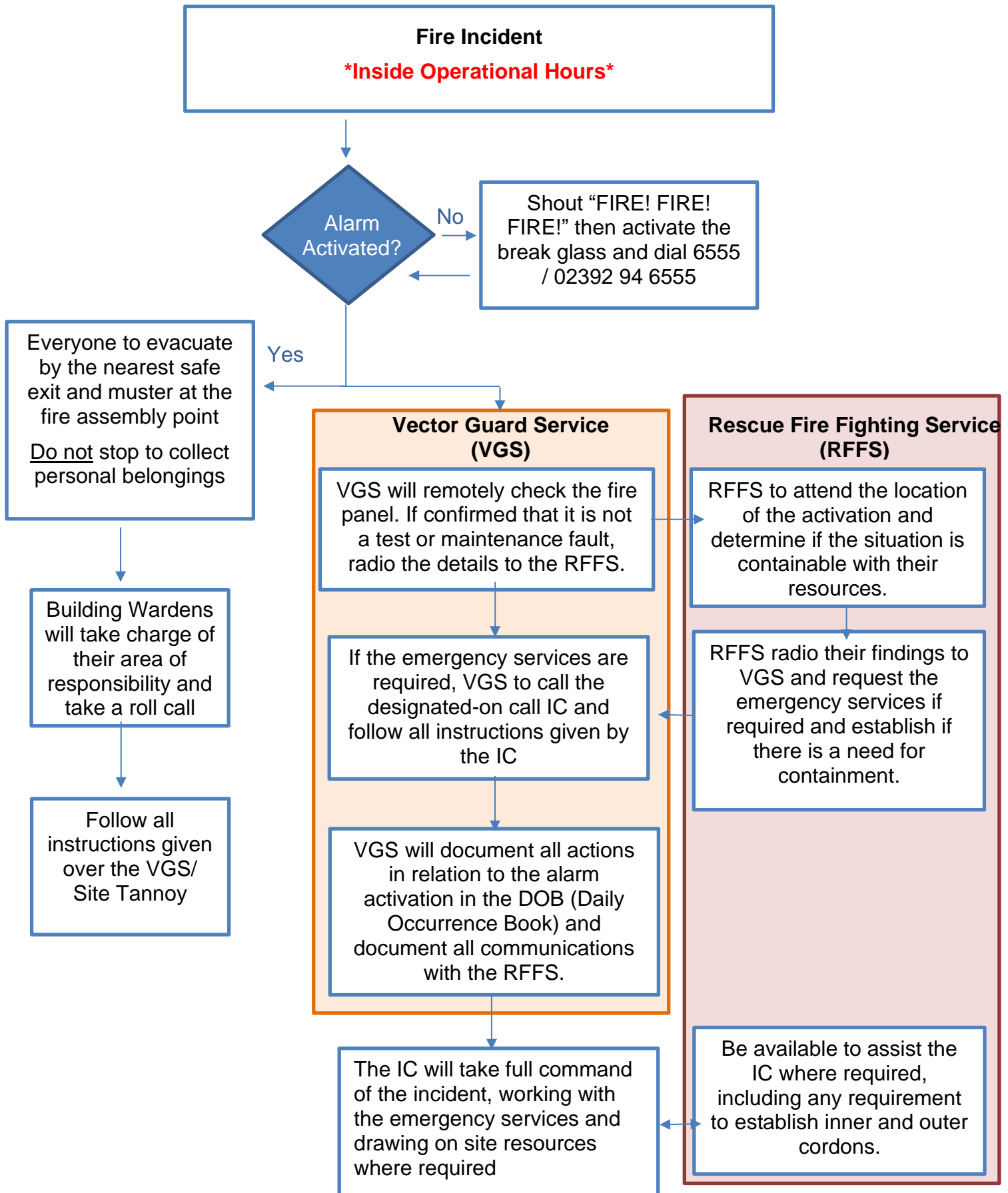
- Upon the fire alarm sounding, the responding security team member should immediately check the fire panel and radio all relevant details through to the security mobile, including building number and exact location of the activated alarm.
- The security mobile patrol should respond immediately to the relevant area to assess any signs of fire.
 - If there are any signs of a fire, the security mobile patrol should radio their findings back through to the VGS, and contact the external emergency services
 - If no signs of fire are detected and it is safe to do so, the responding security guard should enter the building, carrying out a detailed search, ensuring no signs of fire are present. Once a full assessment is complete, they should acknowledge and reset the panel.
- If external emergency services are required, VGS should provide them with the Emergency Folder for the offending building, containing floor plans and areas of concern.
- The local emergency services should then be escorted to the incident location.
- VGS should contact the designated Management Interface who will initiate internal communications.
- Once the immediate incident is contained, VGS should complete an Incident Report
- At no time should the VGS place themselves in danger
- All details are to be documented in chronological order in the DOB.

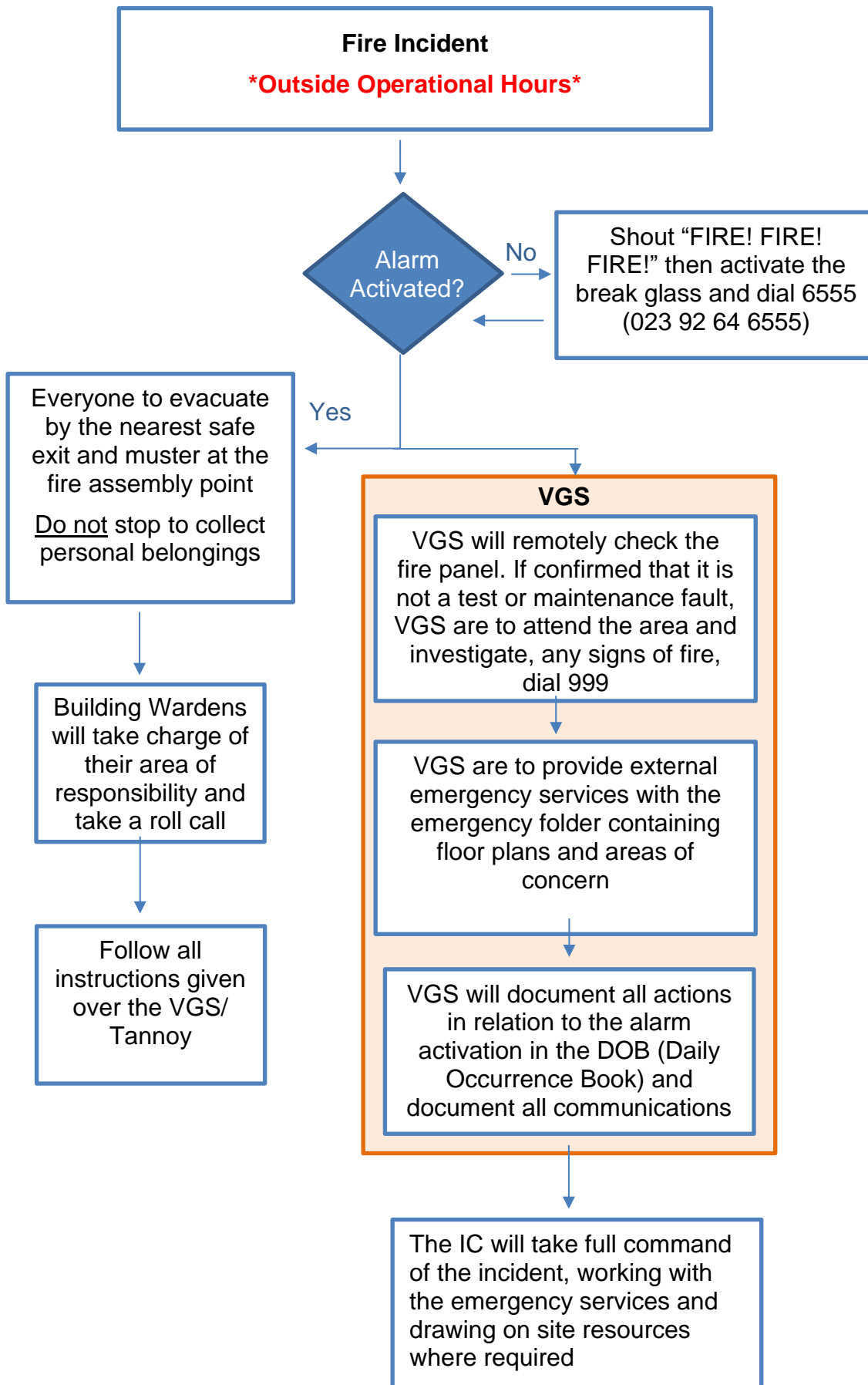
Address for the Emergency Services

StandardAero, Fleetlands, Fareham, Gosport, PO13 0AA

Fire

- In the event of an actual confirmed fire, the RFFS should inform Hampshire and Isle of Wight Rescue Service via VGS as soon practically possible.





Medical Incident

Please follow the instructions in the below flow chart in the event of a medical incident.

Further information:

- Names of First Aiders are posted in the department areas.
- First aiders are responsible for ensuring that they are available at all times whilst on site
- The Occupational Health room is available as a First Aid room

Local 24 hour A&E Department:

Queen Alexandra Hospital, Portsmouth Hospitals NHS Trust, Southwick Hill Road, Portsmouth PO6 3LY. Telephone 023 9228 6000

Local Minor Injuries Unit

Gosport War Memorial Hospital, Bury Rd, Gosport, PO12 3PW

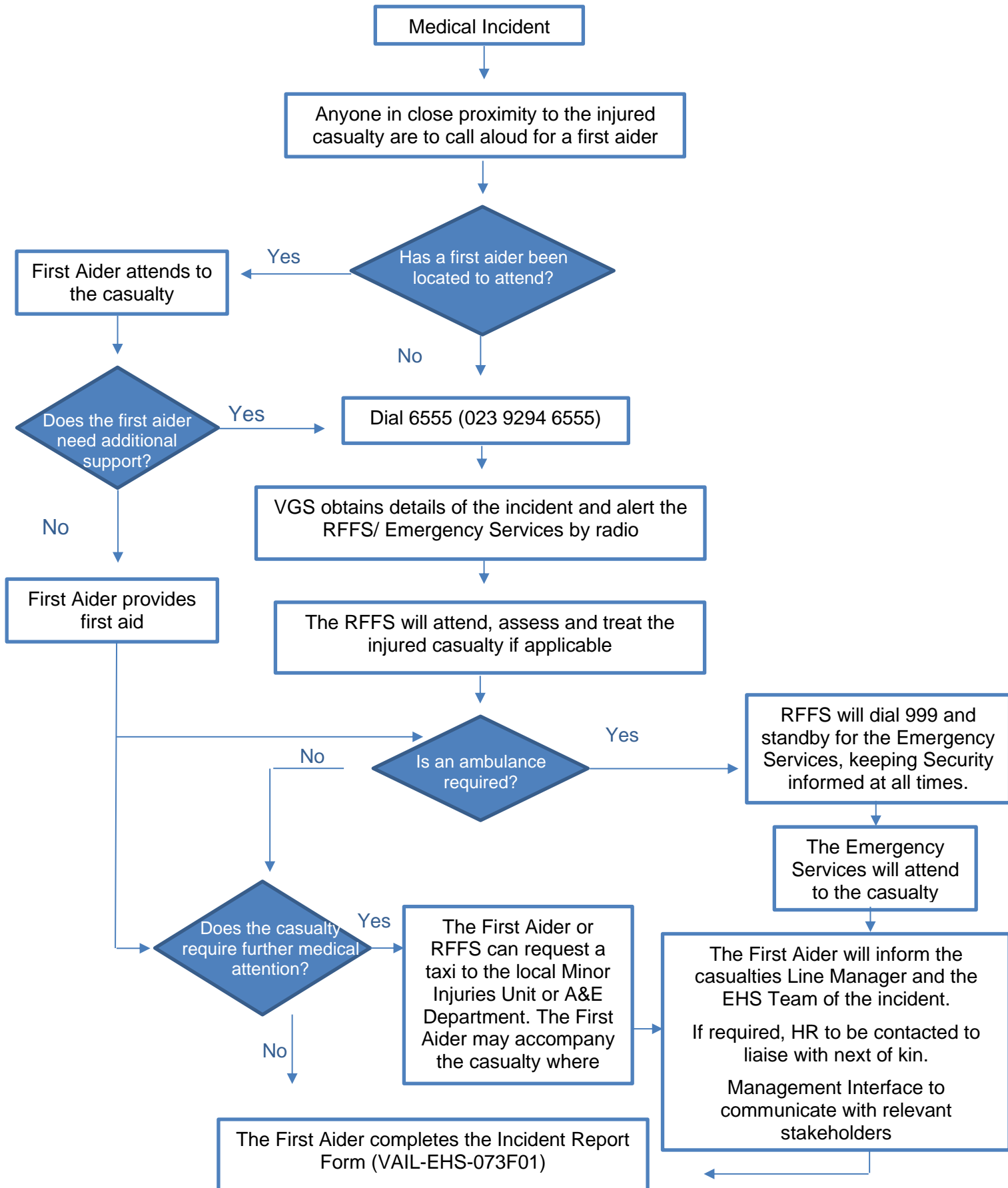
Telephone 023 92794753

Taxi

If additional medical attention is required but an ambulance is not required, VGS can arrange a taxi for a return journey to work or home. Contact VGS with this request on 023 9294 6421

- The First Aider should decide if the casualty needs to be accompanied by a First Aider, or another suitable person, for the journey.
- If there is any undue delay or the condition of the casualty causes concern, the First Aider should request an ambulance. The person accompanying the casualty should establish the approximate waiting time at the hospital and advise the appropriate line manager by phone
- All first aiders can call a taxi and they do not require prior approval
 - First aiders should ensure VGS are informed of the approximate arrival time and location of the casualty
- The First Aider should inform the appropriate line manager of the accident, the action taken and the mode of transport

Where an accident involves immediate lost time involving transport to hospital, the EHS Team must be contacted immediately by the line manager or designated deputy. The EHS Team should inform HR of the accident, carefully monitoring the situation and keep HR updated of developments. At any time HR may inform family members if it is deemed appropriate.



Confined Space Incident

In the event of a confined space incidents, please refer to VAIL-EHS-036.

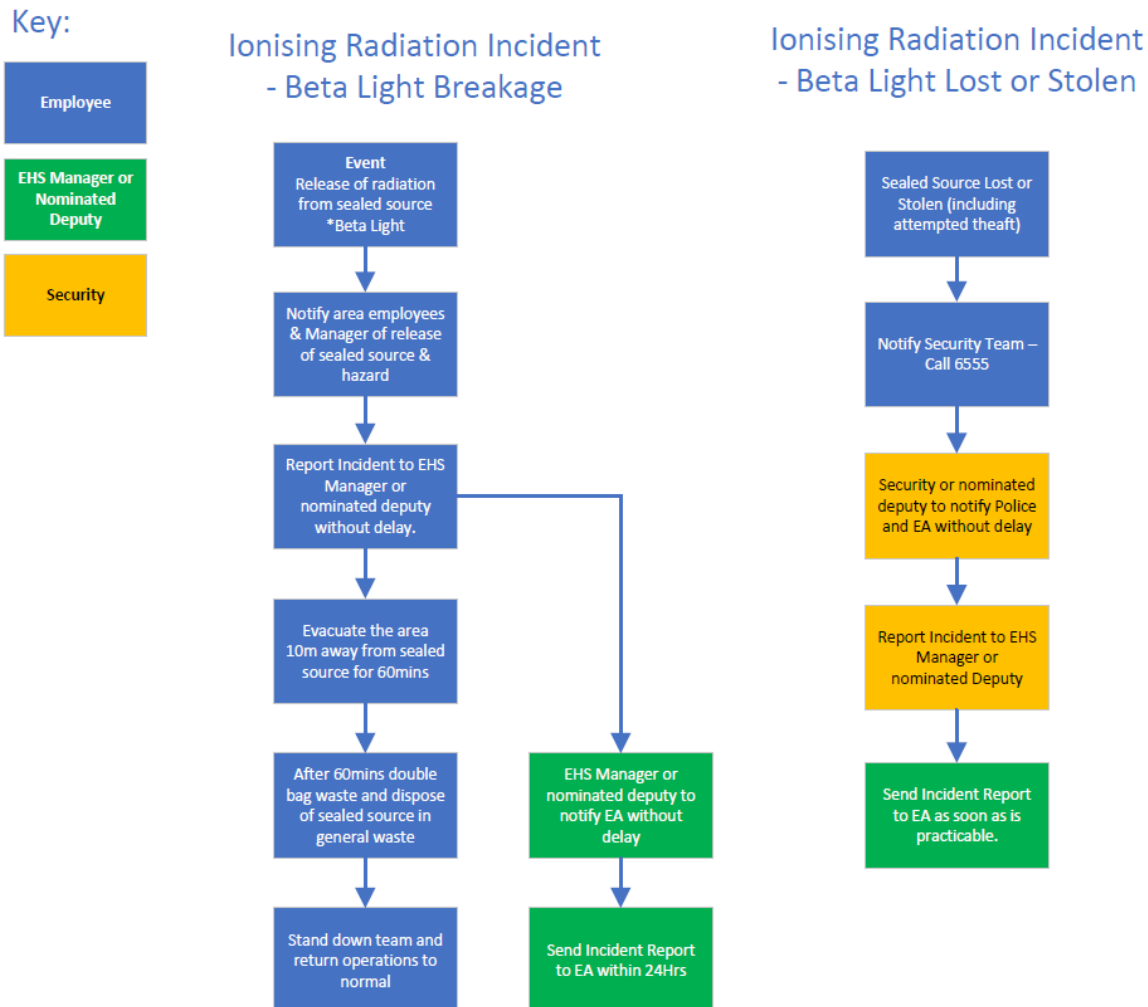
Incident at Height

Retrieval of a Person from a Suspended Harness

In the event of someone being suspended from a harness after falling from a height or MEWP, time is critical. Immediately call the 6555 (02392 946555).

Ionising Radiation Incident

In the event of an Ionising Radiation incident, please follow the instructions in the below flow chart.



Electric Shock Incident

In the event of an electric shock incident, please respond as below:

- Assess the situation.
- Dial 6555 (023 9294 6555) and seek emergency response assistance
- Do not touch the casualty if they're still in contact with the electrical source as you are at risk of electric shock.

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- If it's safe to do so, turn off the source of electricity to break the contact between the electrical supply and the casualty.
- The trained emergency response team (RFFS or the Emergency Services) may move the casualty away from the source whilst taking necessary precautions to ensure their safety.
- Do not touch the casualty until safe to do so (i.e. the energy source is isolated and locked off and tagged out)
- Please report any electric shock incidents to the EHS team as soon as possible

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Security Threat Incidents

Suspect Mail

Suspicious Mail

What does a suspicious package look like?

Avoid unnecessary handling

If holding, put down on a clear, flat surface
Keep separate so easily identifiable

Move away immediately

Clear immediate area and each adjacent room, incl rooms above and below
If there any suggestion of Chemical, Biological or radiological materials, move those directly affected to a safe location, close to the incident, keeping theses individuals separate
Prevent others approaching or accessing the cleared areas

Notify the police

If the item has been opened or partially opened prior to being deemed suspicious, it is vital that this is communicated to the police
Ensure informants and witnesses remain available to brief the police, and that the accuracy of their observations is preserved: encourage witnesses immediately to record their observations in writing, and discourage them from discussing the incident or their observations with others prior to the arrival of the police.

Notify the security management team

Obviously Suspicious

Warnings on the letter or package.
Unexpected granular, crystalline or finely powdered material (of any colour and the consistency of coffee, sugar or baking powder) loose or in a container.
Unexpected sticky substances or vapors.
Unexpected pieces of metal or plastic such as discs, rods, small sheets or spheres.
Strange smells e.g. garlicky, fishy, mothballs, peppery, meaty etc. However, if you detect a smell, do not sniff it. Some CBR materials are odorless and tasteless.
Stains or dampness on the packaging.
Sudden onset of irritation to your skin, eyes or nose.

More conspicuous

The item is unexpected, of unusual origin or from an unfamiliar sender
There is no return address or the address cannot be verified
The item is poorly or inaccurately addressed (e.g. spelt wrongly or addressed to an individual no longer with the company) or the address has been printed unevenly or in an unusual way.
The writing is in an unfamiliar or foreign style
The item seems unusually heavy for its size.
The item has more than the appropriate value of stamps for its size and weight.
The item is oddly shaped or lopsided.
The envelope flap is stuck down completely (a harmless letter usually has an un-gummed gap of 3-5mm at the corners).
There are protruding wires or there is a smell, particularly of almonds or marzipan.
There is an additional inner envelope, and it is tightly taped or tied.



UNATTENDED ITEMS: LOST... or **SUSPICIOUS?**



H

Hidden?

- Has it been concealed or hidden from view?
- Bombs are unlikely to be left in locations such as this – where any unattended item will be noticed quickly.



O

Obviously suspicious?

- Does it have wires, circuit boards, batteries, tape or putty-like substances?
- Do you think the item poses an immediate threat to life?



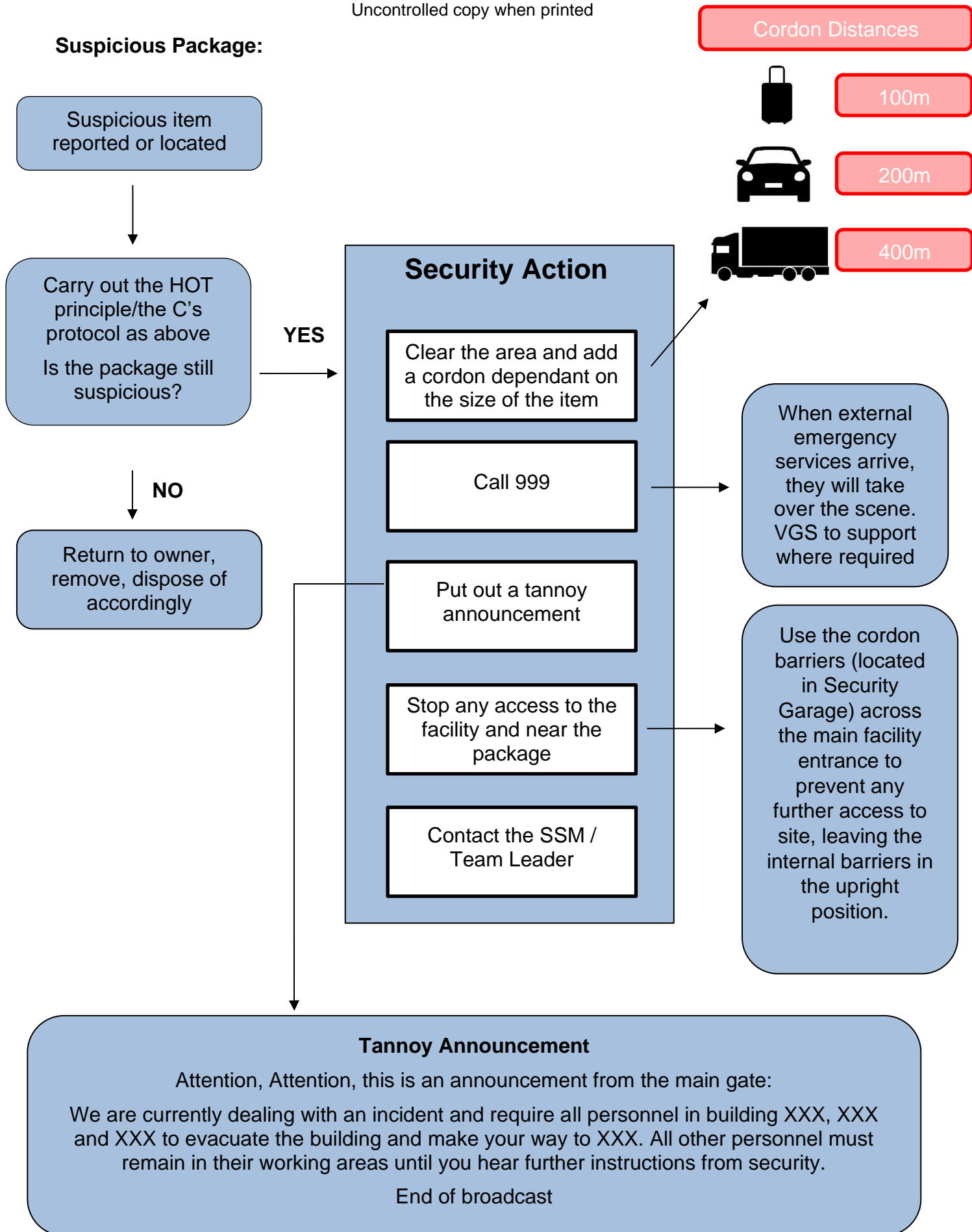
T

Typical?

- Is the item typical of what you would expect to find in this location?
- Most lost property is found in locations where people congregate.

If after applying the HOT principle you still believe the item is suspicious, you must follow the steps below:

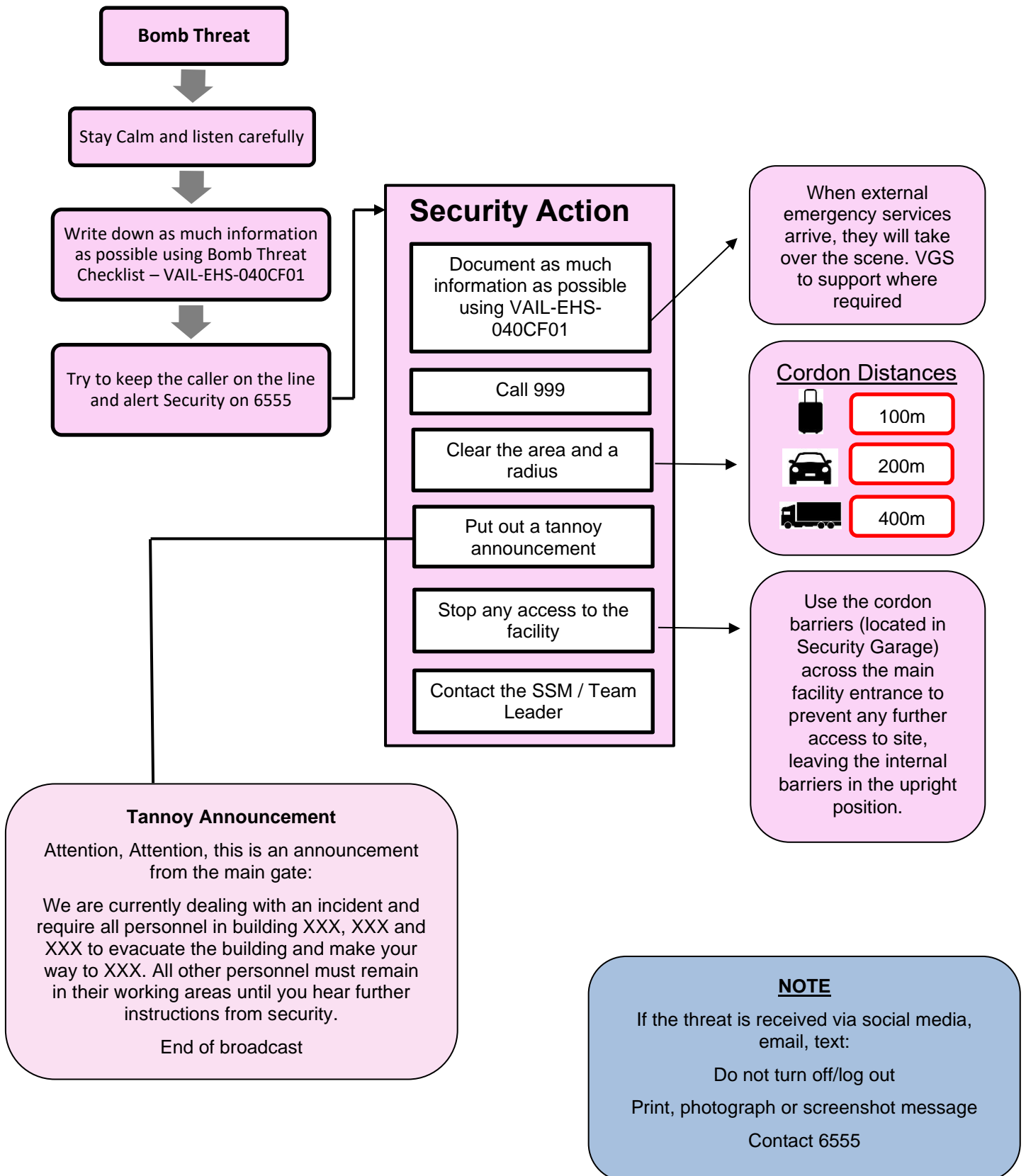
Suspicious Package:



Bomb Threat:

Actions to take when it is clear that someone is making a bomb threat:

- Stay calm and listen carefully
- Write down as much detail as possible using the bomb threat checklist (See VAIL-EHS-040CF01)
- Keep the caller talking and alert a colleague to dial 6555/ 999
- Note the number of the caller, otherwise, dial 1471 after the call
- If the threat is a recorded message, write down as much detail as possible and keep it safe
- If the threat is received via text message, do not reply, forward or delete the message.
- Inform the Management Interface and site Facilities Manager. The Management interface will arrange an Incident Response Team meeting if appropriate.
- If you cannot get hold of persons immediately, and even if you think the call is a hoax, contact 6555/ 999 immediately



Threat of Public Disruption

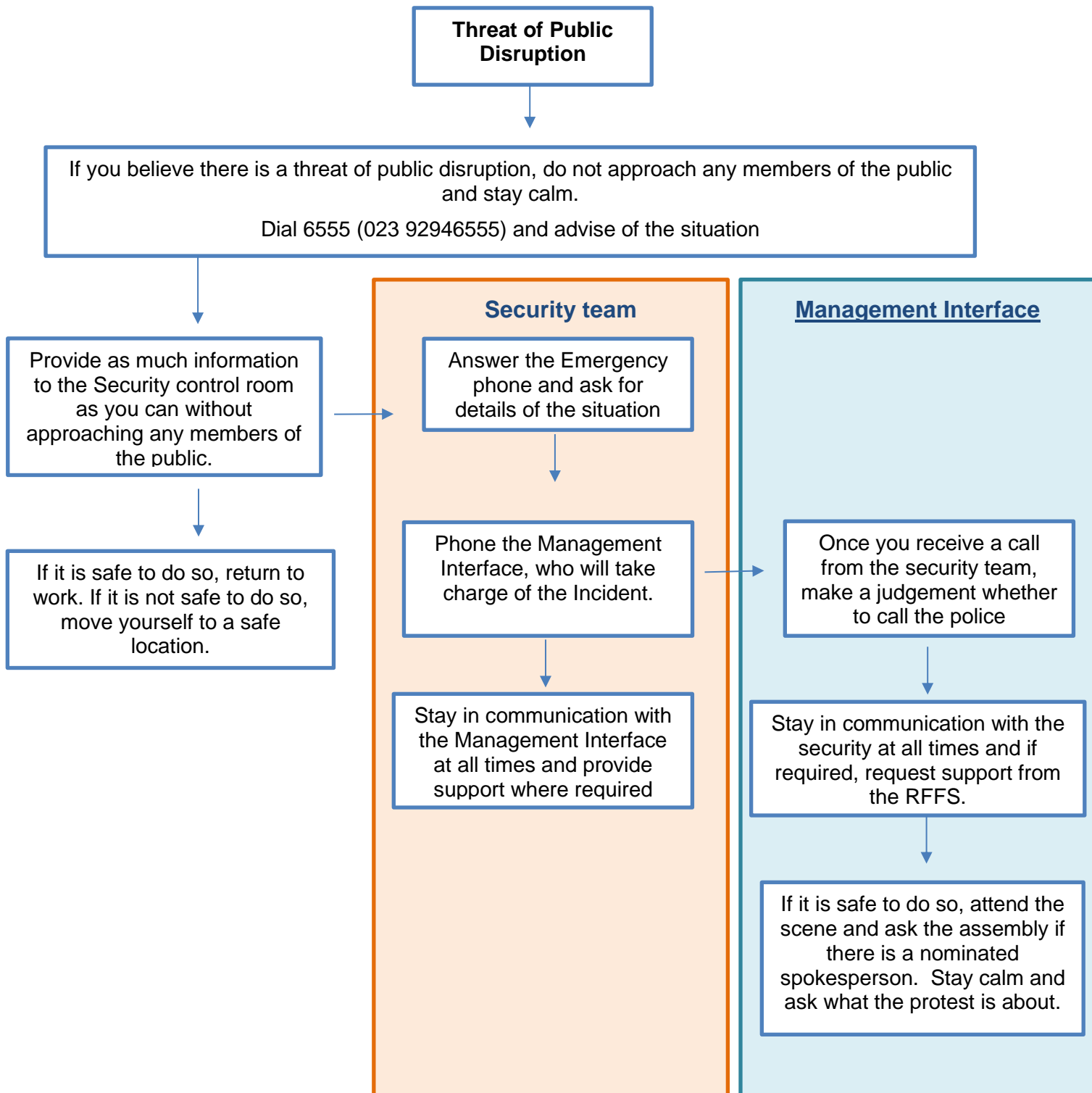
The public have a right to assemble and protest peacefully on the public highway, unless one of the following scenarios occurs:

- They block the public highway
- The protest appears to involve harassment,
- The protestors appear guilty of aggravated trespass or
- There appears to be a serious public disorder, serious damage to property or a serious disruption to the life of the local community.

Definitions	
Public Highway	The public highway, as defined by law, consists of any verge, footway, carriageway, bridleway or footpath that is maintained at public expense and over which the public has a right of way.
Trespass	Trespass. Company Security have no powers on public highways, so it is important to know exactly where the pavement that belongs to the company (the curtilage) ends.
Aggravated Trespass	Aggravated Trespass. Trespass is not (normally) a criminal offence, though it is a criminal offence to trespass and do something which is intended to intimidate, disrupt or obstruct someone engaged in lawful activity.
Harassment	Harassment. Shouting of words or holding up placards can be harassment. Although peaceful protest, where the protesters are conducting themselves reasonably is unlikely to be considered a criminal offence.

Considerations:

- The Management Interface may decide to arrange a meeting with the SMT
- Liaison with the police may be required
- There may be additional site security requirements both for the short and long term
- Management of site access may be required
- Security of the perimeter fence
- Staff briefings, including what to do when entering/ exiting site
- Responses to Media enquires may be required



Violent Critical Incident

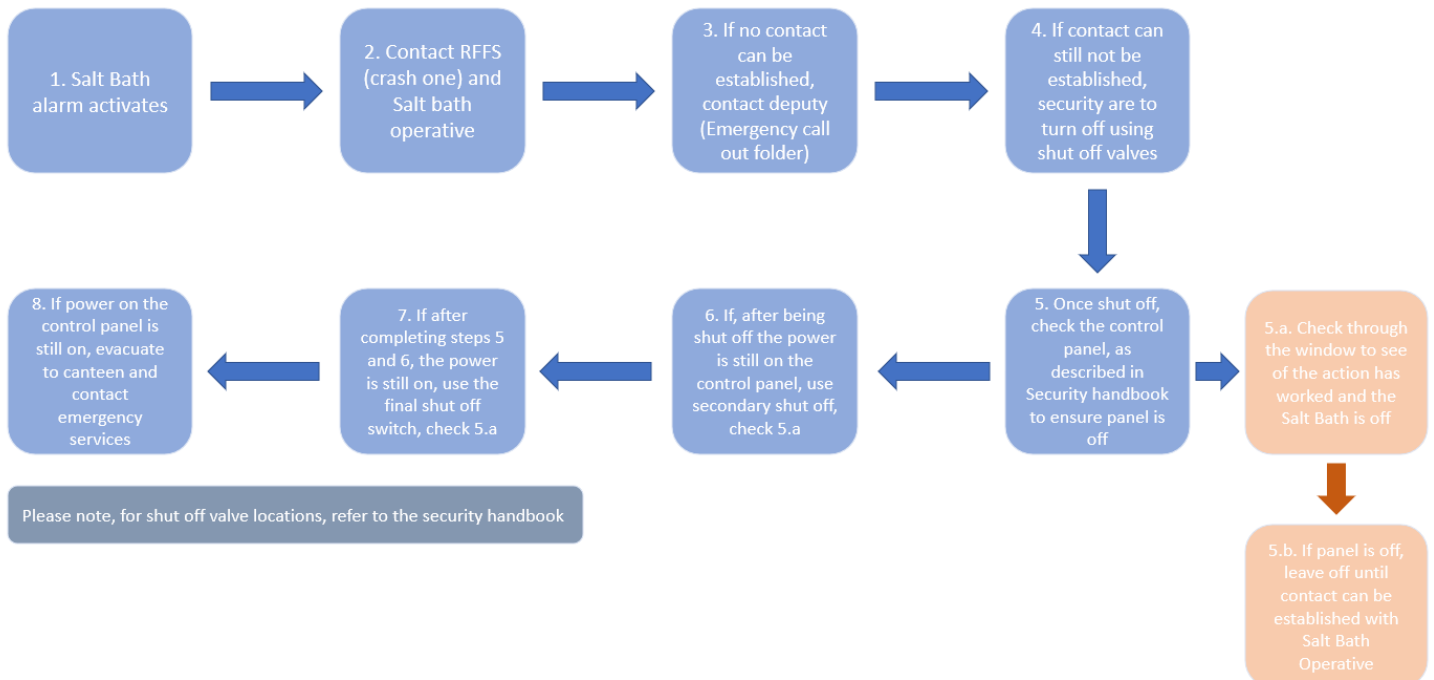


Run	Hide	Tell
	If you cannot RUN, HIDE	Once safe to do so
Escape if you can	Find cover from gunfire	Call 999 - What do the police need to know? If you cannot speak or make a noise listen to the instructions given to you by the call taker
Consider the safest options	If you can see the attacker, they may be able to see you	Location - Where are the suspects?
Is there a safe route? RUN if not HIDE	Cover from view does not mean you are safe, bullets go through glass, brick, wood and metal	Direction - Where did you last see the suspects?
Can you get there without exposing yourself to greater danger?	Find cover from gunfire e.g. substantial brickwork / heavy reinforced walls	Descriptions – Describe the attacker, numbers, features, clothing, weapons etc.
Is there a safe route? RUN if not HIDE	Be aware of your exits	Further information – Casualties, type of injury, building information, entrances, exits, hostages etc.
Insist others leave with you	Try not to get trapped	Stop other people entering the building if it is safe to do so
Leave belongings behind	Be quiet, silence your phone and turn off vibrate	
	Lock / barricade yourself in	
	Move away from the door	

Salt Bath Incident



If no contact can be established with the Salt Bath Operative, VGS must follow the below flow chart

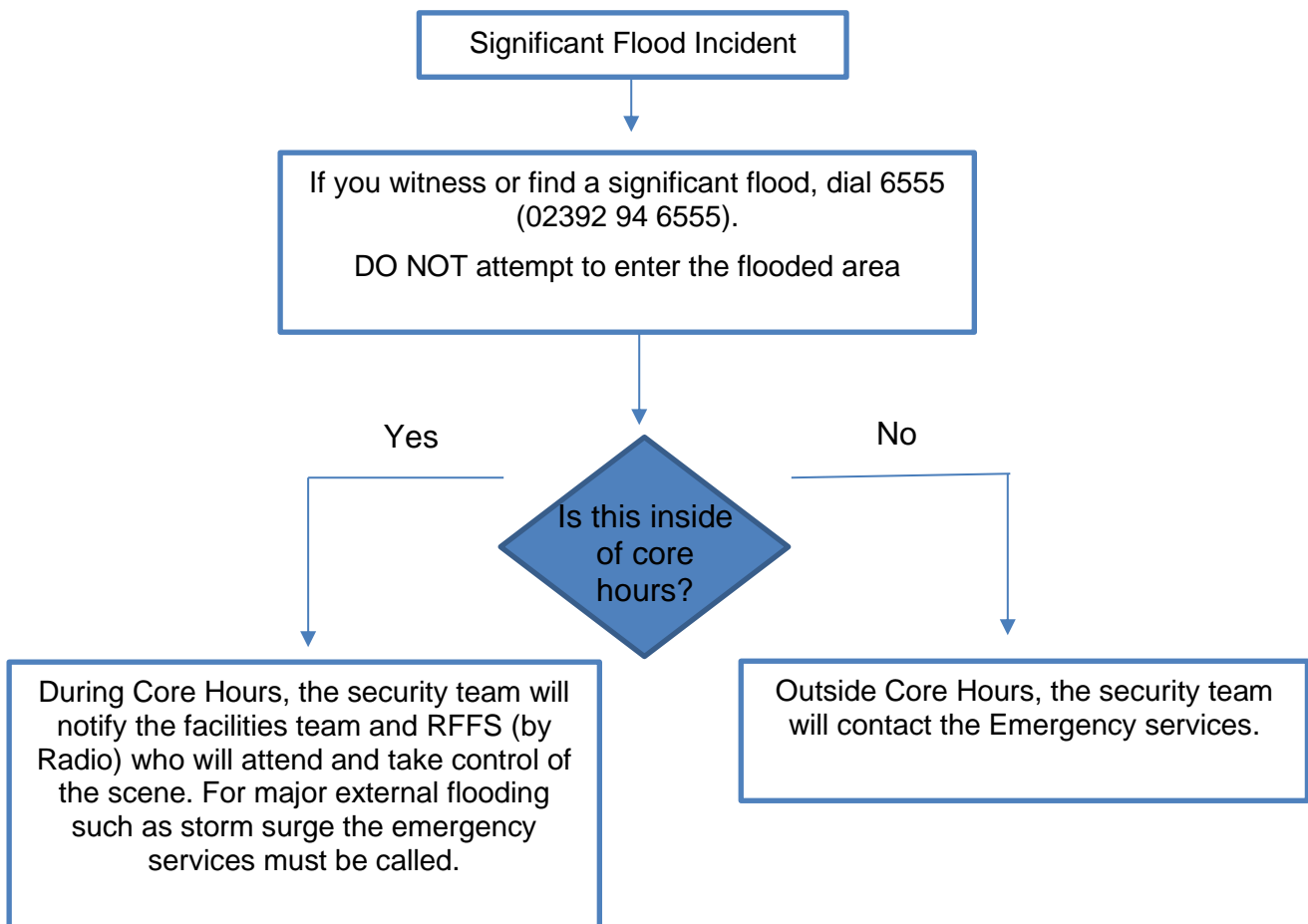


Facilities Incidents

Flooding

Flooding could arise due to a failure in the internal or external water services pipework system or from an external source.

There is a low likelihood of a flood arising from the Fareham Creek. The Environment Agency states that there is less than 0.1% (1 in 1000) chance of flooding occurring each year.



Loss of Utilities

Water

Water is used during processes and as an emergency measure in various operations around site. Without access to water, the following processes or operations must be stopped until they can be risk assessed by a competent person.

- Use of Hazardous Substances including oils, solvents, adhesives and fuels
- Activities that may result in a burn (Chemical or Heat)
- Flying Operations
- Bowser Operations
- Engines Cleaning Bay Operations
- NDT Operations
- Effluent Treatment Plant Operations
- AEP Operations
- Engine Test Operations
- Fuelling of Aircraft
- Use of Furnaces
- Other operations where use of an emergency shower or mains fed eye wash station is a safety control measure
- Provision of static tanks or mobile bowzers and arrangements to provide bottled water for associates will be considered for protracted outages.

During work hours contact the Facilities team and outside of core hours dial 6555 (023 9294 6555)

Gas

Gas is used during various processes and as the primary source of heating around site. In the event of a gas leak or suspected leak turn off all naked flames and eliminate all sources of ignition, if it is safe to do so, BUT do not turn electrical switches on or off. If the leak is indoors, open all windows and doors to disperse the gas, if safe to do so, and vacate the area. Report the leak to the Facilities team during work hours or dial 6555 (023 9294 6555) out of hours who will contact the relevant national gas emergency service number for the area.

Electricity

Electricity is used during numerous processes and as the secondary source of heating around the site. Power outages, electrical sparks, flames, burning smells, electrical shocks, frequent tripping of circuit breakers, and exposed or damaged wires are all

scenarios that require immediate attention. In any of these situations, it is important to prioritise your safety and report immediately.

Report any electrical concerns to the Facilities team during work hours dial 6555 (023 9294 6555) out of hours who will contact the relevant emergency electrical contractor.

Following an electrical outage and dependant which areas are affected manual restarts of machinery may also be required. These are only to be instigated by the facilities team and are listed in the VAIL-EHS-040CGD01.

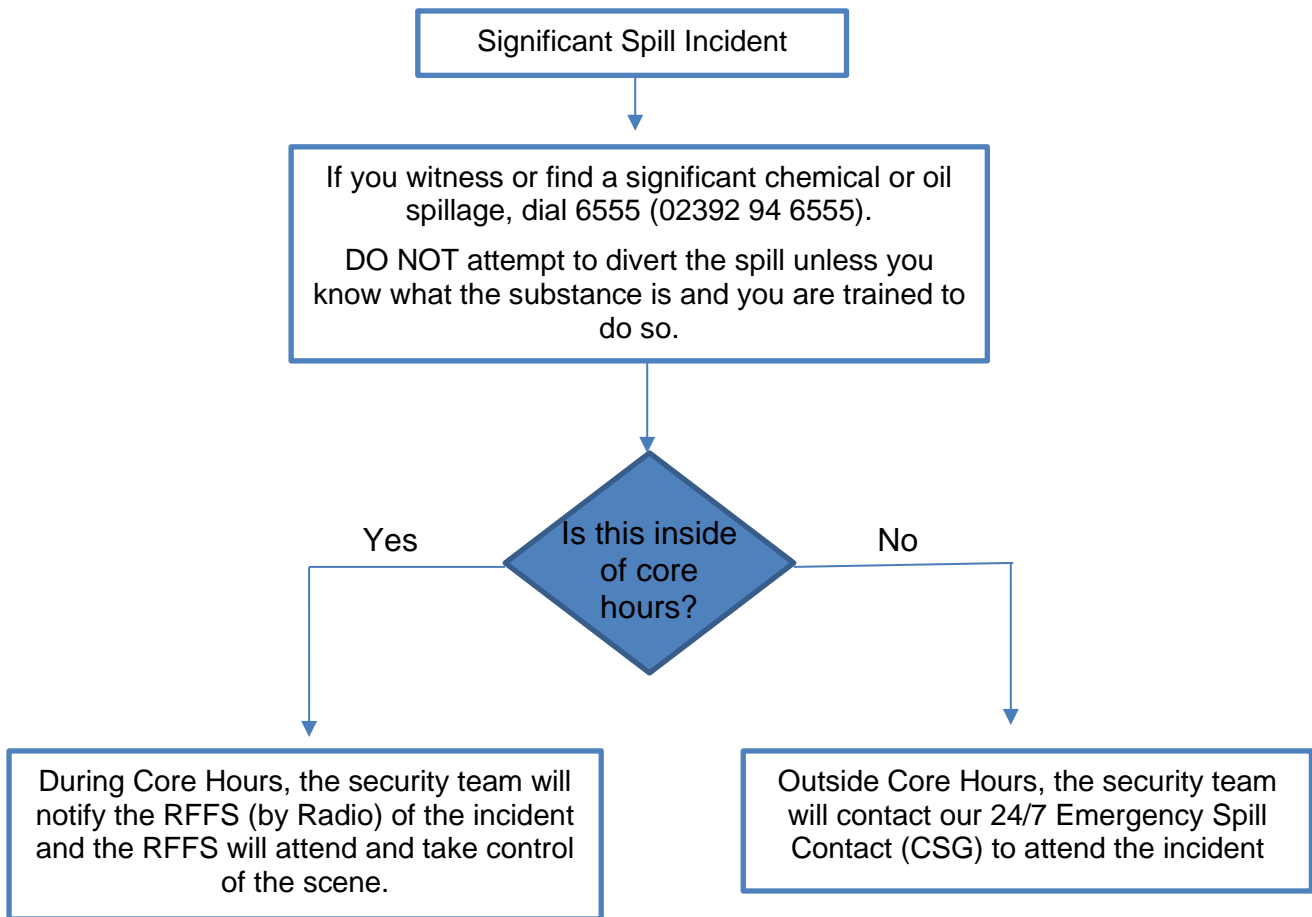
Major building structural damage

In the event of a structural collapse to a building caused by weather, lighting strike, fire explosion or structural failure immediately dial 6555 (023 9294 6555) both within and outside of core hours.

Move to a safe location and protect yourself and others from secondary collapses. Do not attempt to enter the structure to perform a rescue. If you know that someone is trapped or missing, immediately notify the emergency services.

Environmental Incident

Significant Spillage Incident



- Depending on the size of the spill, type of chemical involved and location of the spill, it may be necessary to evacuate the work area or building
- If significant quantities e.g. between 1 to 5 litres, have entered the surface water drainage system or contaminated the soil, the local Water Board and the Environment Agency should be informed. Guidance will be given to the caller depending on the nature and quantity of the substance.
- The Management Interface must be informed as soon as practical.
- The line manager dealing with the spillage should record the incident using the Accident/ Incident Report Form and the EHS Manager should be informed.

Communication

Radio Channels

In order to ensure an optimum response capability is achieved at all times during an major incident, it is of paramount importance that all telephone and radio communications are of a high standard by being correct, clear, concise and comprehensive. At StandardAero the following radio channels are used:

Radio Call signs

Vehicle	Radio Call sign
Major Foam Vehicle (COBRA)	CRASH ONE
Mitsubishi L200 - Incident Command Vehicle	CRASH TWO
Rapid Intervention Vehicle (RIV)	CRASH THREE

Person or Location	Radio Call sign
Watch Manager or Crew Manager – Incident Commander Bronze Command	CRASH TWO
Fire Service Manager or Deputy Fire Service Manager – Silver Command	SILVER COMMAND
Fire Station	FIRE STATION

RFFS Mobile Phones

Vehicle	Phone Number
Major Foam Vehicle (COBRA) CRASH ONE	07736339913
Mitsubishi L200 - Incident Command Vehicle CRASH TWO	07818588355

Person or Location	Phone Number
Watch Manager or Crew Manager – Incident Commander Bronze Command	07713642926
Fire Service Manager– Silver Command	07385113320
Deputy Fire Service Manager – Silver Command	07826874286

Rendezvous point

The RVP is a location to which all police and emergency services personnel attending an incident should be directed. This ensures that the scene of the incident does not become inundated with resources, and that personnel can be deployed in an orderly fashion. A designated RVP should be a location suitable for marshalling, briefing and deploying resources. An RVP manager should be appointed to coordinate the RVP and these resources.

The type and number of emergency resources that are to be deployed and used during an incident depends on the nature of the event. It is likely to include a range of emergency resources, responders and other agencies. Therefore, it's important that partners are involved in identifying potential locations. This ensures that resources from the police and other agencies are not competing for limited space. It may be appropriate for the fire and rescue service and ambulance service to have different RVPs.

Where there is one RVP, the police are responsible for the logging and deployment of other specialist and voluntary services attending (with the exception of the fire and rescue service and the ambulance service). All personnel attending the scene should be directed to the RVP.

The location of an RVP should be secure and safe for emergency services personnel to use and it should be searched prior to use. If an RVP is being established in response to a suspected terrorist incident, it is preferable that it is not in an obvious, predetermined location.

Site Rendezvous Point Location shown below:



Marshalling areas

A marshalling area, suitable for accommodating large numbers of vehicles, should be identified to hold resources not immediately required at the scene. Liaison officers

should be available at the marshalling areas. Vehicles should not be allowed to remain at the incident site unnecessarily.




Although RVPs can provide an impromptu area, a number of other locations may have been predetermined by forces and are commonly referred to as tactical holding areas (THAs). If the incident is of a large scale, strategic holding areas (SHAs) may also be required.

The terms THA and SHA are normally only used in relation to a police national public order mobilisation plan (PNPOMP) event. The predesignated THAs and SHAs may be used as marshalling areas in response to a major incident, depending upon the location of the incident.

Rendezvous point signs and directional arrows

Signs used on the public highway

Signs placed on a public highway will need to conform to the dimensions and colour scheme as defined by the Department for Transport (DfT) 'Working drawings for traffic signs'; details are available on the www.legislation.gov.uk website. Examples of these signs are:

		
2708	2709	2710
Junction ahead leading to route for emergency vehicles to a temporary incident control point	Permanently mounted sign indicating a route for emergency vehicles to an emergency services incident point	Permanently mounted sign indicating a route for emergency vehicles to an emergency services incident point

Signs used on the aerodrome

Rendezvous point signs should be displayed at the point(s) designated by the aerodrome emergency orders. Signs should be clearly visible from any direction from which vehicles are likely to approach.

Signs located on the aerodrome should be large enough to be seen from a distance and comprise bright, white letters 'EMERGENCY SERVICES RENDEZVOUS POINT' on a contrasting green background with a contrasting yellow border.



Sufficient signs bearing RVP directional arrows should be placed in such a manner that 'off-aerodrome' responders are directed to the RVP.

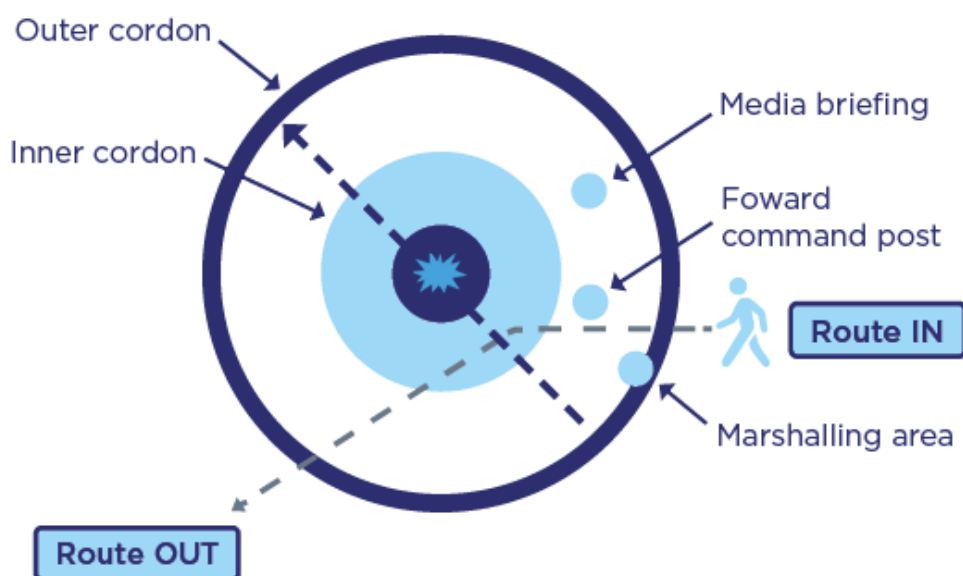


Where appropriate, signs should be illuminated.

Securing the scene

Securing the scene is a primary role of the police in an emergency or major incident.

Scene management example:



Forward command post

The forward command post (FCP) is the management post for the incident officer (officer in charge at that time) and the central point of contact for all emergency and support services engaged at the scene.

Cordons

Cordons should be put in place as soon as possible following consultation with the commanders of other emergency services. The fire and rescue service silver commander is able to advise on the extent of the cordons relative to hazards and health and safety.

Cordon distances and staff requirements for specific locations or high-risk areas may be determined in advance and incorporated into plans. These may be adjusted depending on the event. Personnel deployed on cordons must be briefed on their role and ongoing developments.

Resources from other agencies and private contractors can be used to provide cordoning services to police forces. Private contractors have no statutory authority and they have to rely on a police officer – or police community support officer (PCSO) at a terrorist-related incident – to exercise any powers.

In the event of other agencies or private contractors being deployed, a risk assessment of the scene must be conducted and the information regarding cordon management requirements should be given to the force incident manager (FIM) and contractor or agency.

Inner cordon

The inner cordon encloses the scene of an incident and contains any area of hazard or contamination. During the **rescue phase**, the **fire and rescue service** working in cooperation with medical personnel may be responsible for the inner cordon area.

Red-and-white tape designates the inner cordon. The size of the inner cordon is determined by the incident. The normal recommended minimum distances for a bomb scene are:

- **100 metres** for a minor explosive risk
- **200 metres** for a moderate explosive risk
- **400 metres** for a serious explosive risk

If in doubt, cordon off a large area and seek advice from the military explosives ordnance disposal (EOD) experts.

Details of all personnel entering and exiting an inner cordon must be recorded for forensic reasons and to ensure that everyone can be accounted for in the event of an evacuation.

When the rescue phase is complete, the police have responsibility for the area enclosed within an inner cordon

Outer cordon

The outer cordon creates a safe working area for the emergency services and responding agencies. The radius of the cordoned area depends on the type and scope of the incident, the availability of resources and the needs of the community. The tactical commander determines this in consultation with other emergency services.

An outer cordon is designated by blue-and-white tape, preferably clearly marked with the word 'police'. The scene access control point and exit point must be staffed. Staff must be made aware of who will be arriving, in addition to the emergency services and other specialist and support personnel. People seeking access must be questioned about their identity and why they require access. Within an outer cordon, the use of blue lights should be restricted to ambulances collecting or conveying patients, as well as designated command vehicles.

Personnel staffing the outer cordon must be alert to the possibility of people trying to gain unauthorised access, particularly through more remote sections of the boundary. Briefings should clearly identify who is permitted through which cordons and rendezvous points.

In certain circumstances, other agencies' personnel may require urgent access and, therefore, a police escort. For example:

- other investigating bodies such as Air Accidents Investigation Branch (AAIB) or inspectors
- structural engineers
- local authority building control surveyors
- authorised voluntary sector workers

Bronze – the operational level

Bronze is the level at which the management of immediate 'hands-on' work is undertaken at the site(s) of the emergency. Personnel first on the scene will take immediate steps to assess the nature and extent of the problem. Bronze commanders will concentrate their effort on the specific tasks within their areas of responsibility – for example, the police will concentrate on establishing cordons, maintaining security and managing traffic. In most instances, the police will co-ordinate the operational response at the scene to ensure a coherent and integrated multi-agency response.

A key function of a Bronze commander will be to consider whether circumstances warrant a Silver level of management. Where the Silver level of management is established, Bronze commanders become responsible for implementing the Silver commander's tactical plan within their geographical area or functional area of responsibility.

Silver – the tactical level

The purpose of the Silver level is to ensure that the actions taken by Bronze are coordinated and coherent in order to achieve maximum effectiveness and efficiency. Silver will usually comprise the most senior manager within the area of operations, and will assume tactical command of the situation, usually from an incident control point located nearby or directly adjacent to the scene. They will address issues such as the setting up of an outer cordon, and the location of key functions or facilities such as a survivor assembly point, casualty clearing station and media liaison point.

In those cases where it becomes clear that resources, expertise or coordination are required beyond the capacity of Silver (e.g. where there is more than one incident), it may be necessary to invoke the Gold level of management to take overall command and set the strategic direction.

Gold – the strategic level

If it becomes necessary to implement multi-agency management at the Gold level, a Strategic Co-ordinating Group (SCG) (commonly referred to as 'Gold Command' or simply 'Gold') would be formed, which brings together Gold commanders from relevant organisations to establish the policy and strategic framework within which Silver will work. Chairing the SCG will normally fall to the police. However, depending on the circumstances it may be more appropriate for another agency to take the lead (for instance, the local authority may take the lead in the recovery phase).

Depending on the nature, extent and severity of the emergency, either the regional tier or central government may become involved. The SCG will then become the primary interface with these other levels of response

Trauma Risk Management (TRiM)

TRiM is a trauma-focused peer support system designed to help people who have experienced a traumatic, or potentially traumatic, event

If TRiM is required, it can either be accessed through an external provider (e.g. Hampshire and Isle of Wight Fire and Rescue Service) or through trained employees.

Emergency Contacts

- **Management Interface:** Telephone numbers held with VGS
- **Rescue and Fire Fighting Service:** Fire Service Manager
- **Fire Panel:** Duty Fire Officer in charge
- **Emergency Services and Police:** 999
- **Water Company (Portsmouth Water):** 02392 499888
- **Sewage Undertaker (Wessex Water):** 0845 6004600
- **Southern Electricity Board:** 0845 980 8476
- **HV Electrical Emergency SSE Power Distribution:** 0800 072 7282

- **National Gas emergency service:** 0800 111 999
- **FSC Fire Systems consultancy (Fire alarm system):** 0845 6262 777
- **Major Spillage Incident (CSG):** 0800 011 6600
- **On-site sewerage pump service (CSG):** 0800 011 6600
- **Sewage Undertaker (Southern Water):** 0330 303 0368
- **Mechanical and Electrical Failure:** Emergency Facilities Numbers are held in Building 2 Security Office
- **Health & Safety Executive (HSE):** 0845 300 9923
- **Environment Agency**
 - **Duty Desk:** 01258 456080
 - **Emergency Hotline:** 0800 807060
 - **Flood Line:** 0345 988 1188 or 0845 988 1188

Information for the Emergency Services

All information for the Emergency Services will be provided upon site entry by the VGS in a SSRI (Site Specific Risk Information Pack).

Emergency Response Rehearsals

Emergency response rehearsals should take place at regular intervals. The findings should be documented and reviewed to ensure lessons learnt and continuous improvement opportunities are identified and actioned accordingly.

Training

All employees assigned roles and responsibilities in relation to emergency response should receive adequate information, instruction and training. Records of training should be retained by the training department.