



CabinetOffice

Chapter 15

Other sectors that should be involved in Emergency Planning

Revision to *Emergency Preparedness*

Chapter 15 (Other sectors that should be involved in Emergency Planning) of *Emergency Preparedness, Revised Version*

Summary

- A principal aim of the Act is to bring into a single statutory framework those organisations which are most likely to be involved in most emergencies. However, not every organisation that may need to be involved in emergencies is covered by the Act ([paragraphs 15.1-15.2](#)).
- The fact that civil protection has a statutory basis should not be a reason to exclude organisations which do not have a duty under the Act ([paragraph 15.3](#)).
- Category 1 responders should encourage organisations which are not covered by Part 1 of the Act to co-operate in planning arrangements ([paragraphs 15.4-15.21](#)).

15.1. A principal aim of the Act is to bring into a single statutory framework those organisations which are most likely to be involved in most emergencies (Category 1) and those likely to be heavily involved in some emergencies (Category 2). Further advice and useful information about the voluntary sector can be found in Chapter 14 of *Emergency Preparedness*.

15.2. However, it was not appropriate to capture in the Act every organisation that may have some involvement in emergencies. For a variety of reasons, particular organisations with an important role to play - such as the armed forces, the broadcasting media and the insurance industry - have not been included in Schedule 1.

15.3. Even so, organisations which are not required to participate under the Act should be encouraged to take part in forums and co-operate in planning arrangements wherever this is appropriate. The statutory nature of the framework is not a consideration which in itself should imply their exclusion.

15.4. There are many organisations which fall into this category, including:

- o the armed forces
- o retail companies, including supermarkets
- o the Food Standards Agency
- o insurance companies
- o bus and road haulage companies
- o taxi firms
- o airlines
- o shipping companies and ferries
- o media companies
- o private communications networks dedicated to public safety users
- o offshore oil and gas industry
- o security firms
- o internal drainage boards
- o general practitioners and chemists
- o the operators of other services or infrastructure that are critical to your area

This list is not exhaustive, and organisations that are relevant to particular emergency plans but have not been referenced within this chapter, should still be included within the preparation process where appropriate.

- 15.5. **The armed forces:** Military Aid to the Civil Authorities (MACA) can be sought to support the civil authorities when they have an urgent need for help to deal with an emergency arising from a natural disaster or a major incident. However, assistance is provided on an availability basis and the armed forces cannot make a commitment that guarantees assistance to meet specific emergencies. It is therefore essential that Category 1 and 2 responders do not base plans and organise exercises on the assumption of military assistance. The Joint Regional Liaison Officer from the local Regional Brigade Headquarters will be able to give advice and should be contacted in the first instance.
- 15.6. **Retail companies, including supermarkets:** Food stocks and other goods held by private retail companies are sometimes not seen as resources likely to be called upon in emergencies. However, in widespread and prolonged emergencies where shortages of foodstuffs occur, or where individuals are unable to access food supplies due to transport disruption, localised flooding, etc., Category 1 responders may turn to the private sector, such as supermarkets, for practical and logistical assistance, and some will build this into their planning arrangements. Such arrangements already exist in some cases between local authorities, supermarkets and other organisations to assist the local community if a major incident were to occur, but it is important that new links and arrangements with other Category 1 responders are established and in place before any emergency occurs to avoid further disruptions at the time. This should be arranged locally, regionally or nationally with the relevant retailers/wholesalers. More common are agreements with wholesale firms for the provision of, for example, building materials, and the identification of suitable private sector buildings as rest centres.

- 15.7. **The Food Standards Agency:** The (FSA) has statutory objectives 'to protect public health from risk which may arise in connection with the consumption of food' and 'to otherwise protect the interests of consumers in relation to food'. The FSA therefore has a role to play during any emergency that has the potential to affect food safety. The FSA is a UK-wide body, with its main office in London, and offices in York, Aberdeen, Cardiff and Belfast. The response to food incidents is managed by the Agency's Incident Unit, based in London, with smaller equivalent Incident Teams based in the devolved administrations. The FSA does not have representatives at the local level; however, it will provide information and support to LRFs and may attend meetings if input to specific food safety issues is required which cannot be dealt with through correspondence.
- 15.8. **Insurance:** There is a strong case for building the insurance industry into planning arrangements. Often insurance staff, such as loss adjusters, will attend at the scene of an emergency as quickly as journalists. The Association of British Insurers provides insurance information and advice to members of the public who have suffered loss or damage as a result of an emergency. They have the capability to set up an advice service close to the scene of an emergency and can provide contacts to act as liaison points with local responders.
- 15.9. **Bus companies and road haulage:** Bus companies may be included in plans to assist with evacuations. Arrangements for diverting and maintaining bus services in the event of a major central area evacuation may also require planning. Accidents involving the movement of chemicals by road are a key hazard which requires specialist knowledge and equipment. The Fire and Rescue Service is greatly assisted in response to such incidents by the Chemical Industries Association.

- 15.10. **Taxi firms and coach companies:** In some areas, and where local authority social services and NHS ambulances are unable to manage the movement of all people who may need transport in an emergency, agreements have been reached with local taxi firms to assist in the transportation of these people. It may be possible to reach similar agreements with local coach companies.
- 15.11. **Airlines:** The Act brings airports into a formal arrangement as Category 2 responders¹ to co-operate with the emergency services and other Category 1 responders in preparing for emergencies. But plans for responding effectively to the needs of distressed friends and relatives at the terminal building require the co-operation, too, of airline companies. It is usual to invite their representatives to play a part in these arrangements.
- 15.12. **Shipping companies and ferries:** As with airports, harbour authorities are included as Category 2 responders under the Act.² Planning for emergencies at sea and in ports is likely to include the main shipping and ferry companies, which are not covered by the Act.
- 15.13. **Media companies:** Media companies are not included in the Act, partly because it is accepted that their independence as reporting organisations should not be compromised. However, they have a key role in providing information to the public and are likely to be heavily involved in communications planning, which is dealt with in Chapter 7.

¹ Schedule 1 paragraph 26.

² Schedule 1 paragraph 27.

- 15.14. **Private communications networks dedicated to public safety users:** The emergency services and other public safety agencies may rely upon private communications networks that are not listed as Category 2 responders in order to carry out their duties. These organisations will want to ensure that the relevant communications providers are included in multi-agency planning for incidents.
- 15.15. **Offshore oil and gas industry:** The Maritime and Coastguard Agency and the Health and Safety Executive work closely with these companies and will want to ensure that they are included in multi-agency planning for incidents at sea or at oil and gas terminals. They will also be involved in planning for fuel shortages.
- 15.16. **Security firms:** Security firms have staff protecting premises of all types who are contactable by the police and may be useful during emergencies. They have a particular role in evacuations from shopping centres and sports grounds.
- 15.17. **Internal drainage boards:** Internal drainage boards have powers to undertake works on defined watercourses within their geographical area. These may include operating pumps and other structures to alleviate the effects of flooding. They may be involved in the response to an emergency and should be included, where relevant, in emergency plans.
- 15.18. **General practitioners³ and chemists:** General practitioners may be called to the scene of an emergency to provide direct medical assistance or to certify deaths. Access to medication and medical services may be required for people displaced by an incident. In addition, during periods of disruption, such as severe weather, access for the public to general practitioners and chemists may be required. Considerations such as these need to be included in Category 1 responders' planning arrangements.

³ The role of General Practitioners may change with NHS Reforms

- 15.19. **Private sector representative bodies:** In addition to central and local Government, private sector representative bodies such as Confederation of British Industry, Federation of Small Businesses, British Chambers of Commerce, Business Continuity Institute, Emergency Planning Society as well as sector-specific representative bodies such as the Association of Train Operating Companies, British Retail Consortium, Food and Drink Federation, Food Storage and Distribution Federation, British Hospitality Association, Institute of Grocery Distribution and the Federation of Wholesale Distributors, Water UK and energy sector equivalent, can be helpful in providing information and advice to members of the business community on economic recovery, following loss or damage as the result of an emergency. They can also provide advice on business continuity planning, further details of which can be found on their websites, and also in chapters 6 and 8 of *Emergency Preparedness*.
- 15.20. **Private Veterinary Surgeons:** Private vets may be called to the scene of an accident or emergency to provide emergency veterinary assistance to relieve pain and suffering and to protect animal welfare. Access to veterinary care may also be required for companion animals displaced, along with their owners, by an incident. Considerations such as these, including any necessary contractual arrangements, need to be included in Category 1 responders' planning arrangements. Private vets, appointed as Official Veterinarians, may also be called on to assist Government vets in responding to large-scale exotic disease outbreaks. Category 1 responders should also consider the need for training for veterinarians who may be called upon to assist in large animal rescues. This would enhance the effectiveness of joint working as illustrated in the national Incident Command protocols and national animal rescue guidelines. Details of the training, which is available from providers recognised by the Chief Fire Officers Association National Animal Rescue Practitioners Forum (CFOA ARPF), can be obtained from, and in some cases through, the Fire and Rescue Service. This training is endorsed by the RSPCA and veterinary associations, namely the British Equine Veterinary Association and British Cattle Veterinary Association.

15.21. Other sectors that may be considered within the emergency planning process are:

- o accommodation facilities, such as hotels, bed and breakfast services and student residences
- o motor assistance companies
- o conference/leisure centre facilities which could provide short term shelter