



Area 12 Service Provider Contingency Plan Version 2.5

April 2013

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Read and understand it
Identify the role you have to play
and be prepared to undertake the actions
ascribed to you

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Area 12

Service Provider Contingency Plan

Version 2.5

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Executive Summary

This is the Contingency Plan for Area 12.

It explains how the Area will escalate its Standard Incident Response from Operational Command (Bronze) to Tactical (Silver) and Strategic (Gold) Command when that is necessary.

This will ensure the most robust response possible to any severity of emergency or disruption to network operations.

The Plan has been written in accordance with the Highways Agency's (HA) Template for Area Service Provider Contingency Plans and aligns to contractual requirements of the Highways Agency (HA) Asset Maintenance and Operational Requirements (AMOR) document V1.7- Part 3.

The plan has been reviewed/approved by the HA's Service Delivery Team Manager. A-one+ process NS-IM-00 has been amended to comply with AMM 132/10.

The Plan is updated at 6-month intervals, April & October.

Where sections are not used, a brief description as to why has been included.

Any questions about this Plan or the related documents should in the first instance be referred to the Plan Manager.

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1 Purpose of the Plan

1.1 Introduction

This Plan explains how the Service Provider will escalate an incident response from Operational (**Bronze**) to Tactical (**Silver**) and Strategic (**Gold**) Command on occasions when needed.

The Plan refers to the Highway network shown in **Figure 1.2**. It refers to incidents affecting that network, whether occurring on or off it.

1.2 Structure of the Plan

The Plan has three components:

- This Contingency Plan setting out the escalated response of the Area 12 Service Provider to a Major or Critical Incident and is supported by:
- Emergency Diversion Route Document (EDRD)
- A Box of Reference which contains a wide range of information that may be needed by the Tactical Management Team managing an incident

1.2.1 Emergency Diversion Route Document (EDRD)

The Emergency Diversion Route Document (EDRD) contains details of Emergency Diversion Routes to be used in the event of an incident on or off the Strategic Network closing a section of HA road, along with other information required and identified by the guidance in AMM 71/06. This is a stand alone document that is stored either electronically or can be produced in a hard copy and issued to the relevant parties that require a copy.

1.2.2 Box of Reference

This Box contains major stakeholder contingency plans and other detailed reference information that the Tactical Management Team may require to manage an incident.

The contents of the box of reference are specified in Section 10.

It will be utilised in the event that the Tactical Management Room (TMR) is unavailable and redeployment of the facility to another site is required.

1.3 Glossary of Terms within the Plan

A list of terms which are used throughout the Plan is stored in **Appendix E** for reference.

1.4 Scope of the Contingency Plan

The Plan covers the actions to be taken by the Service Provider in escalating response to an incident, and interfaces between the Service Provider and other organisations.

In general, the emergency services will take control of any serious incident. This Plan is designed to ensure that the Service Provider is able to make a proper response to the situation in order to:

- Support the actions and requests of the emergency services
- Ensure that proper interfaces are achieved with other organisations
- Ensure that nuisance to HA's customers and Major Stakeholders is minimised
- Escalate management of the response to a higher level if necessary

The Plan is designed to ensure that:

- In such circumstances, the right members of the Service Provider are in the right place at the right time
- They are aware of their individual responsibilities, decisions and actions they have to take
- They have the information and resources necessary to make these decisions and undertake these actions in a timely and efficient way.

1.5 Escalation of Incident Response

There are separate but related Contingency Plans for:

- Service Providers
- Regional Control Centres

These Plans allow for the management of incident response to be escalated from the Service Provider to the RCC when circumstances require it. Each plan explains how the organisation will escalate and manage its response to an incident when it has that responsibility, and the functions it will perform when that responsibility lies elsewhere.

- Management of the response is escalated when any of the Common Incident Objectives (see below) are threatened at the current level of Command and Control.

1.6 Highways Agency Objectives

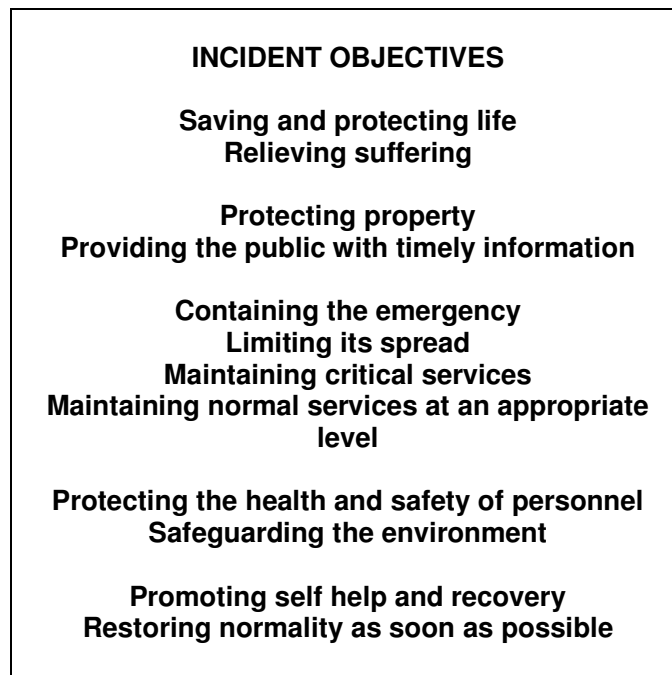
The Highways Agency (including the Service Provider) will give full support to the Emergency Services in attaining all the Common Incident Objectives, but will have a particular focus on objectives relating to its Customers First agenda:

- Avoid undue impact on surrounding area

- Minimise the impact of the incident on the travelling public
- Collate information for onward transmission to road users, Major Stakeholders, and other interested parties e.g. Government
- Restore the network to normal conditions as quickly as possible

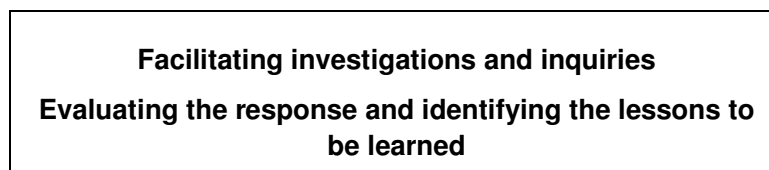
1.7 Multi Agency Common Incident Objectives

The Incident Objectives listed below are common objectives for all agencies involved in managing an incident. All involved in implementing the Plan must be aware of the objectives set out in this section and strive to maximise support for them.



These objectives embrace more than simply dealing with the incident itself and of particular importance in the context of this plan is the need to repair damaged infrastructure and reopen the road.

In addition, there are two further common objectives which are essential in managing an incident, but which are not considered critical to the implementation of the Contingency Plan:



1.8 Contingency Plan Escalation Procedure

The Contingency Plan is implemented when the Service Provider's Standard Incident Response Procedures are unable to contain an incident, to the extent that any of the Multi Agency **Common Incident Objectives** are threatened and the situation is likely to deteriorate further and become out of control without tactical or strategic intervention.

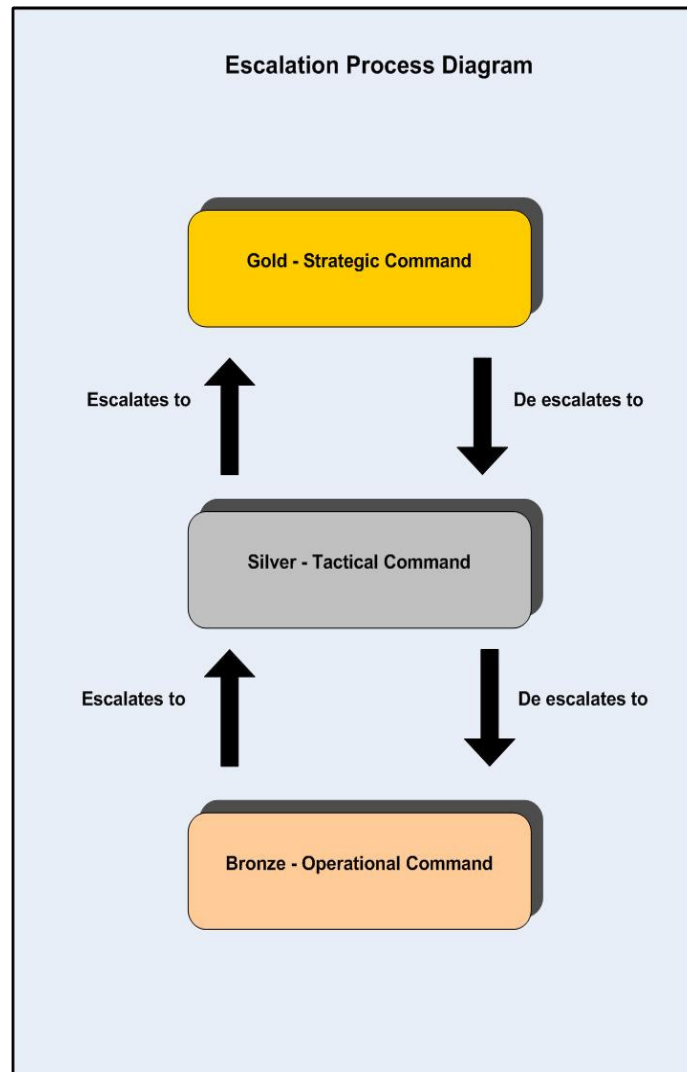
Figure 1.1 The Gold Silver Bronze (GSB) Command structure provides a system for escalating incident command to higher levels of command authority when required. Similarly, when these higher authority levels are no longer required the system allows for de-escalation to the most appropriate level of command.

In broad terms, command should be escalated to the next higher level of command authority (Bronze, to Silver to Gold) when:

- The incident Commander can no longer manage the response with the resources available to them
 - And/or
- They require support/authority to activate additional resources or authorise decisions
 - And/or
- The incident Commander believes that the incident is of such significance that a higher level of command authority is required to manage the response.

Incident Commanders should consider early escalation if they believe that any of the above criteria may be met. It is better to escalate early than to wait so long such that the incident response becomes compromised.

Figure 1.1: Escalation Process Diagram



1.9 Strategic Management by the HA Traffic Officer Service (RCC)

When the Service Provider is unable to manage the incident at Gold Command then Strategic management of the incident passes to the Traffic Officer Service (RCC). Details of how they operate can be found in their Crisis Management Manual.

However, there are parts of the HA network where the on road TOS do not operate and in these instances the Service Provider will liaise directly with the Emergency Services at the scene and keep the RCC informed of the situation.

1.10 Interface with Crisis Management Manual

This Plan will be consistent with the HA's North East Region – Crisis Management Manual (CMM). The CMM adopts the same procedures and terminology, and embodies the actions specified for the TOS in this Plan.

1.11 Plan Manager

██████████

Tel. ██████████ Mob. ██████████

1.12 Plan Updates

The Plan is a live document that is to be updated every six months. The Plan will be subject to a continuous flow of new information received. This information has to be managed and a document called the “Guidance and Management of Service Provider Contingency Plans” has been produced to assist the Plan Manager with the task of updating the Contingency Plan and associated documents.

Any significant changes needed for the Contingency Plan must be forwarded to the HA Network Resilience Team via the Service Delivery Team, this information shall then be entered into the Forward Improvement Plan (FIP), which will then be discussed at the Network Resilience Team contingency planning forum.

1.13 Plan Holders

Plan holders are the relevant persons who may be involved in some part of the incident management process or may be affected by the incident. Plan holders' name and contact details are given in **Appendix A** of this Plan.

1.14 Statement of Robustness

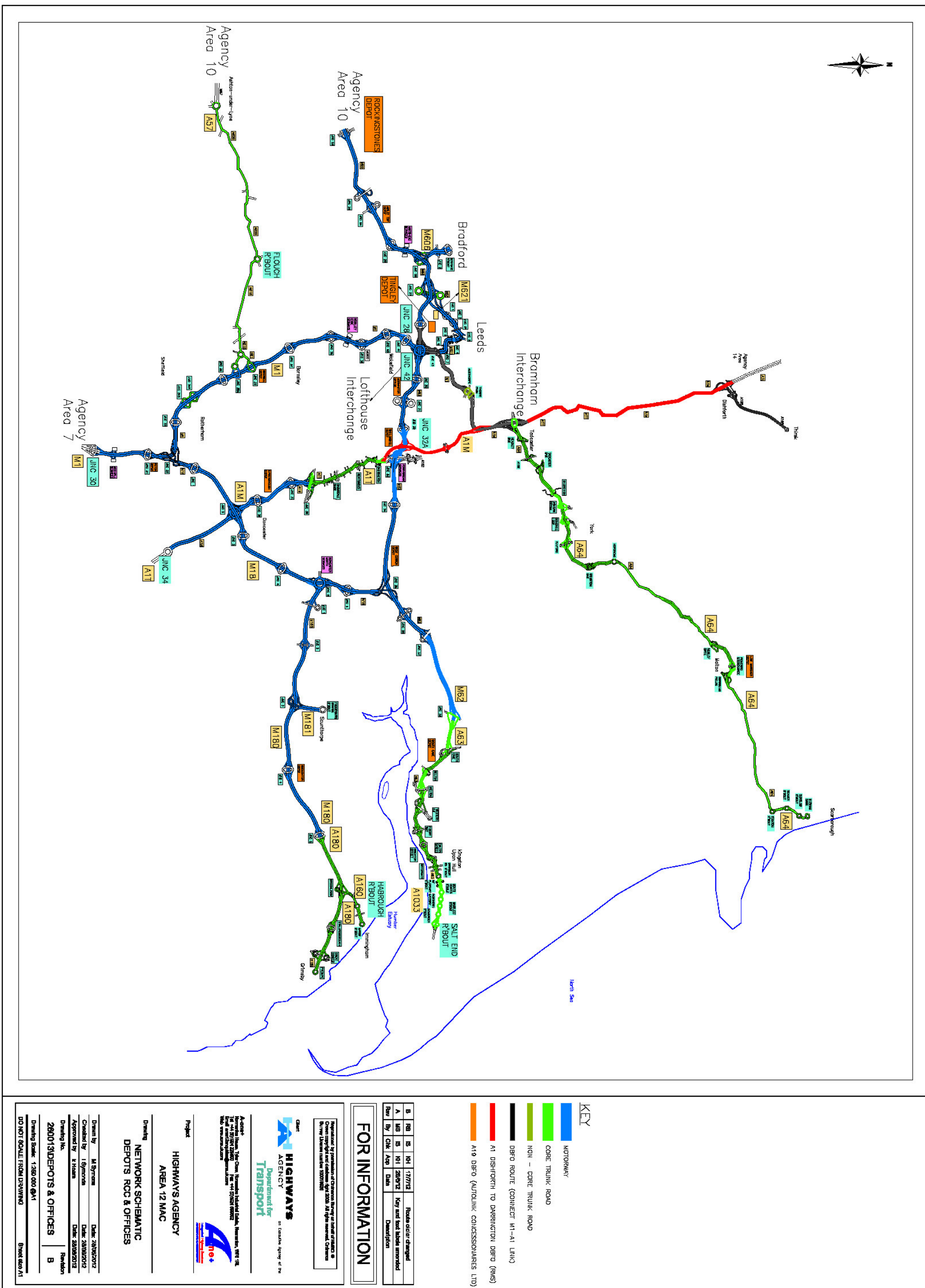
This Plan complies with the following robustness criteria:

- The Plan has been reviewed/Approved by the HA's Service Delivery Team leader
- The Plan demonstrates an understanding of the roles and capabilities of the Emergency Services, the Local Highway Authorities, HA Area Team, TOS(RCC) and the Service Provider interfaces with them.
- Contact has been made with each Local Authority, Emergency Service and Stakeholder listed in the Box of Reference.
- The Plan has been tested through a progressive exercise programme and all staff involved in the implementation of the Plan have been trained and briefed about their specific roles.

1.15 Incident Definitions

The HA have established definitions of Major and Critical incidents. These are in **Appendices C and D** of this Plan.

Figure 1.2: Service Provider Area Map



Area 12 comes under the control of the NERCC in Kestrel House, Calder Park, Wakefield which is located off the M1 Motorway at Junction 39, Durkar.

1.16 Network Area Description

The Area 12 Network comprises as arterial routes, the M1 between Junctions 30 & 42 a major north/south conduit and also the M62 that forms part of the E20 Trans – European Network running between the continent and Ireland. There is other connecting network along with interfaces with the DBFO companies. The Connect M1-A1 Link interacts with Area 12 A-one+ on the M62 at J28 Tingley, at the Lofthouse interchange where the M62 J29 and M1 J42 meet and at Bramham interchange where the A1M and A64 cross. The RMS Darrington to Dishforth DBFO links with area 12 at J32A on the M62 Holmfield Interchange and with the A1 at Darrington. The M1 traverses the Tinsley viaduct on the outskirts of Sheffield and also provides a connection to the Meadowhall shopping centre and adjacent entertainment/sport venues.

The topography of the Area 12 Network is varied with the eastern sections of the M62/A63 and the M180 being at low level whilst the western end of the M62 is the highest motorway in England at 1221 feet above sea level crossing the Pennines, the A628 to the south of the M62 is also an east to west route, popular with goods vehicles and passes through the Derbyshire Peak District, making both routes vulnerable to adverse weather conditions especially in winter.

Our response times to incidents are currently in accordance with ASC/AMOR part 3 Incident Response V1.7.

2 Roles and Responsibilities

The following briefly explains the roles and responsibilities of the organisations who may be involved in an incident.

- Service Provider
- TOS (RCC) (See Appendix B for contact details)
- HA Area Team (See Appendix B for contact details)
- Police
- Fire Service
- Ambulance
- Local Highway Authority
- Environment Agency

The roles of other parties (e.g. Police, are explained in further detail in the HA document named Standard Incident Management Framework (SIMF). A copy of the SIMF and SIMG is included in the Box of Reference.

2.1 The Service Provider

2.1.1 Role

The role of the Service Provider is to respond to incidents at an Operational (Bronze), Tactical Management (Silver) and Strategic Command (Gold) levels when required on a 24/7 basis.

2.1.2 Responsibility

The responsibilities of the Service Provider are as follows:

- Provide and use the necessary operational expertise
- Escalate incident management to a Tactical (Silver) level when required
- Keep other parties informed of the situation
- Trigger escalation of incident management to Strategic (Gold) level when required
- Manage Service Provider operations and ensure that the right resources are provided
- Direct operational vehicles to incidents

- Provide a 24/7 response service to the RCC
- Provide other on-road support requested by the Emergency Services or the Traffic Officers

2.2 HA Traffic Officer Service Regional Control Centre (RCC)

2.2.1 Role

The TOS (RCC) are the centres for all communications regarding incidents on the HA's strategic road network including roads that are not patrolled by the Traffic Officer Service. They manage Traffic Officer Involvement in incidents, liaise with the Emergency Services and Service Providers, and manage the HA's response to the incident at operational, tactical and strategic levels.

2.2.2 Responsibility

Specific responsibilities of the TOS (RCC) include:

- Managing Traffic Officer involvement in incidents
- Co-ordinating the responses of emergency services and other service providers
- Monitoring and managing traffic on the strategic network

2.3 Highways Agency Area Team

2.3.1 Role

The HA Area Team's role in the Contingency Plan is to safeguard the Agency's interests at an Area level. This may involve providing specialist advice to the TOS, Service Provider and other agencies involved in the incident. This may require the HA advising the Police on certain aspects regarding the network or any other Emergency Services involved in the Incident.

2.3.2 Responsibility

- Authorise temporary variations in the Service Provider's contract to facilitate their response to the incident
- Give specialist advice to the TOS (RCC) if requested.

2.4 Police

2.4.1 Role

The role of the Police is to assume overall command at all injury, critical and major incidents to coordinate the response and actions of others in attendance plus those summoned to provide additional support.

2.4.2 Responsibility

- To provide operational, tactical and strategic levels of scene/incident management.
- Process and record all casualty information the identification/removal of those fatally injured.
- Preserve the scene, safeguard property, gather/collate and secure evidence to support any judicial proceedings/hearings.

2.5 Fire Service

2.5.1 Role

The role of the fire service is to attend incident scenes and provide specialist operational assistance in support of other emergency services.

2.5.2 Responsibility

- Rescue people trapped by fire or in wreckage.
- Deal with any released chemicals or other contaminants liaising with specialist database providers.
- Prevent any further escalation by extinguishing fires and undertaking any preventative measures to contain the incident.
- Ensure Health and safety of all those involved at the scene.
- To provide an operational level of management.

2.6 Ambulance Service

2.6.1 Role

The role of the ambulance service is to attend the incident and provide a first line medical response to those in need of treatment.

2.6.2 Responsibility

- To coordinate the response of the NHS resources as required.

- Triage the walking wounded.
- Work with the fire service and determine the priority for persons trapped in wreckage.
- Administer emergency treatment.
- Determine to which hospitals the injured are taken.
- Work with the Air Ambulance regarding the evacuation of those with critical injuries.
- To provide an operational level of incident management.

2.7 Local Highway Authority

2.7.1 Role

The role of a Local Highway Authority via the Emergency Planning officer is to provide a measured level of assistance relative to an incident and coordinate any help and resources provided by outside non-emergency groups or bodies.

2.7.2 Responsibility

- To support the emergency services with aspects of traffic management and resource provision relative to their network.
- Provide any additional signing as agreed on designated diversion routes to facilitate their operational use.
- Provide emergency rest/welfare centres for those in need and/or if possible assist with on site provisions where evacuation is not possible or practical when the HA ECW facility is not available.
- Provide emergency transport between the incident and rest centres.
- Work with the police and the HA providing practical help and an operational response.

2.8 Environment Agency

2.8.1 Role

The role of the Environment Agency is wide ranging being both proactive and reactive to situations relative to the management of flooding and dealing with contaminants/emissions that are harmful to land, water or air being detrimental to public well being and wildlife. See Appendix D regarding notifications.

2.8.2 Responsibility

- To advise the emergency services and others at incident scenes on the impact a substance may have on the environment and of any preventative measures necessary to remove or minimise the risk or harm to the environment or the general public.
- Provide early notification of potential watercourses or Pluvial flood warnings and predictions of intensity, peak levels and relevant duration times.
- Manage flood defences and appropriate control measures.
- In relation to the HA network ensure that the SP manages and works to prevent any spillage of pollutants entering and contaminating adjacent watercourses, the land or affecting air quality.
- Taking legal action against those who don't take their environmental responsibilities seriously.
- Influencing and working with Government, industry and local authorities to make the care of the environment a priority issue.
- Issue position statements.

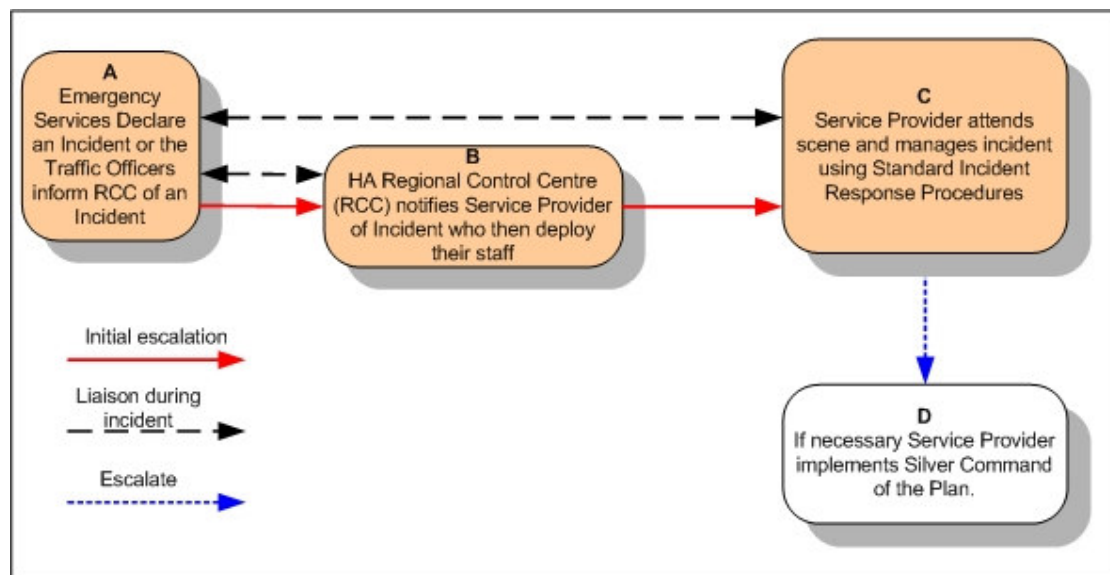
3 Service Provider's Standard Incident Response (Bronze)

3.1 Introduction

Most incidents that occur on the Highway Agency's Strategic Network can be dealt with under the Service Provider's established Incident Response Plan (IRP) see Stakeholder Plans in the Box of Reference.

The IRP has been developed to meet the needs of ASC/AMOR part 3 Incident Response V1.7. The Contingency Plan will be implemented when the Service Provider's Incident Response Plan is unable to contain an incident or its effects, to the extent that the Incident Objectives set out in **Section 1.7** are threatened.

Figure 3.1: Service Provider's Standard Incident Response Procedures



3.2 Box A

The RCC is informed of an incident on the Strategic Road Network by the Emergency Services, the on road Traffic Officer Service or alternative source such as the service provider Tactical Incident Response Team (TIRT) or Emergency Phones etc.

3.3 Box B

The RCC contacts the Service Provider and informs them that there is an incident on the network and assistance is required.

3.4 Box C

The Service Provider's 24/7 Control Room despatches a member of the Tactical Incident Response Team (TIRT) and the necessary resources to the scene of the incident and makes the necessary response (e.g. temporary signing, repairs to the infrastructure, etc). The Service Provider liaises with the Traffic Officer and assesses whether the incident can be managed under Standard Incident Response Procedures and whether any of the incident objectives are threatened.

3.5 Box D

If any of the Incident Objectives are threatened, the Service Provider will escalate the incident response.

4 Service Provider Tactical Command (Silver Command)

4.1 Introduction

Mobilisation of the Media Management Team (MMT) is a function which may be carried out by a team or an individual and is **only** needed where incident objectives are threatened but the operational response is straightforward and does not require tactical management. In these circumstances the MMT will closely monitor how the incident is developing and this will enable an informed decision to be made about the need for further escalation. This is a role that will be undertaken by the centralised NCC in consultation/liaison with the duty 'Silver'.

4.2 The MMT will attend the Tactical Management Room (TMR) and carry out the following duties:

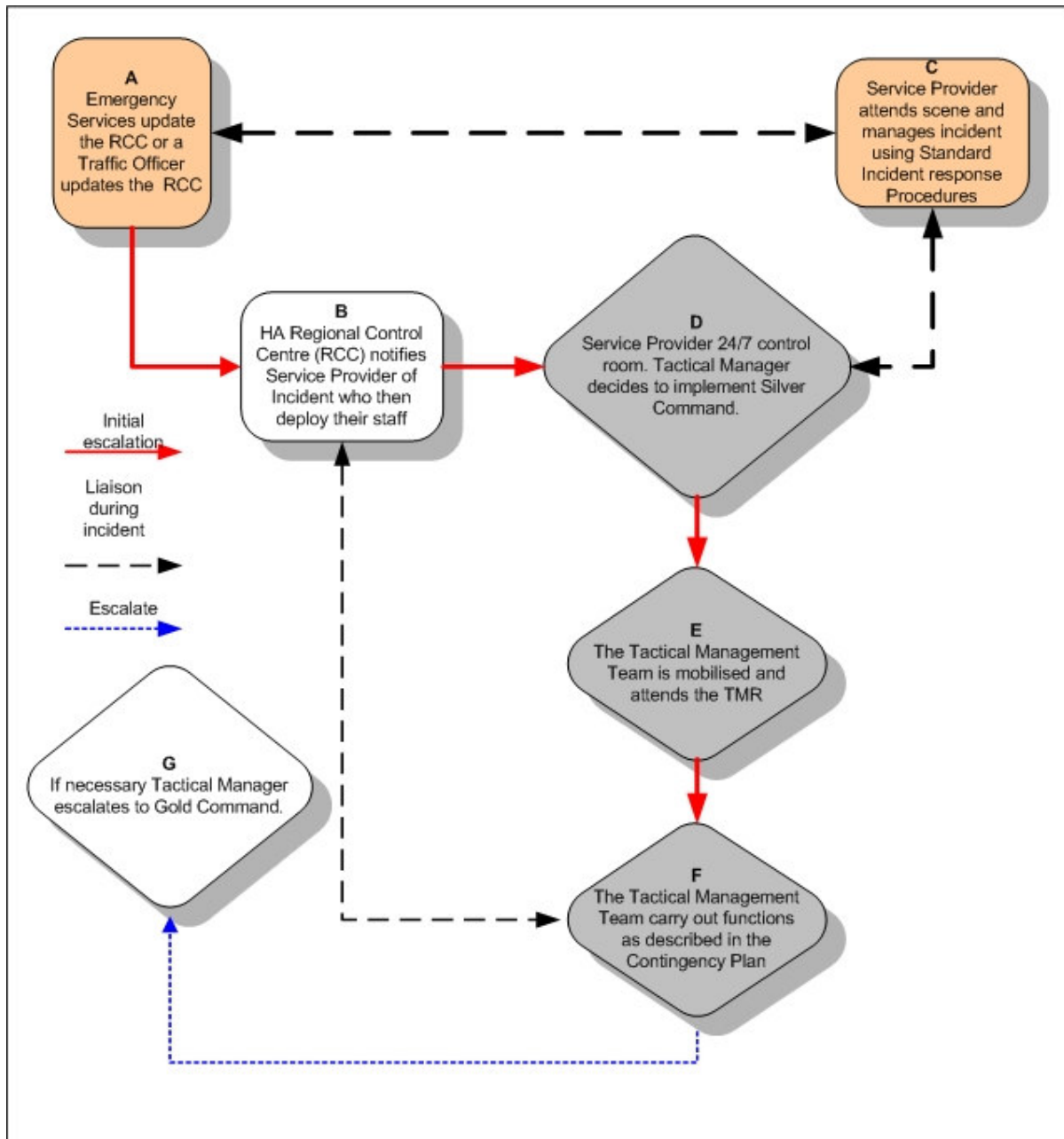
- Liaise with the Service Provider staff on site
- Inform Major Stakeholders affected by the incident
- Inform Senior Management and regularly update
- Keep the RCC informed
- Monitor media broadcasts concerning the incident (TV, websites, radio)
- If a media message is incorrect, inform the RCC

If the MMT deem the incident to be escalating then they will inform the Tactical Manager who will then mobilise the full Tactical Management Team.

Full mobilisation of the Service Provider's Tactical Management Team (TMT) in the Tactical Management Room (TMR) allows the Service Provider to provide tactical management of the situation remote from the incident(s) itself. The TMR is located within Normanton House but dependant on the time of day it may be more appropriate to run it from another suitably equipped office/depot when necessary to accommodate staff attendance especially out of hours and at weekends. It is the role of the TMT to assume control of the incident thus allowing the NCC to concentrate on other operational issues requiring their attention.

Figure 4.1 shows how Silver Command is mobilised, key actions, and lines of liaison during. The key actions are explained in the succeeding sections.

Figure 4.1 : Full Mobilisation of the Plan (Silver Command)



4.3 Escalation to Silver Command

Escalation from Bronze to Silver is described in **Section 3**. This Section describes key actions in boxes E through to F.

4.4 Box E

The Tactical Manager mobilises the full TMT in the TMR. This team consists of personnel who have the experience and knowledge to tactically manage an incident on the network.

Their role is to give tactical advice to the teams on the ground and also to look at the whole network to assess the wider effects of the incident. In liaison with the Service Provider staff on site they make decisions on operational matters to minimise the impact of the incident.

How the team is mobilised

The TM contacts on duty staff designated for these roles, or if out of hours, he/she refers to published rotas (copies held by the NCC) of those who are 'Available' to respond.

who is involved in the team

The TMT consists of a Tactical Manager (TM) and individuals to perform the supportive and administrative roles, the latter will ideally be conversant in the HighStone procedure. This team consists of personnel who have the experience and operational knowledge to tactically manage an incident on the network.

how the TMR is mobilised

The Tactical Manager (TM) mobilises the full Tactical Management Team (TMT) and sets up the Tactical Management Room (TMR) which for Area 12 will be at Normanton House. Dependant on the time of day, nature of the incident and potential duration, the TM may elect to set up the TMR at an alternative but suitably equipped location that offers easier access for staff to attend, whilst still allowing for full incident control.

4.5 Box F Silver Command

4.5.1 Tactical Management Team and Tactical Management Room

Tactical Management of an incident by the Service Provider is core to the successful implementation of the Plan. Further explanation of the TMT and TMR are given below.

4.5.2 TMT Key Functions

The key functions of the TMT are to:

- Relieve the Service Provider's 24/7 Control Centre of the burden of having to deal with a Major Incident while continuing to fulfil all its other functions
- Insert a tactical planning capability into incident response, to take full account of network wide events, events in neighbouring Areas, and incoming HA and Government advice or instructions and requests for information
- Be a forum within which tactical decisions can be made, in conjunction with the Emergency Services, Local Authorities, TOS (RCC), HA Area teams and Government as necessary

- Enable complex situations to be managed in such a way that the Incident Objectives are achieved, when they might otherwise be threatened
- Be supportive of the Police/TOS in safeguarding the comfort and wellbeing of drivers trapped in stationary vehicles on the network, including liaising with the Police/TOS (RCC) over procurement of Local Authority support services
- Be a centre for “enhanced” communications with HA and network stakeholders, (i.e. above the level of communication required in established Incident Response Procedures and suited to a serious situation which may be of significant media interest or political concern)
- Liaise with TOS (RCC)
- Formulate a recovery plan, close the incident down, and pass control of the site back to the Service Provider’s 24/7 Control Room
- Send a representative to Police/HA Silver Command if requested to act as a Tactical Adviser

4.5.3 TMT Key Characteristics

The TMT will be **aware, in control, proactive and tactical**.

Key characteristics of the team will be:

- Up-to-date knowledge of the state of the whole network and incident, at all times
- Proactive management of the situation, to achieve the Incident Objectives
- Proactive communication of information, to those who need to know
- Tactical thinking and tactical decision making, but tactics which are capable of timely implementation within available resources
- Proactive outreach to other organisations when their assistance is required

4.5.4 TMT Structure

The Tactical Management Team comprises a number of sub-teams:

- Tactical Decision Team
- Media Management Team (MMT)
- Administration Team
- Senior Management Team

Members of staff available to form each team are listed in Appendix B, together with their contact details. In addition, Appendix B lists other persons who may be called upon by the TMT (e.g. technical specialists).

The numbers will be a minimum of one person per team or more as required.

The functions of each team are explained below.

4.5.5 Tactical Decision Team

This team is formed from staff who are responsible for the day-to-day running of the network. They have sound experience and knowledge of the network and current Standard Incident Response procedures. All members of the team are qualified to approve escalation to Silver Command, and then to act as the Tactical Manager in the TMR.

4.5.6 Media Management Team

The functions of the Media Management Team (MMT) are set out in 4.2 of this section. In a full mobilisation, they will be assisted by Admin staff with communicating with the HA and local authorities on operational matters as required. The Media Management Team will be composed of individuals qualified to undertake these functions.

4.5.7 Administration Team

The Administration Team will:

- Ensure that communications, decisions and actions by all staff are recorded
- Use the HA website to view VMS settings on the network
- Monitor traffic congestion from websites and other sources
- Keep incident overview board up to date
- Advise the Tactical Decision Team members of other events on the network (e.g. road works)
- Provide admin support to all other members of the TMT including attending to the smooth running of IT and other facilities in the TMR

4.5.8 Senior Management Team

A nominated Senior Manager will be kept informed of the situation at all times so that they will be in a position to respond to queries from Board level within the HA or from Central Government. They may choose to be located within the TMR, or they may arrange to remain in contact elsewhere.

If the Tactical Management Team is required to give advice or authorisation for Service Provider activities that are out of their jurisdiction, then they would escalate the incident to Gold Command. This would require the Senior Management being briefed to take appropriate action.

4.5.9 Organisation

See 4.5.4 above

Lines of communication within the TMT & Senior Manager will be facilitated by one or more of the following, landline, mobile phone or email at regular intervals of not more than 60 minutes

External lines of communication, These will be as above but to also include conference and video calling

A pool of staff capable of filling the respective rolls is held in sufficient numbers to provide 24hour cover on a 3 shift system – This could be a two shift system i.e.12hr on 12 hr off if deemed more appropriate.

No specific rota is held due to the infrequency of such incidents, however we do publish a weekly 'On Call Rota' that covers Bronze, Silver & Gold.

4.5.10 Tactical Management Room (TMR)

The TMT will operate in the Tactical Management Room. This room contains the equipment and resources needed to support the TMT.

4.5.11 Location

The Area 12 TMR currently operates from Normanton House, Initially any incident will be dealt with by the NCC but as matters develop then Normanton House would assume the TMR function. Operationally as matters escalate, it may be found that we are invited to co-locate within the designated RCC command suite which may well prove to be more effective and efficient. The NERCC for valid security reasons operates controlled access, so personal ID and vehicle info will have to be provided. Access to the compound is gained either by an issued proximity card or bell/voice link to the reception. Dependant on the nature of the incident the TMR could also be located and run from an adjacent depot or our Forward Command Vehicle.

4.5.12 Facilities

The TMR offers the following facilities:

- Computers
- Phone lines
- Printer
- Box of Reference
- Digital radio
- Flip Charts.
- Dry wipe board

- TV access

4.5.13 Setup

The TMR being located within Normanton House is fully equipped and ready to go live on a 24/7 basis. All the 'IT' equipment will be tested on a regular basis and there is 24/7 'IT' support through A-one+, via an email link or in an emergency tel. [REDACTED] The TM may also hold their own laptop with a secure connection installed which will act as a backup should there be any hardware failure.

There is also a fallback plan in place for Area 12 to relocate its service via either Area 7 or 10 should the NERCC not be available as an operational facility.

The Forward Command vehicle is equipped with Airwave and also has laptop interfaces that will also allow this provision to be used as a temporary NCC/TMR facility.

The Area 12 Network Control Centre (NCC) is a shared facility located at Core 27 in Area 7, also operated by 'A-one+' Integrated Highway Services. Were it necessary to evacuate the NCC then the nominated relocation site will be Sandiacre motorway depot located at Junction 25 of the M1– NRT room. The room has IT connections, desk phones, white board and network map and is available 24/7.

The telephone numbers for the mobiles are:

- Area 12/14 - [REDACTED]
- Area 12/14 [REDACTED]

4.5.14 Interface with other Tactical Teams

The TM will need to be aware of other incidents/works/events occurring either on or adjacent to the network that will have an impact on it and details of the relevant contact person in order that liaison can take place. We as SP may be asked as a mutual aid request to assist L/A's in maintaining diversion routes (gritting/ploughing) or negotiating with event organisers relative to a revised approach/exit route to or from the event should diversions need to be activated that are not covered by the standard diversionary signing.

Should an incident occur during inclement weather resulting in lane/carriageway closures this could well have a knock on impact with the programme of works that will have to be addressed at the time to ensure that our liabilities are fully addressed. Due to the incident, staff engaged on those duties may well be able to be freed up on a temporary basis and assist with scene management, thus providing a more expeditious approach to reopening.

Where conditions exist that requires the network to be salted then before any closed carriageway is re-opened it should be treated accordingly to prevent any further incident, this may involve the use of mutual aid for expedience.

4.6 Box G

The Tactical Manager will continually monitor the situation and if necessary, will escalate the response to Gold Command.

Explain how this is done:

- *what factors influence this decision*
- That the incident is now found to be affecting the whole MAC no longer being confined to HA roads and is also affecting adjacent LHA networks and our other neighbours.
- Tactical diversions are in operation and/or it is necessary to commence the evacuation of trapped vehicles. The TM sources up to date information from the RCC, affected LHA's and bordering MAC's/DBFO's regarding traffic situations within their areas.
- There is a continued responsibility to manage resources and deal with other incidents on the network, as resources become depleted then a request for mutual aid will need to be considered
- *who the Tactical Manager contacts*
- When the TM feels that the incident can no longer be fully controlled at a tactical level and further action necessary may involve financial implications for the company then the SMT must be advised.
- *who is authorised to approve the escalation*
- Any decision to either escalate to Gold or make a request for mutual aid will need to be addressed by the Senior Management Team.
- *what the functions of the TMT are in this scenario*
- The TM will continue to manage the incident, take direction from the SMT/RCC, support the emergency services and implement instructions. He/She will direct SP staff at and to the scene, call out specialists as required, clear confined traffic and continually seek to recover network functionality ensuring stakeholders are kept fully updated on a regular basis

4.7 Emergency Service Interfaces

Generally, communication between the Service Provider and the Emergency Services at the scene of an incident will be relayed back to the Service Providers NCC unless the Service Provider has relocated this provision to Normanton House. Otherwise all communications should go through the relevant RCC. Area 12 A-one+ are now equipped with 'Airwave' and as such when so directed they can switch to a talk group in order that they can communicate with the Police and TOS direct.

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5 Service Provider Gold Command

5.1 Introduction

The Service Provider will escalate the response to the Gold Command if the incident objectives are still threatened and the situation cannot be managed at a Tactical level of Command. For example, an incident might require:

- The need to re-allocate resources within the Service Provider's own organisation beyond the powers of the TMT
- The need to request mutual aid from adjacent Areas

Strategic decisions and command of the incident are passed to the Service Provider's Senior Management Team. The Senior Management Team will then make the strategic decisions concerning the incident whilst keeping the TMT and the TOS (RCC) informed of the situation.

5.1.1 Service Provider Gold Command

If following a full implementation of the TMR, the TMT is unable to manage the incident with its current resource level, the TMT will liaise with the Service Provider Senior Management Team and request that Gold Command is set up to provide additional powers such as:

- Transfer of resources (personnel and equipment) from other Service Provider's activities to deal with the incident
- Release of office or depot space needed to deal with the incident
- Authorisation of the TMT to take actions or decisions above their normal level of authority
- Authorisation of expenditure at a level above the authority of the TMT

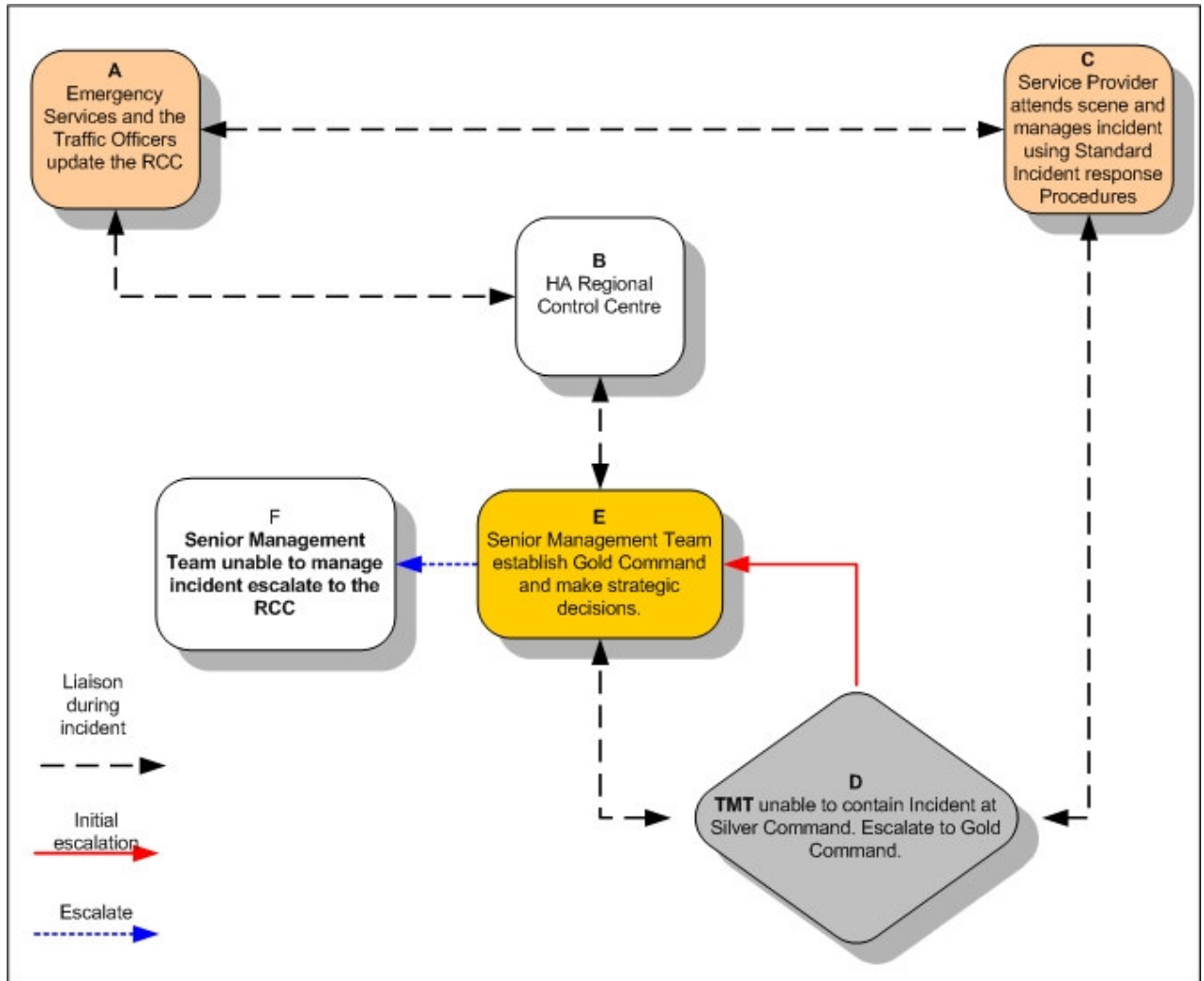
The Service Provider Senior Management Team may also set up Gold Command following liaison with the TMT if:

- Reputation is at risk
- There is public interest at a regional or national level
- Legal action may ensue

It is important to note that management of the incident itself shall remain with the TMT, but all strategic decisions concerning the Service Provider will be made by the Senior Management Team and all communications relayed through the TMR to the TOS (RCC).

Figure 5.1 shows how Gold Command is mobilised, key actions, and lines of liaison. The key actions are explained in the following sections.

Figure 5.1: Service Provider Gold Command



5.2 Service Provider Gold Command

5.2.1 Box E

Gold Command is formed up of representatives from the Service Provider Senior Management Team and will make strategic decisions to minimise the impact of the incident.

Tactical Command of the incident will remain with the TMT. Actions or decisions taken by Gold Command will be in support of that tactical management, and will be agreed between Gold Command and the TMT.

Gold Command will be established at a location to be determined by the Senior Management involved. It may be established by:

- Telephone or e-mail communication from the locations where Senior Management are already positioned

- Senior Management co-locating at a convenient location, which could be the TMR but not necessarily so

Once established, Gold Command will remain established as long as incident objectives remain threatened. Once the situation is under control, the TMT will inform Senior Management that the incident can be managed at tactical level.

5.2.2 Box F

Senior Management Team in conjunction with the Tactical Management Team is unable to contain the impact of the incident and therefore decide to escalate command of the incident to the TOS (RCC).

The Service Provider will maintain Tactical command of the incident but Strategic decisions will now be taken by the TOS (RCC).

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6 Key Stages of Plan

6.1 Introduction

Implementation of the Contingency Plan comprises a number of levels of Command (Bronze, Silver and Gold). The process of escalating and de-escalating between these levels is key to the successful management of incidents and ensuring that the incident objectives are met.

This section describes the two different ways in which the Plan can be implemented:

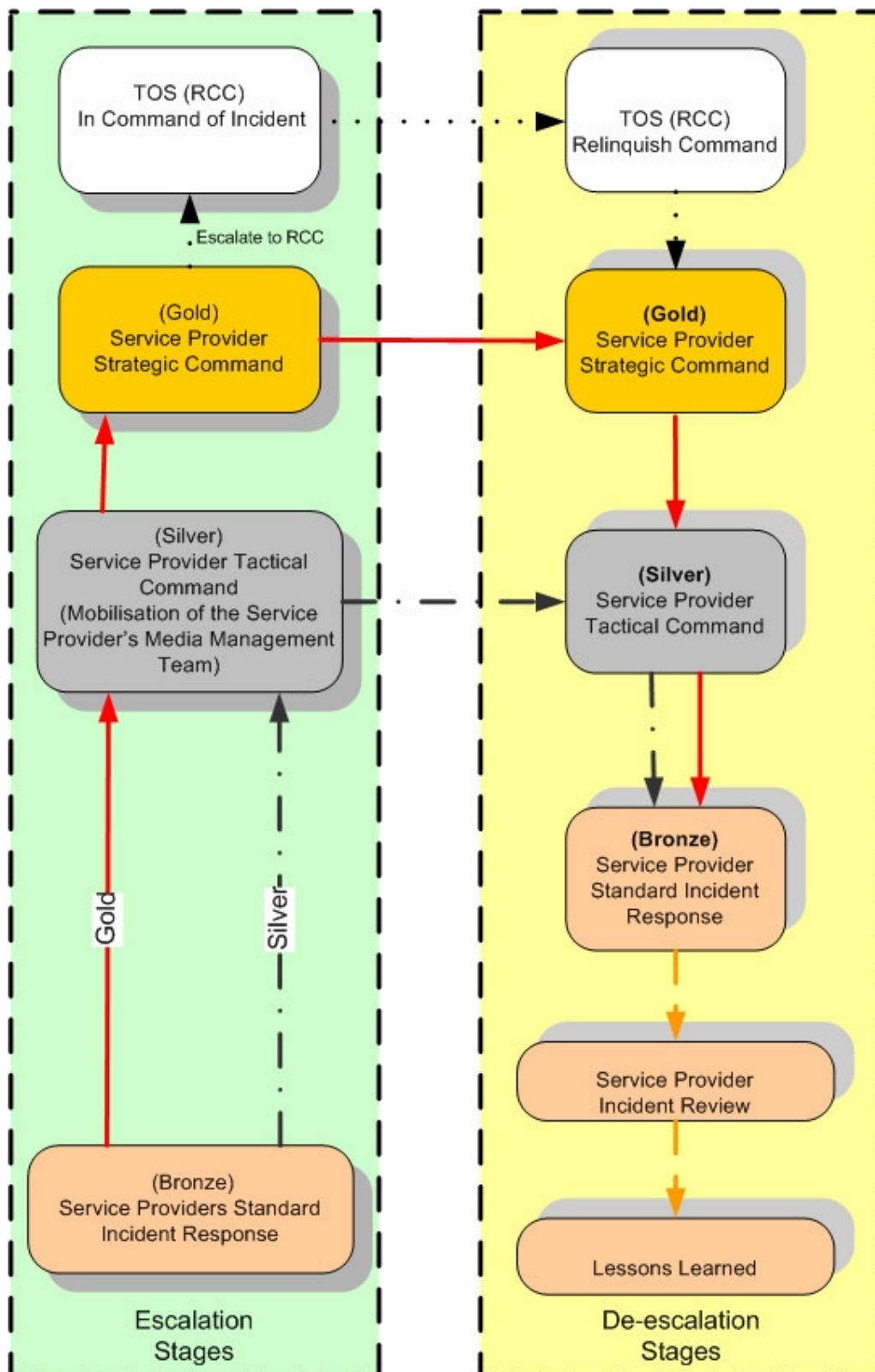
- Bottom Up Plan implementation is triggered by events within the Service Provider's area of responsibility.
- Top Down Plan implementation is triggered by external events imposed on the Service Provider from the HA regionally or nationally.

6.2 "Bottom-Up" Plan Implementation

Figure 6.1 shows the key levels of Contingency Plan implementation.

There are 3 escalation levels and 3 de-escalation levels, although some levels appear in both procedures. The decision to escalate or de-escalate (at each level) depends on whether the incident objectives (**Section 1.7**) are being threatened.

Figure 6.1: High Level diagram showing the different levels of mobilisation and de-escalation



6.3 “Bottom-Up” Plan Escalation and De-escalation

The levels of Plan implementation below refer to “Bottom-Up” Plan escalation triggered by events within the Service Provider’s Area. Depending on the level of escalation needed or how the escalation is triggered, there are four alternative sequences to implementing the Contingency Plan. In each case, the corresponding de-escalation levels are also included.

Service Provider Tactical Control (TMT) Silver Command

This shows the incident escalating to Service Provider Tactical Control as the situation deteriorates further. The Service Providers Media Management Team (MMT) will be mobilised and can alert others of the need to mobilise and keep the HA and other relevant stakeholders up to date with enhanced information from the incident scene.

Service Provider Gold Command

The sequence shows escalation to the Service Provider Gold Command. When the Service Provider decides that Strategic Command of the incident is no longer required, the Service Provider returns to Silver Command.

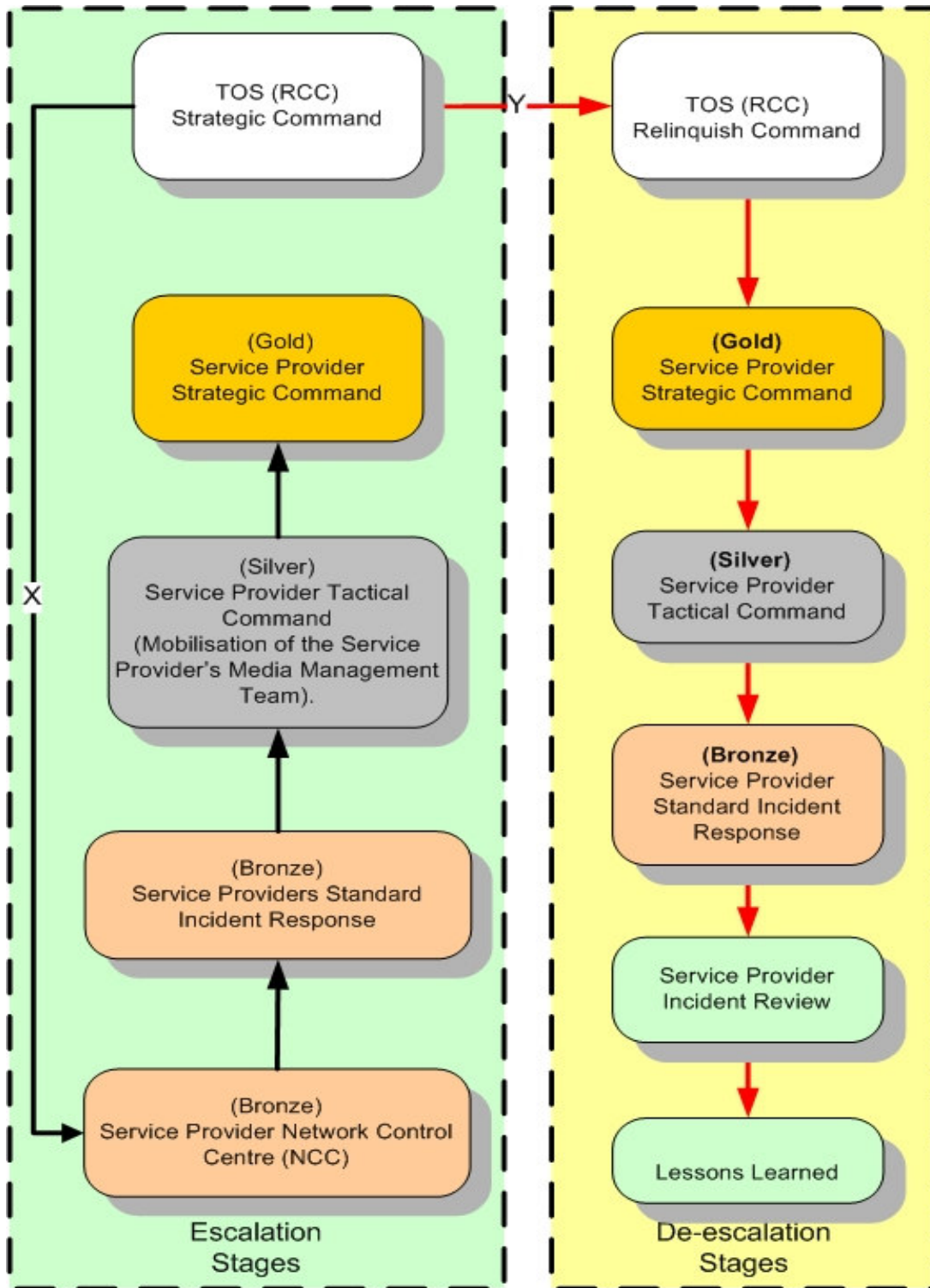
Highways Agency TOS (RCC) Silver Command

This sequence shows escalation up to the HA RCC Command. When the HA RCC Team relinquishes Command of the incident, the Service Provider regains Strategic Command.

6.4 “Top-Down” Plan Implementation by TOS (RCC)

The stages of Plan implementation below refer to “Top-Down” Plan escalation triggered by events outside of the Service Provider’s control. Depending on the level of escalation needed or how the escalation is triggered, there are two sequences to implementing the Contingency Plan. In each case, the corresponding de-escalation stages are also included.

Figure 6.2: Top down Implementation by the TOS (RCC)



Implementation of the Service Provider's Contingency Plan may be triggered or instructed by the HA, in response to events outside the Service Provider's Area.

6.4.1 Escalation: Sequence X: TOS (RCC) Silver

This sequence shows how the TOS (RCC) implements the Area Contingency Plan and advises the Service Provider they have set up Gold Command and that the SP may elect to do likewise. Contact with the Service providers will be made through the normal communication channels i.e. through the Service providers NCC. The incident will then be dealt with using their Standard Operating Procedures and the appropriate level of response will be made.

This scenario will apply when an incident is reported direct to the RCC and due to the nature and magnitude of the incident it is obvious from the outset that a Service Provider Gold Command will be required, under these circumstances the RCC will instruct the SP to mobilise.

Service Provider NCC - Bronze

The NCC will receive a call from the RCC notifying them of the incident and action required, the NCC will immediately despatch Bronze control to the scene and also send an Critical/Major Incident SMS Text notifying specified contacts within the Area 12 MAC & the HA of the incident and the need to initiate Service Provider Gold Command.

Service Provider Tactical Control (TMT) Silver Command

The duty 'Silver' on receipt of the SMS Text will mobilise the TMT utilising staff from the pool of resources available on the day. The Service Providers Media Management Team (MMT) will also be mobilised and **WILL** on instruction from the duty Silver alert the SMT of the need to mobilise a Service Provider Gold Command. Silver will manage all tactical issues relative to the incident ensuring that stakeholders are notified and updated on a frequent basis.

Service Provider Gold Command

The Service Provider Gold Command being notified of the incident both by SMS Text and by the MMT will mobilise Service Provider Gold Command and take Strategic Control of the incident.

6.4.2 De-escalation: Sequence Y: TOS (RCC) stands down Gold

As the threat from the incident recedes, command is successively passed back down from the TOS (RCC), Service Provider Gold and Silver Commands and finally to Service Provider Bronze Command.

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7 Traffic Officer Service (TOS) Management of the Incident

7.1 Introduction

The Highways Agency TOS (RCC) will already be aware of an incident on the strategic network through liaison with the Service Provider (s) via the Regional Control Centre (RCC) and will know that the situation is either in control or is reaching a point where TOS Strategic Management is required to mitigate any further impacts on to the strategic network.

7.2 Implementation of the TOS (RCC) Command of the Incident

7.2.1 Bottom up escalation

A bottom up incident (Service Provider managing the incident through the command sequence Bronze, Silver, Gold), the decision to escalate the incident to TOS (RCC) command is up to the Service Provider. The reason for escalation will be that the impact of the incident cannot be mitigated within the Service Provider's existing contract or resources.

7.2.2 TOS (RCC) Management of the Incident

The TOS (RCC) will manage the incident using the following HA documents:

- Standard Incident Management Guidance (SIMG)
- Standard Incident Management Framework (SIMF)
- Regional Emergency Plans

By following the guidance in the above documents they will take Strategic command of the incident and assist the Service Provider with reducing the impact of the incident by carrying out the following:

- Co-ordinate an approach towards resolution
- Disseminate information to all stakeholders
- Contact the Highways Agency Service Delivery Team leader
- Make strategic decisions for the regional strategic road network

7.2.3 Top Down Implementation of the Service Provider Contingency Plan

A top down implementation of the Service Provider Contingency Plan could take place if the Highways Agency deems an incident or an event to be severe enough to have a major impact on the strategic road network.

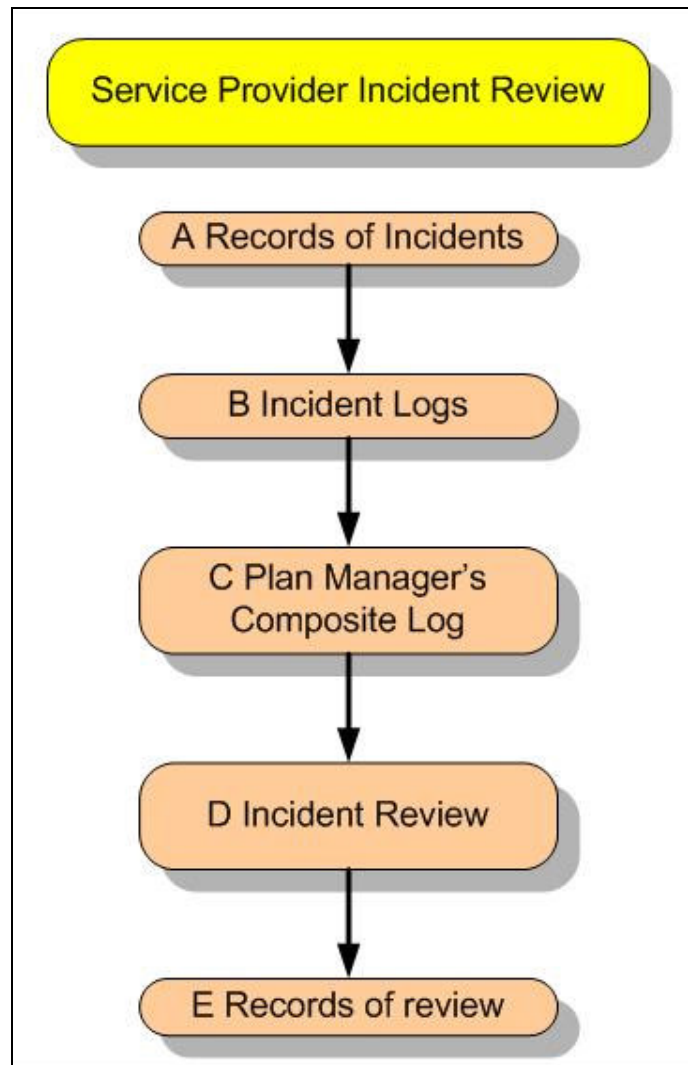
The TOS via the RCC would contact the Service Provider via their NCC and inform them that their services are required. It is then up to the Service provider to determine what level of the plan that they escalate to so that they can provide the assistance that the RCC require.

8 Service Provider Incident Review

8.1 Introduction (HA Review)

The Plan's content needs to be reviewed after an incident requiring any stages of the Plan (above Bronze Command) to be mobilised. The Service Provider's incident review should be in line the HA AMM 70/06 which offers guidance on Post Incident Cold Debrief Process and the internal and external distribution of learning points and good practice.

Figure 8.1: Walk through agenda that the Service Provider should use as a guide



8.2 Box A – Records of Incidents

When a partial or full implementation of the Contingency Plan has occurred, records must be kept of:

- Communications
- Actions
- Decisions

Throughout the incident, records must be kept as described in this section of the Plan. These should be recorded in the manner most convenient for each person involved (e.g. on purpose-prepared forms, in a diary or notebook, on a Dictaphone or on a computer, etc). Records should be transcribed and then scanned in and retained on the Area 12 system.

8.2.1 Records of Communications

All communications involving the relay of information and decisions made must be recorded. Records of Communication must be made by both parties involved and must include:

- Date and time
- Person initiating communication
- Person receiving communication
- Summary of information passed (including location of the incident)
- Summary of response (if any)
- Next actions (if any) as a result of the communication
- Who will take these actions (if any)
- Records to be kept for a period of **12** years (according to Service Provider's contractual arrangements)

If decision making is involved, the following additional information must be recorded:

- Decision to be made
- Options considered
- Decision made
- Reasons for decision made

Please note that it is vital to record decision making processes to permit a full review of the handling of the incident afterwards.

8.2.2 Records of Actions

Records of key actions must be kept to include:

- Location of incident
- Name of person taking action
- Date and time

- Action taken
- Outcomes

8.2.3 Records of Decisions

Unless recorded within a Record of Communication, all key decisions must be recorded to include:

- Location of incident
- Name of person(s) making decision
- Date and Time
- Nature of decision to be made
- Options considered
- Decision made
- Reasons for decision

8.3 Box B – Incident Logs

Incident logs are summaries of the Records above, and must be completed by all personnel having involvement in the incident for example TIRT, one log per crew will be adequate, however, if more than one TIRT is on site then a single record completed by the initial attendee would suffice until the arrival of supervision who would then assume that responsibility. This would also stand for similar groups in other areas.

Each log should contain the following information:

- Times and dates of specific communications, actions or decisions made
- Information relayed
- Actions taken
- Decisions made

8.4 Box C – Plan Manager’s Composite Log

The Service Provider’s Plan Manager will then combine all logs and:

- Seek clarification of inconsistencies between individual logs
- Seek any missing information
- Produce a composite log of the whole incident covering all actions

8.5 Box D – Internal Incident Review

The Service Provider will arrange an internal Incident Review adopting the following procedure:

The review should include:

- Actions taken and assessment of their appropriateness
- Actions not taken and assessment of whether they were not needed or whether they should have been taken
- Communication links that were implemented and assessment of whether they worked efficiently
- Communication links that were not established and assessment of whether they were not needed or whether they should have been made
- The timing of actions, including establishment of communications links
- Liaisons with third parties, particularly the emergency services, other Service Providers and Local Authorities
- Whether the right parties were involved in dealing with the incident
- The mobilisation of key staff
- Stakeholder communications, with particular regard to the parties contacted and the usefulness (to them) of the information received
- The usefulness and accuracy of information contained within the Plan and the need for any additional information (or less information).
- The overall structure and function of the Service Provider response (would an altogether different approach have been more effective?)

All persons involved in the incident must submit their logs to the Plan Manager within two working days of the incident. The Plan Manager is then to produce a composite log and an Incident Review within ten working days of the incident.

8.6 Box E – Records of Review

Where an internal review is undertaken, copies of the minutes of the meeting and other relevant papers will be provided to the HA Service Delivery Team leader.

It should be emphasised that the review has the sole aim of strengthening the Service Provider's response or confirming that existing response procedures are appropriate. It is not concerned with allocating blame to any individual or organisation.

Should legal proceedings be pending as a result of the incident, the circumstances under which the Incident Review takes place will be subject to a further review to ensure that individuals are not compromised in any way.

It should be noted that any notes taken or documents produced as a result of any review may become subject to relevant disclosure rules at subsequent legal hearings, whether criminal or otherwise. In particular if there is suspicion of any professional negligence being evident in such a review, advice should be sought.

9 Lessons Identified

9.1 Future Plans

Revisions of future Plans should incorporate points arising from the Incident review with the aim of ensuring a more effective response by the Service Provider when the next incident occurs.

If immediately after an incident it is the view of the Service Provider that significant improvements can be made to the HA or other operational procedures, then immediate feedback should be given to the HA Area Asset Delivery Manager, so that they can share this with other HA Areas.

Information regarding any lessons identified should be included in the Service Providers Forward Improvement Plan (FIP) and forwarded to the Network Resilience Team for inclusion in the Service Provider National FIP.

9.2 Personal Incident Debriefing

If any member of the Staff from the Service Provider requires a personal incident debrief for stress or trauma reasons, then they should contact their line manager or confidential counselling services supplied by their employers.

Costain employees have access to Employee Assistance Programmes (EAP)

The 'EAP' is a confidential advice, information and counselling service that is available free of charge to all Costain employees and their immediate family household members – including dependants residing in the employee's home.

What Services are available?

You can call the 'EAP' in confidence 24 hours a day, seven days a week for expert independent advice and guidance on a wide range of subjects.

The EAP services include:

- Marital/relationship issues
- Family problems
- Alcohol or drugs misuse
- Anxiety & depression
- Loss of confidence
- Stress
- Bereavement
- Managing work-life balance
- Bullying

Money or debt worries

Contact the Costain 'EAP' on [REDACTED] (service provided by firstassist) day or night, free and in confidence.

or go to [REDACTED] Please type "costain" into the Access Code and "costain" into the Password login boxes which will take you to the FirstAssist Online portal.

Halcrow Employees:- Halcrow operate a similar 24/7 system providing help/advice on tax, legal, health, medical and childcare issues on [REDACTED] Counselling is a separate [REDACTED] again 24/7.

Colas do not subscribe to the above 'off the shelf' type of scheme however they do offer counselling and assistance this facility is to be accessed via a referral from A-one+ HR to Colas HR who will then make the necessary arrangements.

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10 Box of Reference

10.1 Introduction

The Box of Reference contains comprehensive information about the network for use during the Tactical and Strategic Management of incidents.

There are 4 Boxes:

- One stored in the NCC
- One stored at the Normanton Office
- One stored at each of the Tingley & Aston offices.

The box contains a list of contents and instructions as to when these have to be checked and updated. The Service Provider Contingency Plan Manager will check and update all contents on a regular basis in accordance with the instructions.

10.2 Information in Box

There are four types of documents stored in the box of reference:

- Emergency Diversion Route Document (EDRD), **Where the Humber Bridge is used as a Strategic or local diversion the 'Bridge Board' must be contacted (01482 640838) and all tolls will be payable by those using it.**
- Major Stakeholder Emergency Plans
- Service Provider Operational Plans – Located within Stakeholder Plans folder.
- Reference Information Document (RID)

10.3 Suggested Contents of the RID

Below is an example of the contents identified in the RID. This information can be inserted within the document as text or can be referenced to another location within the Service Provider's office. This data may also be stored electronically and therefore file paths to their locations would be required within the RID.

- ***Schematic Diagrams and Key Location Features of the Network***

These are diagrams showing various key features on the HA Area 12 Network. These can be used for quick reference to check the layout of the Network at a given location.

These are best viewed electronically via the provided CD or the A-one+ [REDACTED]

- ***Emergency Crossover Points (ECP's)***

These may be used in Emergencies to enable the Police and or Traffic Officers to turn traffic around. Visual signing has been reviewed to enhance site identification for the benefit of the police and HATO's. (See spreadsheet, for crossover location detail in Box of Ref). The ECP's are readily identified by the presence of a blade type sign located in the verge opposite the facility. The blade sign has 'ECP' displayed on it in reflective material on both sides, it is yellow text on a blue background on the face and black text on a white background on the reverse.

The opening of the ECP's is a specialist role that is undertaken by the A-one+ VRS team who have been professionally trained and **must not** be attempted by unqualified staff. Guidance on the operation the ECP's is shown in ian68/06 a copy of which is held within the 'ECP, crossover' folder within the box of reference.

Work is being undertaken to identify and provide further crossover sites on the network where such facilities do not exist or the distance between locations is excessive. In an emergency consideration to dropping/cutting the central reserve barrier to create a temporary crossover in conjunction with 'tank matting' to traverse traffic across is an option, providing it is undertaken by suitably qualified staff. Area 12 A-one+ do hold approximately 60 sections of tank matting each 1.5mtr square split equally between Tingley and Birdwell depots.

Emergency turn round facilities have also been developed at Scammonden, Woolley Services, Greenlands Lane & Dobella Lane for use in conjunction with the release of trapped traffic on the network, operating protocols are shown under stakeholder plans within the box of reference, other locations are being are being considered.

- ***Vulnerable Nodes***

These are strategic structures or junctions which if taken out of use by a terrorist act or a major incident will cause severe disruption to the network. These are known by the structures team who also liaise with the HA NRT & CTU over preventative measures. There is a specific IBMS process covering access to a secure site NS-IM-P10

- ***Emergency Access Points on Network***

These are access points which the Emergency Services can use to gain access to the HA Network Details of such facilities have been incorporated onto a schematic that is best viewed electronically via either the CD or the [REDACTED]

- ***Area Depot Locations***

Maps of all the HA/Service Providers depots within Area 12 have been incorporated onto a schematic that is included on the CD. An A3 hard copy is also provided and filed under schematics within the Box of Ref. Contact numbers are in the main body of the plan at Appendix B6

- ***Stakeholder Contact Details***

Essential contact names, addresses, telephone and e-mail addresses of all Major Stakeholders who may be affected by or need notification of an incident on the HA network are all located under Contact Information within the R.I.D. in the Box of reference.

- ***Sign Bin Inventory***

The provision of these at specific locations identified by the TOS (M62 J27 & J29) is being looked at to assist with the provision of emergency TM to enhance that already carried by the service. This can be further bolstered up by the Service Providers IRV's. The specific content is to be agreed and once in place, a regime will be established to ensure sign levels are maintained and to a serviceable standard.

- ***Location of CCTV Cameras***

A schematic showing the locations of the cameras on the Service Providers network has been produced that is available on the CD. An A3 hard copy is also provided and filed under schematics within the RID in the Box of Reference. All fixed CCTV on the network is operated by the NERCC.

- ***Business Continuity Plan***

Service Provider's Business Continuity Plan is held by the Quality and Risk Manager. This can be accessed and viewed via Aone + IBMS , Manage Facilities.

- ***Network Lighting***

Schematics have been prepared showing location of the network lighting along with feeder pillars in order that sections can be isolated in the case of an emergency, paper copies are shown in the street lighting file. These are also on the CD in PDF format.

M62 Street Lighting J22 - 23 and J24 –J 25. It is proposed that the lights will automatically switch off at 1am and then switch back on at 5am if required (lighting level dependant). This is controlled by software from a server hosted at a separate location. This server also controls which lights are switched off etc. and can also control the dimming of the lights if required.

The switch off can be overridden via a PC user interface at the RCC. The RCC controller will log onto a website and be able to override the system in the event of an issue on the network. This will override the required sections J22-23 / J24-25 etc and would remain overridden until the next switch off period.

The system can also be overridden at the local feeder pillar which would again switch the lights back on for one 'switch off period'.

- ***Location of Traffic Signals***

A schematic showing locations of traffic signals on the HA Network, and Ramp Metering points has been produced and are included on the CD in PDF format to assist viewing. The schematic is also available in A3 size as a hard copy which is filed under schematics within the R.I.D in the box of reference see also inventory sheet. Traffic lights are the responsibility of the TechMAC to maintain.

- ***VMS Locations***

Drawings showing locations and types of VMS on the HA Area 12 Network These have been incorporated onto 4 schematics that are available and included on the CD in PDF format for ease of viewing. A3 hard copies are also provided and filed under schematics within the RID. Additional sites on the M62 between J25 & J22 have been constructed and are included in tabular format at present. Area 12 also hold 7 trailer mounted portable VMS's that use both solar and wind generated power that can be deployed on schemes or incidents to either supplement the MS3's or provide a facility where none exists. These are currently deployed through the Network Resilience & Winter Manager and are currently held in Birdwell depot.

Major Works on or off Network

Locations, dates and contact details of major works on the HA Network. Refer to the SRW database to access all relevant information, schematics have been produced that provides a visual guide to what is occurring on in the three network areas up to April 2013

- ***External Events Locations***

Dates and contact details of External Events impacting on the HA Network are sourced. Within the City of York Council area, events are held at York racecourse and Elvington that do impact on the A64. In the North Yorkshire area the Great Yorkshire show at Harrogate also impacts on the A64. Pop concerts within the Leeds area at Bramham Park, Temple Newsholme & Roundhay Park also add to traffic on the surrounding motorway network. Dates of known events on the Area 12 network are available through SRW.

- ***Police Boundaries and contact details***

A schematic plan showing locations and details of Police Boundaries on the HA Area 12 Network are shown on the CD in PDF format for ease of viewing plus a hard copy is also available filed under schematics within the R.I.D. in the box of reference. These are also being included on the A-one+ GIS system.

- ***Emergency Services contact details***

Contact details of all relevant Emergency Services for the HA Area 12 Network can be found under contact details within R.I.D. in the box of reference.

- ***Traffic Officer Service Boundaries***

A schematic plan showing locations and details of Traffic Officer Boundaries on the HA Area Network have been sourced from the NERCC - both day and night routes are included on the CD in PDF format to ease viewing. Hard copies are also provided and filed within the R.I.D. in the Box of Reference under schematics.

- ***High Risk Weather Sites***

Please refer to the Area 12 SWP within the information box at 10.2

- ***Hazardous Sites Adjacent to the Strategic Network***

A map showing locations of all hazardous sites adjacent to the HA Area 12 Network in the Humberside locality that would cause major disruption to the network is available within the COMAH file. The various Fire Services and Local Highway Authorities have also been contacted and information regarding COMAH sites within their areas has been established. Hard copies are also provided within the box of reference for each area. Scammonden Water and Ulley Dam are checked daily as if either were breached it would have a severe impact on the motorway network, contact details are held within the box of reference under 'Reservoir Management' relevant to duty managers

- ***Network Rail Bridges over the Strategic Network***

A schematic plan and tabular list showing locations of all Network rail Bridges that run either over or under the HA Area 12 network. These are filed within the box of reference under Network Rail and the schematic drawing can also be viewed as a PDF file. Actions to be taken in the event of a bridge strike are also included in the file.

- **Contact details for Service Provider Welfare**

In June 2011 the HA have indicated that they are now working with a selection of the LRF's to develop improved joint arrangements with regard to Emergency Customer Welfare (ECW) as It is obvious that ECW can no longer be assigned as a single organisations responsibility, it is a community issue where all providers should pool resources to address the problem including the military. A-one + have access to two welfare vehicles attached to the barrier crews at Cowick & Birdwell depots, additionally there is the Forward Command Vehicle (FCV) that is so equipped and also garaged at Birdwell dept. Stored with the Ainley Top Depot are 1000 Space Blankets. Should it be necessary to invoke Welfare procedures this will be initiated by the 'NOM' or 'OM' at the RCC in conjunction with the FIM (Force Incident Manager). The relevant LHA EPO (Emergency Planning Officers) have 24/7 access to food supplies with local supermarkets, the ability to open rest centres and local agreements with transport providers to convey people from incident scenes to the rest centre(s). The EPO's are the 24/7 point of contact for these services. Included in the Welfare file within the Box of Reference are details of supermarkets adjacent to the HA Network that have a 24/7 Operation. Asda have a regional distribution centre adjacent to J31 of the M62 and subject to a formal agreement being established they would make supplies available.

- **Plant and Equipment**

Plant and equipment held by A-one+ that may be required during or after an incident on the network is shown in the relevant folder. A-one+ now have a Forward Command Vehicle that can be deployed to Critical/Major incidents to facilitate better scene management, the vehicle is equipped with welfare/office facilities, light mast & balloon lighting plus a side awning. The incident screens are no longer in use as they have been mothballed by the HA.

- **Specialist Contractors to assist the Service Provider**

Contact details and locations of specialist contractors that may be required to attend the scene of an incident on the Area 12 network can be found on the Supply Chain that is accessed via IBMS under Registers. As approved contractors these will be contractually H&S compliant but supervision on the day should ensure they meet the standard. In addition the HA have also issued a list of contractors for consideration of use in an emergency situation but these do not form part of an HA approved list and must be considered accordingly.

- ***Types of Communication Systems for liaison with all stakeholders***

Airwave has been installed within Area 12 and is now live, this will allow better communications at incidents between the Police the TOS and the SP by virtue of talk groups. The NCC operates the HighStone system to record and manage incidents on the network with critical incident messages being transmitted to a distribution group by SMS texting. The mobile phone service provider to Area 12 is Vodafone and this also works in conjunction with the HighStone system. Additionally there are land lines, e-mail and fax connections providing solid lines of communication. Due to the topography of the Area 12 network there are still some small areas where reception is less than perfect especially on the A616/A628(Woodhead Pass) where it passes through the Peak District and on the A64 over the North York's Moors. Reception has improved due to progress in better mobile phone technology and no doubt will continue so to do. A number of satellite phones have been acquired that are available for use to provide enhanced communications over the Woodhead Pass at incidents and also for use by the NCC should the phone system fail.

Liaison with Adjacent Areas

Area 12 has borders at J22 of the M62 with Area 10 MAC, which is operated by Balfour Beatty Mott MacDonald and at J30 of the M1 with Area 7 which is also managed by A-one+. Interlinking within Area 12 are also two DBFO organisations, Connect A1M1Link Ltd and RMS Ltd. MOU's exist between Area 12 and the two DBFO organisations regarding Incident attendance and management. Connect – Mark Mageean, 'RMS'- Dave Hotchkiss, Area 7- Simon Phillips & Area 10 currently Simon Thain. Contact details are listed in the Box of Reference under Contact Info, adjacent MAC and other authorities.

Pollution control devices (Alarmed)

Details of all facility locations are included within the RID (Drainage) currently ten locations do have alarm features connected to a dedicated alarm phone [REDACTED] currently held in the Network Team but to be relocated to the NCC. The locations are Chain Bar (M606), Melton(A63), Gildersome(M621/A62), Hopgrove(A64), Hunslet Trough(M621), Worsbrough(M1) 15 & 17 and Huxter Well(M18) 1, 13 & 20. These all call the dedicated mobile phone using one specific number shown above. A specialist company has now been appointed to both service and address any alarm fault activations.

Two locations on the network the A616 E/B at mp 13/0 (between Midhopestones and Langsett) and the M62 W/B mp 141/1 between Junctions 34 & 33 have been equipped with Gully Hawk which is a telemetry system to advise when the gully is full, this alarms and rings to a dedicated number in Area14 A-one+ who will then inform Area 12.

- ***Spill Kits locations***

These are currently only located on the M1 and details are listed within the relevant file within the RID & Box of reference.

- ***Police Observation Platforms***

These are network wide and a list of locations is held within the RID & Box of Reference.

- ***Concrete barrier***

Locations where this is provided on the network can be found within the specific file held in the RID and Box of Reference.

- ***Bunkered Fuel***

In the event of fuel adversity the TOS have an arrangement to access fuel from identified depots within Area 12 in accordance with AMM 114/09 and the process they follow is again included within the relevant folder within the RID & Box of Reference.

- ***PSA Routes***

Details of these are held within the Box of Reference, these are to be replaced with 'On Time Reliability Measures' once a revised AMM is issued.

- ***Overhead Cables***

Details of those known are now included in the Box of Reference

Appendix A Plan Holders

Further contact details in:	Copy Number	Name	Organisation	Position	E-mail address	DVD/CD Hard copy
Appendix B7	1/2	[REDACTED]	Highways Agency Leeds	Service Delivery Team Leader	[REDACTED]	DVD x 2
Appendix B7	3/4	[REDACTED]	Highways Agency Leeds	Asset Delivery Manager	[REDACTED]	DVDx 2
	5	[REDACTED]	HA Bristol	National Resilience Team	[REDACTED]	DVD
Appendix B7	6	[REDACTED]	Highways Agency Leeds	Service Delivery Manager	[REDACTED]	DVD
	7	[REDACTED]	Highways Agency Leeds	Service Delivery Manager	[REDACTED]	DVD
	8	[REDACTED]	Highways Agency Leeds	Service Delivery Manager	[REDACTED]	DVD
	9	[REDACTED]	A-One+	Area Manager South	[REDACTED]	DVD
Box of Reference Contacts, Adjacent MAC	10	[REDACTED]	Area 7 A-one+	Winter & Resilience Manager	[REDACTED]	DVD
Box of Reference Contacts, Adjacent MAC	11	[REDACTED]	Area 13	Network Resilience Manager	[REDACTED]	DVD
Box of Reference Contacts, Adjacent MAC	12	[REDACTED]	Area14 A-one+	Winter and Resilience Manager	[REDACTED]	DVD
Box of Reference Contacts, Adjacent MAC	13	[REDACTED]	Area 10 BBMM		[REDACTED]	DVD

Box of Reference Contacts, Adjacent MAC	14	[REDACTED]	RMS DBFO		[REDACTED]	DVD
Box of Reference Contacts, Adjacent MAC	15	[REDACTED]	Connect M1 A1 Link DBFO		[REDACTED]	DVD
Box of Reference Contacts NERCC Appendix B7	16	[REDACTED]	NERCC	Operations Manager	[REDACTED]	DVD
Box of Reference Contacts, NERCC. Appendix B7	17	[REDACTED]	NERCC	Emergency Planning Officer	[REDACTED]	DVD
Box of Reference Contacts, Emergency Services	18 19	[REDACTED] [REDACTED]	W Y Police	Roads Policing Support Planning & Logistics	[REDACTED] [REDACTED]	DVD
Box of Reference Contacts, Emergency Services	20	[REDACTED]	N Y Police	Traffic Management Officer	[REDACTED]	DVD
Box of Reference Contacts, Emergency Services	21	[REDACTED]	S Y Police	Operational Planning & Contingency Planner	[REDACTED]	DVD
Box of Reference Contacts, Emergency Services	22	[REDACTED]	Humberside Police	Traffic Management Officer	[REDACTED]	DVD
Box of Reference Contacts, Emergency Services	23	[REDACTED]	Greater Manchester Police	Traffic Management Officer	[REDACTED]	DVD
Box of Reference Contacts, Emergency Services	24	[REDACTED]	Derbyshire Police	Traffic Management Officer	[REDACTED]	DVD
	25	[REDACTED]	A-one+	Area Manager West	[REDACTED]	DVD

Appendix B1/2	26	████████	A-one+	Network Manager	██████████	DVD
Appendix B1	27	████████	A-one+	Network Resilience & Winter Manager	██████████	DVD
Appendix B1	█	████████	A-one+	Area Works Manager, North & Humber	██████████	DVD
Appendix B1	29	████████	A-one+	Network Works Manager	██████████	DVD
Appendix B3	30	████████	A-one+	ISU Manager	██████████	DVD
	31	████████	A-one+	Asset Delivery Manager	██████████	DVD
Appendix B2	32	████████	A-one+	General Manager	██████████	DVD
	33	████████	A-one+	Safety & Business Support Manager	██████████	DVD
	34	████████	A-one+	Commercial Manager	██████████	DVD
	35	████████	A-one+	Programme Delivery Manager	██████████	DVD
	36	██████	A-one+	Programme & Network Occupancy Manager	██████████	DVD
	37	████████	A-one+	Area Manager North & Humber	██████████	DVD
	38	██████	A-one+	Area Works Manager West	██████████	DVD
	39	████████	A-one+	Area Works Manager South	██████████	DVD

Box of Reference, Contact Info, LA EPO	40	[REDACTED]	Calderdale MBC	Emergency Planning Officer	[REDACTED]	DVD
Box of Reference, Contact Info, LA EPO	41	[REDACTED]	Sheffield City Council & Rotherham MBC	Emergency Planning Officer	[REDACTED]	DVD
Box of Reference, Contact Info, LA EPO	42	[REDACTED]	Barnsley MBC	Emergency Planning Officer	[REDACTED]	DVD
Box of Reference, Contact Info, LA EPO	43	[REDACTED]	NYCC	Emergency Planning Officer	[REDACTED]	DVD
Box of Reference, Contact Info, LA EPO	44	[REDACTED]	City of York Council	Emergency Planning coordinator	[REDACTED]	DVD
Box of Reference, Contact Info, LA EPO	45	[REDACTED]	Rochdale LHA	Emergency Planning Officer	[REDACTED]	DVD
Box of Reference, Contact Info, LA EPO	46	[REDACTED]	Oldham	Emergency Planning Officer	[REDACTED]	DVD
Box of Reference, Contact Info, LA EPO	47	[REDACTED]	Kirklees MBC	Emergency Planning Officer	[REDACTED]	DVD
Box of Reference Contact Info Adj. MAC	48	[REDACTED]	TechMAC		[REDACTED]	DVD
	49	[REDACTED]	NCC Area 12 A-one+	Manager	[REDACTED]	DVD
Box of Reference, Contact Info LA EPO	50	[REDACTED]	Leeds City Council	Emergency Planning Officer	[REDACTED]	DVD
Box of Reference, Contact Info LA EPO	51	[REDACTED]	Bradford MDC	Emergency Planning Officer	[REDACTED]	DVD
Box of Reference, Contact Info LA EPO	52	[REDACTED]	Wakefield MDC	Emergency Planning Officer		DVD

Box of Reference, Contact Info LA EPO	53	[REDACTED]	Doncaster	Emergency Planning Officer	[REDACTED]	DVD
Box of Reference, Contact Info LA EPO	54	[REDACTED]	East Riding 1	Emergency Planning Officer	[REDACTED]	DVD
Box of Reference, Contact Info LA EPO	55	[REDACTED]	East Riding 2	Emergency Planning Officer	[REDACTED]	DVD
Box of Reference, Contact Info LA EPO	56	[REDACTED]	East Riding 3	Emergency Planning Officer	[REDACTED]	DVD
Box of Reference, Contact Info LA EPO	57	[REDACTED]	East Riding 4	Emergency Planning Officer	[REDACTED]	DVD
App. B1	58	[REDACTED]	A-one+	Traffic Management Manager	[REDACTED]	DVD
App. B1	59	[REDACTED]	A-one+	Structures Project Manager	[REDACTED]	DVD
	60	[REDACTED]	NTOC	Partnership Manager	[REDACTED]	DVD
Appendix B2	61	[REDACTED]	A-one+	Operations Director	[REDACTED]	DVD

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Appendix B Contact Details

A-one+ Operate a duty Silver rota which is published weekly, the necessary contact details are included.

B.1 Tactical Decision Team (Silver Command)

Name	Position	Contact information
Tactical Decision Team		
Person 1 ██████████	Network Resilience & Winter Manager	Work: Mobile: ██████████ Home: mailto:
Person 2 David Allison	Works Manager	Work: Mobile: ██████████ Home: mailto:
Person 3 ██████████	Incident Response Manager	Work: Mobile: ██████████ Home: mailto:
Person 4 ██████████	Network Manager	Work: Fax: Mobile: ██████████ Home: ██
Person 5 ██████████	Traffic Management Manager	Work: Mobile: Home: mailto
Person 6 ██████████	Structures Project Manager	Work: ██████████ Mobile: ██████████ Home: mailto
Person 7		Work: Mobile: Home: mailto

B.2 Senior Management Team (Gold Command)

A-one+ Operate a duty Gold rota which is published weekly, the necessary contact details are included.

Name	Position	Contact information
Senior Management Team		
Person 1 ██████████	General Manager	Work: ██████████ Fax: Mobile: ██████████ Home: ████████████████████
Person 2 ██████████	Network Manager	Work: Fax: Mobile: ██████████ Home: ████████████████████
██████████	Operations Director	Work: Fax: Mobile: ██████████ Home: ████████████████████
██████████	Managing Director	Work: Fax: Mobile: ██████████ Home: ████████████████████

B.3 Media Management team

Name	Position	Contact information
Media Management Team		
Person 1 [REDACTED]	Network & Winter & Resilience Officer	Work: [REDACTED] Fax: [REDACTED] Home: mailto:
Person 2 [REDACTED]	Contingency Planning Manager	Work: [REDACTED] Fax: [REDACTED] Mobile: [REDACTED] Home mailto:
Person 3 [REDACTED]	Customer Care Manager	Work: [REDACTED] Fax: Mobile: Home: mailto:
Person 4 [REDACTED]	Network Administrator	Work: [REDACTED] Fax: Mobile: Home: Email:

B.4 Administration Team

Name	Position	Contact information
Administration Team		
Person 1 [REDACTED]	Receptionist	Work: [REDACTED] Fax: Mobile: Home: mailto:
Person 2 [REDACTED]	PA to General Manager & Plant Coordinator	Work: [REDACTED] Fax: Mobile: Home: mailto:
Person 3 [REDACTED]	Administrator	[REDACTED] Fax: Mobile: Home: Email:
Person 4 Off Duty Controller	NCC Control Desk	Work: Fax: Mobile: Home: mailto:
Person 5		Work: Fax: Mobile: Home: mailto:

B.5 Service Provider other resources that may be required

Name	Position	Contact information
Other Resources		
██████████	Barrier Team manager	Work: Fax: Mobile: ██████████ mailto:
██████████	Barrier Removal/Repair	Work: ██████████ Fax: Mobile: ██████████ ██████████ mailto:
██████████	SHE Manager (Health & Safety)	Work: ██████████ Fax: ██████████ mailto:
██████████	Senior Engineer – Drainage & Flooding Champion.	Work: ██████████ Fax: mailto:
██████████	Structures Asset & Renewal Manager	Work: ██████████ Fax: ██████████ mailto:
██████████	Structures Manager Structures Project Manager	Work: ██████████ ██████████ Work ██████████ ██████████
██████████	SHE Advisor – (Environment)	Work: ██████████ Fax: Mobile: ██████████ mailto:
██████████	Transport Manager	Work: ██████████ Fax: Mobile: ██████████ mailto:
██████████	SMIS Manager (Abnormal Loads)	Work: Fax: Mobile: ██████████ mailto:
██████████	HR Manager	Work: ██████████ Fax: ██████████ ██████████

B.6 Service Provider Area Offices and Locations

Name	Position	Contact information
Office A-one+ Normanton	Normanton House, Tyler Close Normanton Industrial Estate Wakefield WF6 1RL	Work: [REDACTED] Office hours Fax: [REDACTED]
Office A-one+ Aston	Hardwick Lane, Aston, Sheffield S26 2BE	Work: [REDACTED] Office hours Fax: [REDACTED]
Office A-one+ Cowick	Finnley's Lane, West Cowick, Goole DN14 9ED	Work: [REDACTED] Office hours Fax: [REDACTED]
Office A-one+ Tingley	Dewsbury Road, Tingley, West Yorkshire. WF3 1SW	Work: [REDACTED] Office hours Fax: Also refer to mobile list.
Depot Ainley Top	Lindley Moor Road Ainley Top Huddersfield HD3 3RH	Work: [REDACTED] Fax:
Depot Birdwell	Wood View Sheffield Road Barnsley S70 5TL	Work: [REDACTED] Fax:
Depot Broughton	Ermine Street, Broughton Brigg DN20 0AQ	[REDACTED] Fax:
Depot Low Marishes	Golden Square Low Marishes Malton North Yorkshire YO17 6RH	Work: N/A Fax: [REDACTED]
Depot Rockingstones Not part of Current Area 12 Contract.	Rippondon Road Saddleworth Rockingstones Halifax	Work: NO PHONE Fax: NO FAX Mobile:
Depot Shillinghill	Knottingley Road Shillinghill Pontefract West Yorkshire WF8 2TH	Work: [REDACTED] Fax: [REDACTED]
Depot Sprotbrough	Melton Road Sprotbrough Doncaster DN5 7PY	Work: [REDACTED] Fax:

Name	Position	Contact information
Depot South Cave	Unit 3 Hunsdale Farm Industrial Estate, Elleker Brough HU15 2DB	Work: NO PHONE Fax: NO FAX Mobile:

Also refer to Area 12 Mobile Contacts shown in 'Contacts' within the Box of Ref.

B.7 HA Area and Regional Contacts

Name	Position	Contact information
[REDACTED]	Duty Press Officer & Media Enquiries Out of hours i.e. between 1730 & 0900 hours Mon – Fri and weekends.	Work: [REDACTED] Mobile: [REDACTED] Out of Hrs. Email: [REDACTED]
[REDACTED]	Service Delivery Team Manager	Work: [REDACTED] Fax: [REDACTED] Mobile: [REDACTED] Home: [REDACTED] Email: [REDACTED]
[REDACTED]	Asset Group Delivery Manager	Work: [REDACTED] Fax: [REDACTED] Mobile: [REDACTED] Email: [REDACTED]
[REDACTED]	Service Delivery Manager South	Work: [REDACTED] Fax: [REDACTED] Mobile: [REDACTED] Email: [REDACTED]
[REDACTED]	Contract Performance Team	Work: [REDACTED] Fax: [REDACTED] Mobile: [REDACTED] Email: [REDACTED]
[REDACTED]	Service Delivery Manager Humberside/North	Work: [REDACTED] Fax: [REDACTED] Mobile: [REDACTED] Email: [REDACTED]
[REDACTED]	Service Delivery Manager	Work: [REDACTED] Fax: [REDACTED] Mobile: [REDACTED] Email: [REDACTED]
[REDACTED]	RCC - Emergency Planning Manager	Work: [REDACTED] Fax: [REDACTED] Mobile: [REDACTED] Email: [REDACTED]
[REDACTED]	Support Service Delivery Manager West & South	Work: [REDACTED] Fax: [REDACTED] Mobile: [REDACTED] Email: [REDACTED]
[REDACTED]	Support Service Delivery Manager North & Humber	Work: [REDACTED] Fax: [REDACTED] Mobile: [REDACTED] Email: [REDACTED]

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Appendix C Definition of Major Incidents

Major Incidents are any emergencies that require the implementation of special arrangements by one or more of the emergency services, the NHS or local authorities for:

- The rescue and transport of a large number of casualties
- The involvement either directly or indirectly of large numbers of people
- The handling of a large number of enquiries likely to be generated both from the public and the news media usually to the Police
- The large scale deployment of the combined resources of the emergency services.
- The mobilisation and organisation of the emergency services and supporting organisations, e.g. Local Authority, to cater for the threat of death, serious injury or homelessness to a large number of people

The police or other emergency services will usually declare a major incident and notify the Highways Agency through service providers network control centres or similar.

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Appendix D Definition of Critical Incidents

Critical Incidents are unforeseen events that seriously impact upon the Highways Agency and its ability to deliver its 'safe roads, reliable journeys, informed travellers' objective. Importantly, the police, other emergency services or local authorities may not consider these types of incident as important as the Highways Agency.

Critical Incidents also include incidents of which ministers wish to be informed.

It should be noted that Critical Incidents might be, or become, major incidents.

Service Providers declare Critical Incidents for their own and the Highways Agency management purposes. If Service Providers believe that Critical Incidents are or may become major then they should notify the police immediately.

The following are deemed to be Critical Incidents:

1. Multiple collisions involving fatalities, serious injuries or vehicles disabled on a carriageway.
2. Partial or full closure of motorways or trunk roads due to weather or road conditions. This will also include minor incidents occurring at differing locations aggravated by other circumstances, which taken as a whole fall into this category.
3. Collisions involving crossover of a vehicle from one carriageway to another.
4. Collisions involving passenger coaches, school minibuses, trains, or public service vehicles resulting in fatalities or injuries.
5. Fatal collisions involving fire
6. Serious collisions involving a vehicle carrying dangerous substances (e.g. hazardous chemicals, flammable liquids such as petrol, radioactive materials, etc)
7. Collisions on motorways or trunk roads resulting in serious/potentially serious structural damage (e.g. to a bridge) necessitating road closures
8. Fatal collisions on motorways or trunk roads where road works are in progress
9. Any significant impacting partial or full closure of motorways or trunk roads due to collisions, security alerts or criminal/terrorist acts.
10. Any incident off or adjacent to the network that may meet any of the above criteria.
11. Suicide or attempted suicide resulting on the closure of lanes or carriageways.
12. Roadwork's over running by 30 minutes or more, and likely to have an impact on the network.

Criteria for reporting an incident to the Minister

The Minister only needs to be informed about the most serious incidents on our network, such as the Selby train crash or the Kegworth air disaster, where there are multiple fatalities or issues of national significance.

The Ministers office also wants to be informed about the following:

- Significant accidents involving a school minibus whether resulting in fatalities or not
- Any serious accident involving a vehicle carrying dangerous substances e.g. chemicals, inflammable liquids such as petrol or radioactive materials
- Major closure of motorways or trunk roads due to accidents, weather or road conditions and other incidents, where serious congestion is likely or has occurred
- Death or serious injury of an HA employee or contractor

HA officials also need to be told about the most serious incidents. However, where there is significant damage to roadside furniture or, where there are emergency closures causing significant delays, the relevant Divisional Director should be informed only when the HA Duty Officer is unobtainable.

HA & EA Incident notifications

When do the Highways Agency need to notify the Environment Agency of an incident?

- Spillage or fires involving hazardous chemicals.
- Spillage of low hazard products with polluting potential.
- Petrol spillage greater than 100 litres.
- Other oils spillages greater than 25 litres.
- Spillage in or near a watercourse (including where it drains to combined sewer).
- Incidents involving fly tipped hazardous material or the generation of hazardous waste.
- Incidents involving radioactive material.
- Incidents involving flooding from main river watercourses or where incidents could increase the risk of flooding.
- Significant release of silt sand and/or cement slurry.
- Incidents actually or potentially affecting environmentally sensitive locations.
- Where any doubt exists regarding the above.

When do the Environment Agency need to notify the Highways Agency of an incident?



- Where an incident has the potential to impact the motorway or trunk road network.
- Where their assistance is required in an incident to stop or control traffic or to access the motorway network.

Role of the Environment Agency (at spillages/incidents on the network)

The Environment Agency's role at spillages on the network is to perform the following roles:

- Assess the impact of the incident.
- Liaise with the site controller and take necessary actions to prevent and or remediate pollution to land and water.
- If necessary a British Oil Spill Control Association (BOSCA) approved contractor may be contacted for any remedial/preventative actions.
- The Environment Agency will work with the Fire Service to ensure that the pollution prevention equipment held on their appliances and in the Damage Limitation Unit (DLU) is used effectively.
- Communicate with other Agencies that will need to be informed about the incident, this is likely to include:
 - Local water company
 - Health and Safety Executive
 - Health Protection Agency
- Depending on the nature of the incident, evidence may also need to be gathered.

The attendance of the Environment Agency at an incident is largely dependent on the knowledge of the local area and the vulnerability of the watercourses. however a suitable person is on duty for advice (through their Control Centre) on pollution incidents 24 hours per day, seven days per week. This number is featured on the Command and Control systems within the Regional Control Centres.

ENVIRONMENT AGENCY INCIDENT CLASSIFICATION			
	Category 1	Category 2	Category 3
Environmental Impact: WATER 	<ol style="list-style-type: none"> ① Persistent and/or extensive effect on water quality. ② Major damage to aquatic ecosystems. ③ Closure of a potable water abstraction point. ④ Major impact on amenity value. ⑤ Major damage to agriculture and/or commerce. ⑥ Serious impact on man. 	<ol style="list-style-type: none"> ① Significant effect on water quality. ② Significant damage to aquatic ecosystems. ③ Non routine notification of potable abstractors. ④ Reduction in amenity value. ⑤ Damage to agriculture/ commerce. ⑥ Impact on man. 	<ol style="list-style-type: none"> ① Minimal effect on water quality. ② Minor damage to aquatic ecosystems. ③ Amenity value only marginally affected. ④ Minimal impact on agriculture/commerce.
Environmental Impact: LAND 	<ol style="list-style-type: none"> ① Persistent and extensive contamination of land. ② Major damage to terrestrial ecosystem. ③ Major impact on property. ④ Major effect on amenity value. ⑤ Major damage to agriculture/commerce. ⑥ Serious impact on man. 	<ol style="list-style-type: none"> ① Significant contamination of land. ② Significant damage to terrestrial ecosystem. ③ Significant impact on property. ④ Reduction in amenity value. ⑤ Significant damage to agriculture/commerce. ⑥ Impact on man. 	<ol style="list-style-type: none"> ① Minimal contamination of land. ② Minor damage to local ecosystem. ③ Amenity value only marginally affected. ④ Minimal impact to agriculture or commerce.
RESPONSE	Incident attendance within two hours in office hours and four hours outside office hours.		Incident attendance within 7 days (assumed attendance to only 65% Category 3 incidents).
EXAMPLE	Category 1 incident Oil spill to a water course <ul style="list-style-type: none"> - The effects of the oil may persist at least 7 days and impacts on 1 to 2 km of a water course. - More than 100 fish are killed. - Major damage to an important aquatic habitat, major impact on invertebrate populations or gross contamination of watercourse bed. - The oil causes serious financial damage to an agricultural activity. 		Category 3 incident Oil spill to a water course <ul style="list-style-type: none"> - A minor oil sheen extending over a few km. - Small number of fish killed, no more than 10 course fish. - Minimal localised impact on invertebrates.

Appendix E Glossary

ACPO	Association of Chief Police Officers
AMM	Highways Agency “Area Management Memo”
APM	Area Performance Manager
Bronze Level Response	On-site incident management by Emergency Services Officer in Charge/Traffic Officer/Service Provider
Box of Reference	A box that contains reference information about the network and also Operational and Major Stakeholder Emergency Plans.
BRC	British Red Cross – Welfare providers
COMAH	Control of Major Accident Hazards
Contingency Plan Response	The highest level of Area response to incidents
Control Centre	May be called by another name on other Areas, but is essentially a 24/7 communication service which deploys the Service Providers ISU’s
CP	Service Providers Contingency Plan
CTU	Counter Terrorism Unit (Police)
EA	Environment Agency
ECP	Highways Agency “Emergency Contact Procedures”
EDR	Emergency Diversion Route
EPO	Emergency Planning Officer
ECW	Emergency Customer Welfare (British Red Cross/WRVS/RSPCA)
FCV	Forward Command Vehicle
FIM	Force Incident Manager (Police)
Gold Level Response	Strategic Management of the incident by HA Area teams
GMP	Greater Manchester Police
HA Area Team	Highways Agency Area Performance Manager’s Team
HATO	Highways Agency Traffic Officer
IAN	Interim Advice Note
Implementation Criteria	The circumstances in which the Contingency Plan will be implemented
IRV	Service Providers Incident Response Vehicle operated by the Tactical Incident Response Team (TIRT). These will attend the scene of an incident

MMT	Service Providers Media Management Team
NCC	Service Providers 24/7 Control Centre governing ISU deployment
MOU	Memorandum of Understanding
NILO	HA National Incident Liaison Officer
NOM	Network Operations manager at RCC
NMM	Network management manual
NRT	National Resilience Team
NTOC	National Traffic Operations Centre
NTIS	National Traffic Information Service
NYP	North Yorkshire Police
OM	Operations Manager at RCC
Process Flow Chart	A diagram showing the procedures to be followed in the event of an incident
RCC (RRC)	Highways Agency Regional Control Centre (RCC)
RSPCA	Animal welfare issues
Service Provider	Maintaining Agent
Silver Level Response	Tactical Control
SIMF	HA's Standard Information Management Framework
SIMG	Standard Information management Guidance
Stakeholder	An organisation with a vested interest in the efficient performance of the Area network, which should be informed of incidents which may affect them or their business.
SRN Strategic Network	Road The HA Area motorways and trunk roads
Standard Incident Response Procedures	Service Provider established plans for dealing with routine Network incidents
SRW	Schedule of Roadwork's
SYP	South Yorkshire Police
Tactical Management Team	Team of Service Provider personnel responsible for the Tactical Management of an incident
Tactical Management Room	A designated room where the incident can be managed without interference from other day to day business. Should be fully functional with all equipment required to manage an incident.

TIRT	Tactical Incident Response Team including LTIRO's & TIRO's (Lead & Tactical Incident Response Operatives)
TO/TOS	Traffic Officer, from the Highways Agency Traffic Officer Service.
TRANSEC	Transport Securities and Contingencies Directorate (DfT)
WRVS	Women's Royal Voluntary Service – Welfare Providers
WYP	West Yorkshire Police