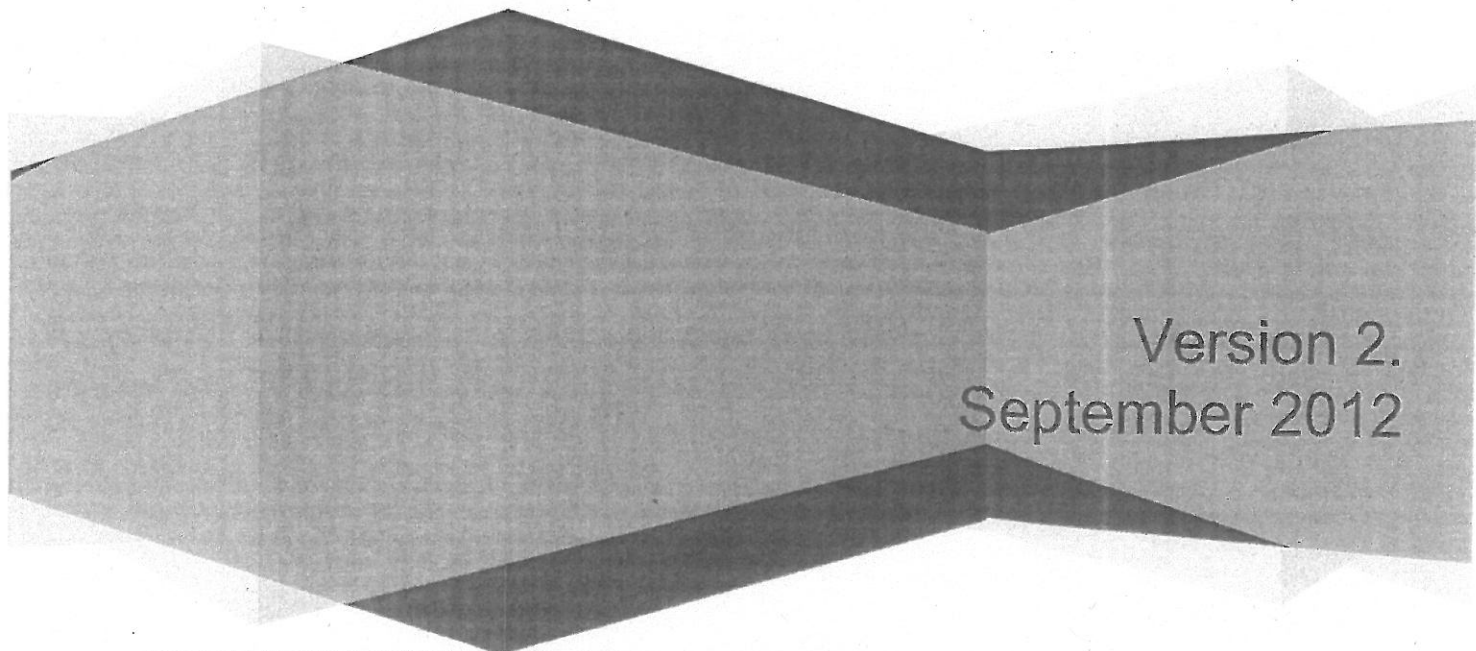


# Area 2 Incident Response Plan



Version 2.  
September 2012

## Document history

Job number:			Document ref:			
Revision	Purpose description	Originated	Checked	Reviewed	Authorised	Date
Rev 1	Pre 1 <sup>st</sup> July 2012	DG	SH	SH	CR	
Rev 2	August 2012	AP	SH/DG	SH/DG	CR	

## Sign-off

Client/Staff Member	Highways Agency
Project	Area 2 Asset Support Contract
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## Notice

This report was produced by AtkinsSkanska JV (ASJV) Area 2 team for the Highways Agency and fulfils specific purpose of proposing the Incident Response Plan.

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## Area 2 ASC Incident Response Plan

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## 1 DESCRIPTION OF AREA 2 NETWORK

The Area 2 network comprises over 680 miles (1100Km) of motorways and trunk roads and encompasses the key routes (i.e. motorways and trunk roads) within South West England including both Severn Crossings.

The extent of the network covered by this plan is shown in the following table figure 1.1 and also detailed in the Area map figure 1.2

The boundaries of Area 2 and the motorways and trunk roads for which the ASJV is responsible are shown in Section 1.1.2 Network Interface Plans.

The Area Network Data lists lengths of trunk road and/or motorway; including the number of lanes that are included in the Area Network are listed in NI 1.1.3 Area Network Data Rev 0.xls.

Details of the interface with the Severn Crossings please refer to NI 1.1.2 Severn Crossing Interface Drawings Rev 0.doc.

Figure 1.1

<i>Road</i>	<i>Extent</i>
A36	M27 Jct 2 (incl roundabout) through Salisbury to Bath City boundary (89.3 km)
A303/A30	The eastern end of Honiton Bypass to the maintenance boundary at Parkhouse Junction near Hampshire / Wiltshire boundary (124.3 km)
A4	Avonmouth relief roads / M5 Jct 18 (4.6 km)
A4	Batheaston Bypass (London Road interchange to Bathford roundabout) (1.6 km)
A40	M5 Jct 11 to the Gloucester / Herefordshire Border (25.2 km)
A46	M4 Jct 18 to London Road interchange Batheaston (13.2 km)
A417	At junction with M5 Jct 11A (Zoons Court roundabout to Business park roundabout) (6.6 km)
M4	Junction 15 (A419) to Second Severn Crossing Toll Plaza (82.1 km)
M5	Jct 9 to Jct 31 (191.9 km)
M32	M4 Jct 19 to end of motorway adjacent to Jct 3 (6.2 km)
M48	M4 Jct 21 to Jct 1 (9.8 km)
M49	M5 Jct 18A to M4 Jct 22 (8.5 km)

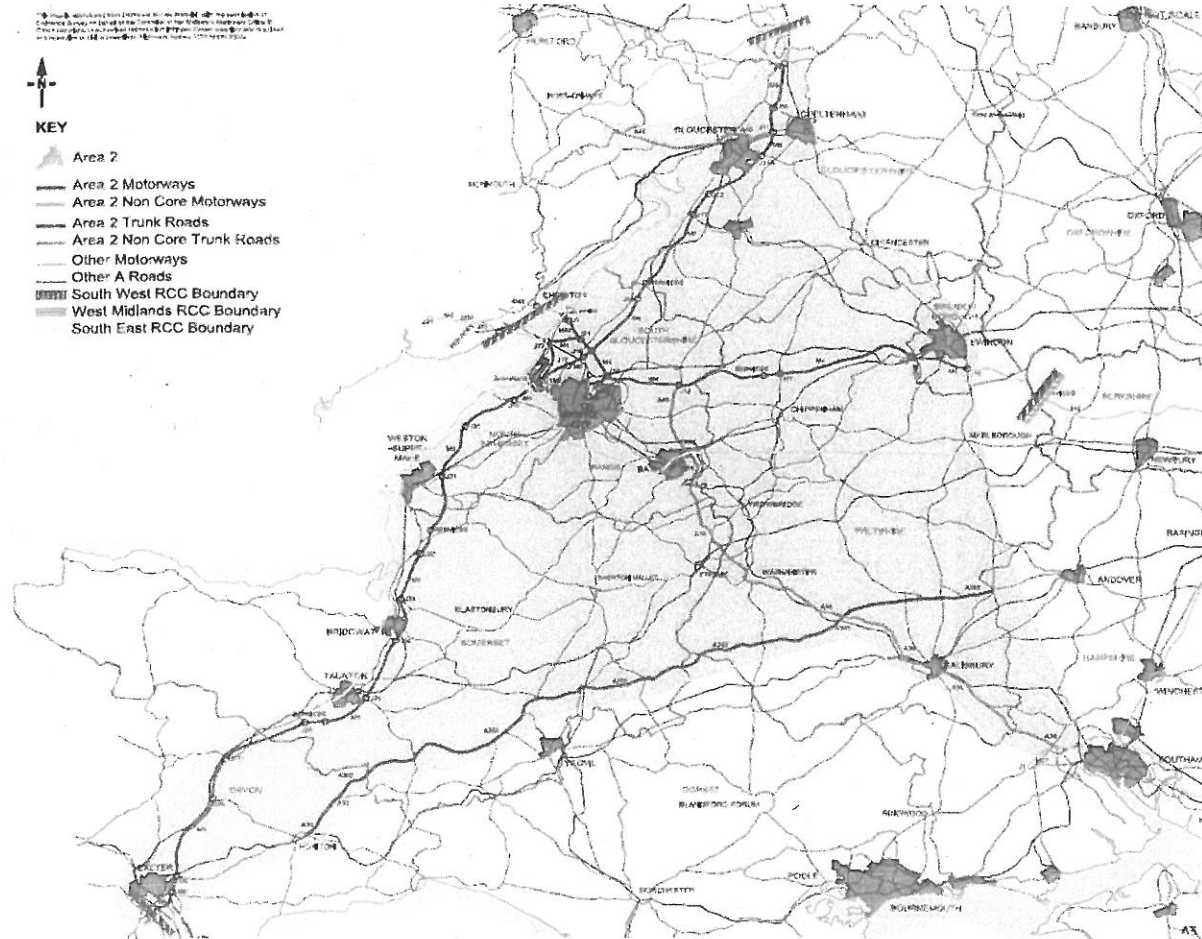


Figure 1, 2

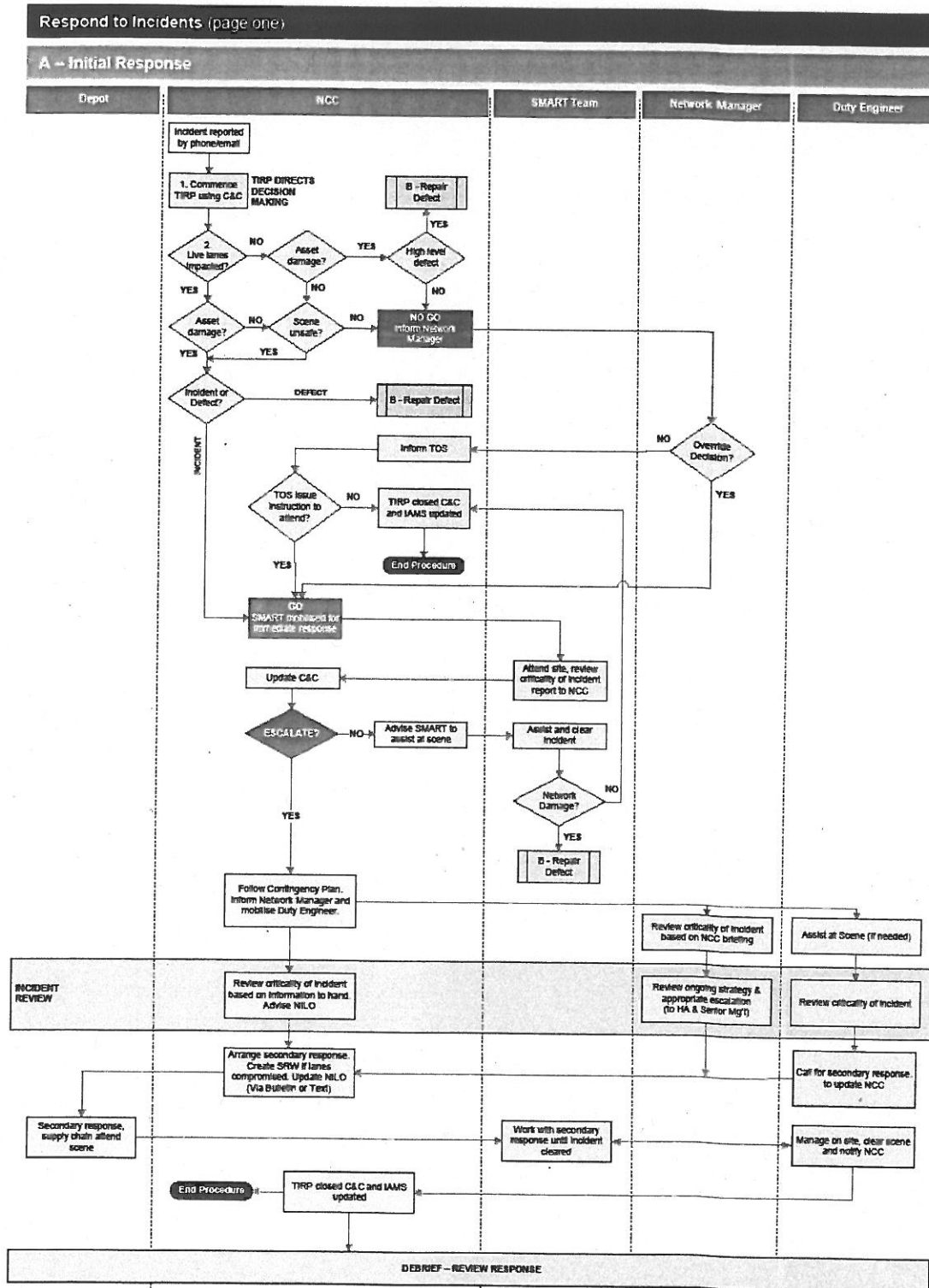
## 2 REQUIREMENTS UNDER THE ASC CONTRACT

The incident response operational requirements for Area 2 are outlined in the Asset Maintenance and Operational Requirements (AMOR) Version 1.7 dated July 2011, Area 2 Specific Requirements Part 3 and Appendix 3.

This plan must also be read in conjunction with the Area 2 Contingency and the following detailed procedures, process and sub process charts:

- SP4.03 Respond to Incidents
- Area 2 amended JOP local agreement
- Operation DRAGON v0.4
- Dragon (1) uncontrolled
- Dragon (2) uncontrolled
- Severn Bridges Ops Manual
- Severn Crossings Emergency Response Protocol

## 3 PROCEDURE FOR DECISION MAKING CALL OUT IF INCIDENTS



## 4 NETWORK OPERATIONS –RESPOND TO AND MANAGE INCIDENTS

The delivery of this service is managed via a 24/7 hours Network Communications Centre (NCC) which is co-located within the South West Regional Control Centre at Avonmouth (SWRCC) and provides a focal point for all matters relating to the management of incidents on the Area 2 network as well as an out of hours point of contact for all other business needs.

The Centre will be staffed by experienced operators who will provide positive command and control of all ASJV resources responding to incidents on the network.

NCC Operators will be supported by Network Managers and on road staff who provide practical expertise and knowledge to inform decision making.

The processes relating to incident management are detailed in the ASJV Quality Management System.

The NCC will use the ASJV 'Command and Control system (INFORM) to capture all information relating to incidents on the network including the data capture requirements detailed in Appendix 3 of the Asset Maintenance and Operational Requirements (AMOR).

This system will capture all the information necessary for completion of the Tactical Incident Response Plan (TIRP) and a decision will be made to either "attend" or "not to attend" an incident.

The decision making process for the development of the TIRP will be based on information received from the Traffic Officer Service or calls from ASJV staff on the network.

We deem a confirmed report of an incident to be either stated by the Police, Traffic officer Service or ASJV staff on scene and the TIRP will be completed accordingly.

Methods of confirmation may include one or more of the following:

- Verify incidents through use of CCTV, MIDAS and other technical equipment.
- Verify incidents through report from TO patrol at scene
- Verify incident through deployment of SMART to scene.
- Verify incident through confirmation via Police.

An unconfirmed report of an incident would be from a third party e.g. a 999 call from a member of the public to the police about something on a road network. In this instance and in consideration of the information received, we may attend the incident, and on arrival if it is clear there is no asset damage on inspection of the scene then costs would be recovered.

The TIRP decision matrix is held at the in Appendix A.

This matrix gives the basis of whether we would attend an incident or not and will be developed further in line with discussions with the Area 2 team and the TOS.

It is understood confirmation that the ASC Service Manager has authorised the TOS to instruct the ASJV to attend an incident where they deem it necessary or for example, to place traffic management at an incident where there is no asset damage and no hazard caused by litter, debris, refuse, animal carcasses or detritus.

The TIRP is available if required to the Traffic Officer Service in accordance response time in Metric 1 of the AMOR Part 3.

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The ASJV approach to primary response follows an outcome based approach. At peak times Safely Maintained Route Teams (SMART) will be working at specific locations adjacent to the network to enable the efficient response to incidents.

When a SMART team is deployed to an incident, adjacent units are advised by the NCC, and if necessary moved, by the NCC, to standby in order to provide resilience should a further incident occur.

NCC Operators handle incidents intelligently by:

- Anticipating the requirements of an incident as information is received, using the TIRP.
- Placing secondary response resources on standby as an incident scenario develops.

The ASJV will request and participate in hot debriefs and subsequent cold and cool debriefs in line with the Highways Agency debriefing guidance (Draft v 1.5 dated 20/03/2012) as instructed by the HA.

The ASJV Network Manager interfaces with the HA Traffic Officer Service Emergency Planners and has lead responsibility for emergency and contingency planning.

## 5 COMMUNICATION

All Network Managers, NCC operators and SMART Teams will be equipped with Airwave radio equipment, where appropriate.

This equipment will be used in accordance with the Atkins Skanska JV Area 2 ASC Airwave Radio Procedures and Working Practices.

In addition, these teams will also be supplied with:

- GPS tracking to identify their location at any time;
- Data communications for contemporaneous exchange of information, logging incident details and transmitting status to the NCC at all times;
- Camera technology allowing photographs of the incident scene to be returned to control centres; and
- Primary communication with Airwave and mobile phone for resilience and allow dynamic grouping when working with Traffic Officers.

## 6 ON ROAD RESOURCES

Resources available to respond to incidents on the network are outlined below.

The ASJV shall train staff in fatal accident and the care needed in crime-scene and evidence preservation. Such knowledge enables the ASJV to fully support the police in their investigations and assist in the early resolution of normality. (Lane availability meets demand)



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## 7 OPERATIVES


DEPOT	Bamfurlong	Tormarton	ABU	Edithmead	Chelston	Southfields	Wylve
Early	2	2		2	2	2	2
Daytime	9	11	1	4	7	5	7
Late	2	2		2	2	2	2
Night	3	5		2	3		
Lighting Daytime		2					
LightingNight		2					
	16	24	1	10	14	9	11

## 8 PLANT AND EQUIPMENT

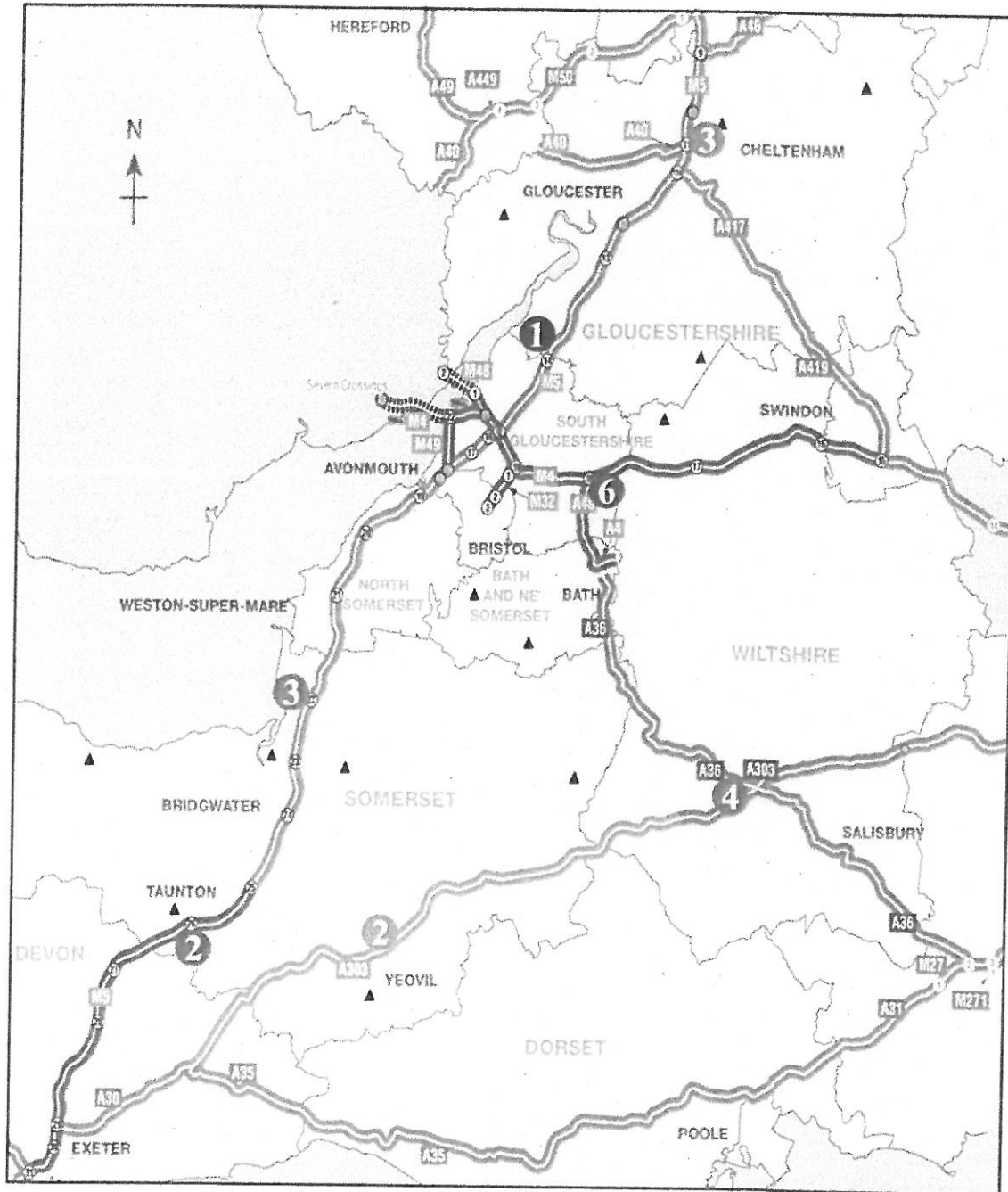
	TM 18t	7.5t tipper	Barrier rig	Pick up 3.5	Pick up 5.0	Sweeper	Mewp	Hi Top
Bamfurlong	1	1		2	1			
Falfield								
Tormarton	1	1	1	2	2	1	1	1
Avonmouth								
Edithmead		1	1	1				
Chelston	1			1	2			
Southfields	1	1		1				
Wylve	1			2				








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## 9 SMART TEAM MINIMUM KIT

SMART TEAM I.D.	KIT CHECKLIST	Date	Day	Depot	ATKINS SKANSKA <small>Working on behalf of the                        HIGHWAYS AGENCY                      Highways Agency Information Line                      0300 122 0100                      www.highways.gov.uk</small>	
Veh. Reg		Team Names:			Form to be completed at commencement of shift	
				Shift Times		
Materials		Stock Min	Actual	Tools	Stock Min	Actual
Pothole repair material 20/25kg tubs/bags		2		Sandbags	6	
Oil absorbing Granules		4 no		Shovels	2	
Spill Kit		1 Bag Complete		Brooms	2	
Carcass Bags		5 no		Drain rods	Set	
Temp fencing plastic		20m		M.Hole Keys	Pair	
Nails		selection		Spanners 24,19,18,13mm	1 of each	
First Aid /Eye Wash		1 No complete		Torch	2	
9kg Dry Powder Extinguisher		1No		Pickaxe	1	
Bin Bags		20no		Asphalt Punner	1	
Latex Gloves		1 Box		Bow Saw	1	
Disinfecting hand wipes		1 Box		Litter Picker	2	
Cable Ties		10No		Lump Hammer	1	
				Sledge Hammer	1	
				Claw Hammer	1	
TM Signs		Stock Min	Actual	Miscellaneous		
Incident		2No		Airwave Radio Charged up	2No	
Road closed		2No		PDA Charged up	1No	
Flooding		2No		Evidence /Property Bags	5 No	
Traffic lights Inoperable(Corex)		6 No				
6/10 Arrow		3 No		Dynamic risk assessment	Pad	
Stands		6No		Diversion routes	Set	
Cones 750mm		20No		Note Book and Pencil	2No	
Sequential Flashing Lamps.		5No		PPE	All members	

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<b>3</b> BAMFURLONG 3x SMART/Winter Routes 	<b>1</b> FALFIELD 1x SMART/Winter Routes 	<b>6</b> TORMARTON 6x SMART/Winter Routes 	<b>3</b> EDITHMEAD 3x SMART/Winter Routes 	<b>4</b> WYLYE 4x SMART/Winter Routes 
<b>2</b> CHELSTON 2x SMART/Winter Routes 	<b>2</b> SOUTHFIELD 2x SMART/Winter Routes 			

10 GRAPHIC SHOWING SMART ROUTES.

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## 11 SECONDARY RESPONSE RESOURCES

### Secondary Response Contacts

Name:	Telephone no:	Other:
[REDACTED]	[REDACTED]	[REDACTED]
Greenhams Consumables	[REDACTED]	[REDACTED]
Hall Fuels	[REDACTED]	[REDACTED]
Hewden Stuart Cabins	[REDACTED]	[REDACTED]
Elliot Hire Cabins	[REDACTED]	[REDACTED]
Power Electrics	[REDACTED]	[REDACTED]
GAP Plant	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
<b>React</b> Picnic Areas, Depot Cleaning, Animals, Body Parts, Emergency Clinical	[REDACTED]	[REDACTED]
Mawdsleys Pumps	[REDACTED]	[REDACTED]
Network	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
Fuel Pumps MDM Services	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
Gully Cleansing, Jetting, Sewage/depot Tanks, Highway Spills	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
Traffic Management – Tormarton	[REDACTED]	[REDACTED]
(2 Hour to Site) - Winchester	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
Kelly Bros – VMS Systems	[REDACTED]	[REDACTED]
Paul Burnham	[REDACTED]	[REDACTED]
Weather Forecasting	[REDACTED]	[REDACTED]
<b>Tarmac - Planing/Surfacing</b> Office Number (manned normal hours)	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

# ATKINS SKANSKA

Supervisor	(Home	
Road Marking		
(5 hours to Site) Cameron		
QMS Roadmarking		
R & W Civil Engineering	Office Hours	
Civil/TVCB etc	Out Of Hours	

## 12 ESCALATION

*It should be noted that critical incidents may be, or become, major incidents.*

ASJV will declare critical incidents for our own, and the Highways Agency management purposes. If ASJV believe that critical incidents are or may become major then ASJV should notify the police.

### 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.

### 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. ASJV 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 police immediately.

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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 different 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 in the closure of lanes or carriageways.
12. Roadworks over running by 30 minutes or more, and likely to have an impact on the network.

The Contingency Plan is implemented when the ASJV's Standard Incident Response Procedure 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.

In the contingency Plan 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 decision 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.

As detailed in the Contingency Plan, the ASJV has an extensive Incident Management structure, including Bronze, Silver and Gold staff to ensure that incidents are managed at the incident location by Bronze, and where requested tactically by Silver and strategically by Gold managers.

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The ASJV maintains a call-out rota of specialist staff, including Structural and Pavement Engineers who are available where possible, to attend incidents where damage to the network needs assessing. These specialists are then able to draw on the Secondary Response resources.

## 13 EMERGENCY DIVERSION ROUTES

Emergency diversion routes are outlined in the Area Contingency Plan and kept in the Box of Reference. Copies are also kept in the depots and SMART Teams hold local copies representing their areas of operation.

## 14 EMERGENCY TRAFFIC MANAGEMENT

Emergency traffic management will be carried out in accordance with the Area 2 Health and Safety Plan. Chapter 8 2006 Part 2 Operations Section 7 ETM layouts will be as prescribed in Chapter 8 Part 2 Section 7 Fig 7.2 and variations thereof as instructed by the traffic officer or Emergency Services to meet the needs of the incident.

## 15 METHOD STATEMENT AND RISK ASSESSMENTS

All ETM will be installed, maintained and removed in line with Area 2 ASC ASJV Method Statements, Risk Assessments and Safe Systems of work.

Other Reference Documents that will be held by either NCC and SMARTS in a pack where applicable:

- All EDRs
- TIRP Decision Guidance
- Access and Egress drawings
- RA 312 Traffic Management
- RF 11 Emergency Pothole Repair
- RF 12 Emergency Attendance
- Major Bridge Operations Manual
- Operation Dragon
- PDA Quick Start Guide

## 16 SALTASH TUNNEL PROCEDURE (RTMC CALL OUT)

The fault reporting loop for Saltash tunnel technology and M&E.

1. Tamar Bridge Co. Monitor alarms in their control room.
2. If fault alarm is set then Tamar Bridge Co. Contact Area 1 NCC.
3. Area 1 NCC forward fault notification to Area 2 NCC.
4. Area 2 NCC notify duty RTMC engineer.

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There is a slave monitor terminal in Saltash tunnel west service building. RTMC will check weekly to alert them to potential faults.

## 17 TIRP DECISION FLOWCHARTS

The TIRP decision guide is held in the following flowcharts for the various incident types. See Appendix A spreadsheet.