



ASSOCIATED BRITISH PORTS

Lowestoft

Major Incident Plan

Operative Date: December 1987

Amendment: March 2019

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ASSOCIATED BRITISH PORTS

LOWESTOFT

MAJOR INCIDENT PLAN

AMENDMENTS

Amendment No.	Date	Amended By	Signature
1	18/01/ 11	Richard Musgrove	
2	11/06/12	Richard Musgrove	
3	13/11/14	Richard Musgrove	
4	11/07/16	Lucia Firman	
5	01/10/2017	Richard Musgrove	
6	17/03/2019	Gary Horton	

ABBREVIATIONS

The following abbreviations appear in the plan.

AAIB	Air Accident Investigation Branch
ABP	Associated British Ports
CCA	Civil Contingencies Act 2004
DSC	Digital Selective Calling [Radio]
DGHAR	Dangerous Goods in Harbour Areas Regulations 2016
DfT	Department for Transport
EA	Environment Agency
GMDSS	Global Maritime Distress and Safety System
IEM	Integrated Emergency Plan
ISPS	International Ship and Port Facility Security Code
LPC	Lowestoft Port Control
MAIB	Marine Accident Investigation Branch
MCA	Maritime and Coastguard Agency
MIO	Medical Incident Officer
CGOC	Coastguard Operations centre
NHS	National Health Service
VHF	Very High Frequency [Marine Radio]

SECTION 1

Introduction

The Major Incident Plan should be used in conjunction with the ABP Emergency Directory, which is revised annually.

References in the plan to organisations, authorities and particularly the emergency services are of necessity, generic.

Aim of ABP Lowestoft Major Incident Plan:

The aim of this major incident plan is, in the event of an incident within the limits of the ports' geographical areas of responsibility, to specify means for raising the alarm, summoning assistance and establishing the role of organisations involved in order to co-ordinate the activities necessary in safeguarding life, property and the environment and to ensure that everyone is aware of the procedures to be adopted in the event of an incident.

There is a statutory requirement to prepare an Emergency Plan under “The Dangerous Goods in Harbour Areas Regulations (DGHAR) viz.:

“10.—(1) A harbour authority must have in place an effective emergency plan, before dangerous goods are permitted into the harbour area, for dealing with emergencies which may arise and which involve, affect or could affect dangerous goods that are brought into or are handled in the harbour area.”

In order to deal effectively with incidents there needs to be close co-operation between ABP, its tenants and facility users, the Emergency services, the Local Authority, and other agencies. A “multi-agency “ response to an incident, where shared knowledge and resources are brought together, is a fundamental principle of what is now known as Integrated Emergency Management (IEM).

Integrated Emergency Management (I.E.M.)

I.E.M. is an approach to preventing and managing emergencies. Its aim is to allow greater resilience when an emergency situation arises. There is a need for emergency plans within an organisation to dovetail with that of other agencies including the Emergency services, and need to take into account six main activities; Anticipation, Assessment, Prevention, Preparation, Response and Recovery. This plan has been written with due regard to the provisions of IEM.

Civil Contingencies Act (CCA) 2004

ABP, as a Harbour Authority¹, is a Category 2 responder in the Civil Contingencies Act 2004 and as such will, if a situation demands, comply with guidance issued by a Minister of the Crown. Reference to the Act is made, as applicable, within this Regional Emergency Plan.

Priorities of ABP's Major Incident Plan:

The Priorities of this Major Incident Plan are:

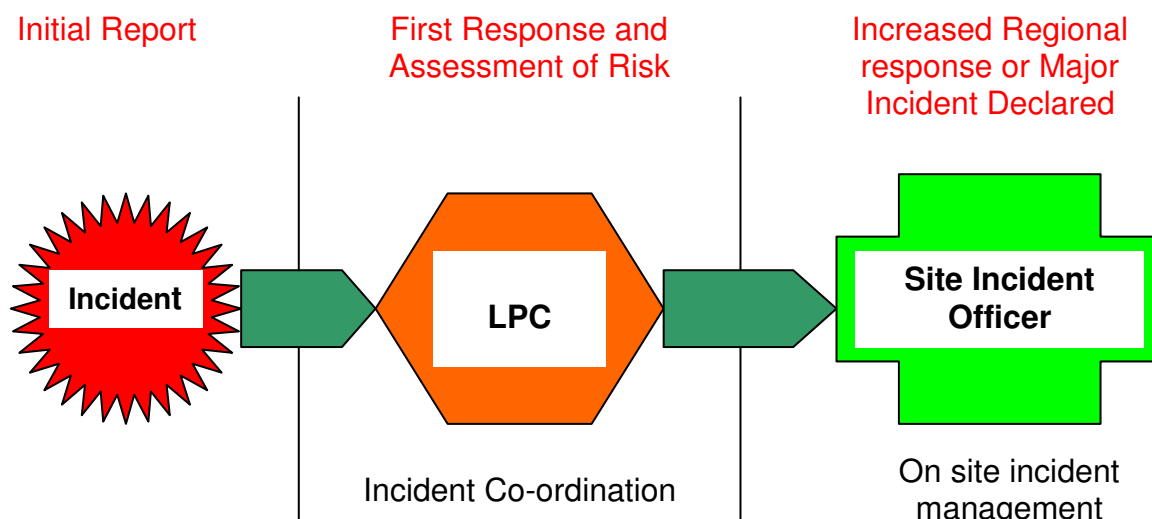
Safeguarding of life.

Safeguarding of property and the environment.

Rehabilitation of the area.

Plan in Summary

ABP's Major Incident Plan provides guidance to ABP employees, tenants, contractors and persons on board ships in port and at anchor about what to do if an incident should occur in the port. In accordance with the plan, all calls about the incident, other than those made directly to the emergency services, are routed through a central marine control at Lowestoft Port Control (LPC). The LPC operator will alert other ABP managers and a decision will be taken on the appropriate scale of ABP's response, which may include the attendance at a location close to the incident of a Site Incident Officer. Once assigned and on site ABP's response to the incident will be managed by the Site Incident Officer.



¹ within the meaning of section 46(1) of the Aviation and Maritime Security Act 1990 (c. 31), in Great Britain

Response in Summary

The Major Incident Plan details the stages through which a response will be expected to progress in the event of an incident in the Port of Lowestoft. In summary the response, in its simplest form, becomes:

- 1. Raise the Alarm by calling the Emergency Services.**
- 2. Assist the Emergency Services as required.**
- 3. Maintain a written record of involvement.**

SECTION 2

Incidents

All organisations are confronted with incidents of various types, very rarely will these take the form that would constitute them being defined as a major emergency. Usually these incidents can be resolved using the organisation's own resources or, after having sought the assistance of one or more of the emergency services.

Incident Response

Depending on the nature of the incident involved all or any of the following kinds of response will be required:

- Raising the alarm - alerting essential services.
- Establishing an emergency operational control.
- Control and direction of emergency units - ashore and afloat.
- Control of shipping movements, the closure of the Port and the movement of vessels in danger.
- Co-operation with emergency services
- Co-operation with military services.
- Safeguarding shore personnel and property.
- Securing the port against a perceived terrorist threat in accordance with ISPS plan.
- Rescue operations and the handling and clearance of casualties and other personnel.
- First aid, medical services and hospital arrangements.
- Replenishment of fire fighting units afloat.
- Provision of transport facilities by water.
- Activation of the ABP Lowestoft Business Continuity Plan
- Co-operating with and informing the Media
- Securing assets for accident investigation by AAIB or MAIB, as appropriate

Raising the Alarm

Should an incident occur the following action **must** be taken by:

ABP Personnel, Port Tenants, Port Users and Contractors working in the port:

1. **Immediately contact the appropriate Emergency Services (Dial 999) giving the following details:**

- **Caller's Name**
- **Place**
- **Type of Incident**
- **Main Hazard (toxic vapour/fumes/fire/dangerous substances/weather/wind conditions/ etc.)**
- **Casualties (if any)**

Then inform:

2. **Lowestoft Port Control (24hrs) 01502 572286**

Mobile 07816 963118 or

VHF 14 giving the same information:

3. **If, for any reason, Lowestoft Port Control cannot be contacted inform**

- **ABP's Port Security giving the same information 01502 581492 or**

Mobile 07786 560870

Information Sheet:

The above information is reproduced in Section 7 of the Emergency Directory.

Persons working on board a vessel in port :

For an incident on board a vessel alongside a berth in port, the person noting the incident must alert the Ship's Master or his representative on board. The Ship's Master or his representative must then use all available means to:

1. Contact the appropriate Emergency Services (Dial 999) giving the following details:

- Ship's Name
- Berth
- Number of persons onboard
- Type of Incident
- Main Hazard (toxic vapour/fumes/fire/dangerous substances/weather/wind conditions/ etc.)
- Casualties (if any)

Then inform

2. Lowestoft Port Control 01502 572286

Mobile 07816 963118 or

VHF Channel 14 (24hrs) giving the same information:

3. If, for any reason, Lowestoft Port Control cannot be contacted inform

- ABP's Port Security giving the same information on **01502 581492** or
Mobile **07787 560870**

Then

If necessary, evacuate the vessel's crew to a safe area.

The Ship's Master or his representative on board a vessel working within the harbour limits and/or harbour approaches must:

1. Contact HM Coastguard using GMDSS/DSC or any other means giving details of:

- Ship's Name
- Location
- Number of persons onboard
- Type of Incident
- Main Hazard (toxic vapour/fumes/fire/dangerous substances/weather/wind conditions/ etc.)
- Casualties (if any)

Then contact:

Lowestoft Port Control 01502 572286

Mobile 07816 963118 or

VHF Channel 14 (24hrs) giving the same information.

SECTION 3

Alerting procedure.

On receipt of notification of an incident LPC and/or ABP's Port Security will respond in the following manner:

Lowestoft Port Control Personnel

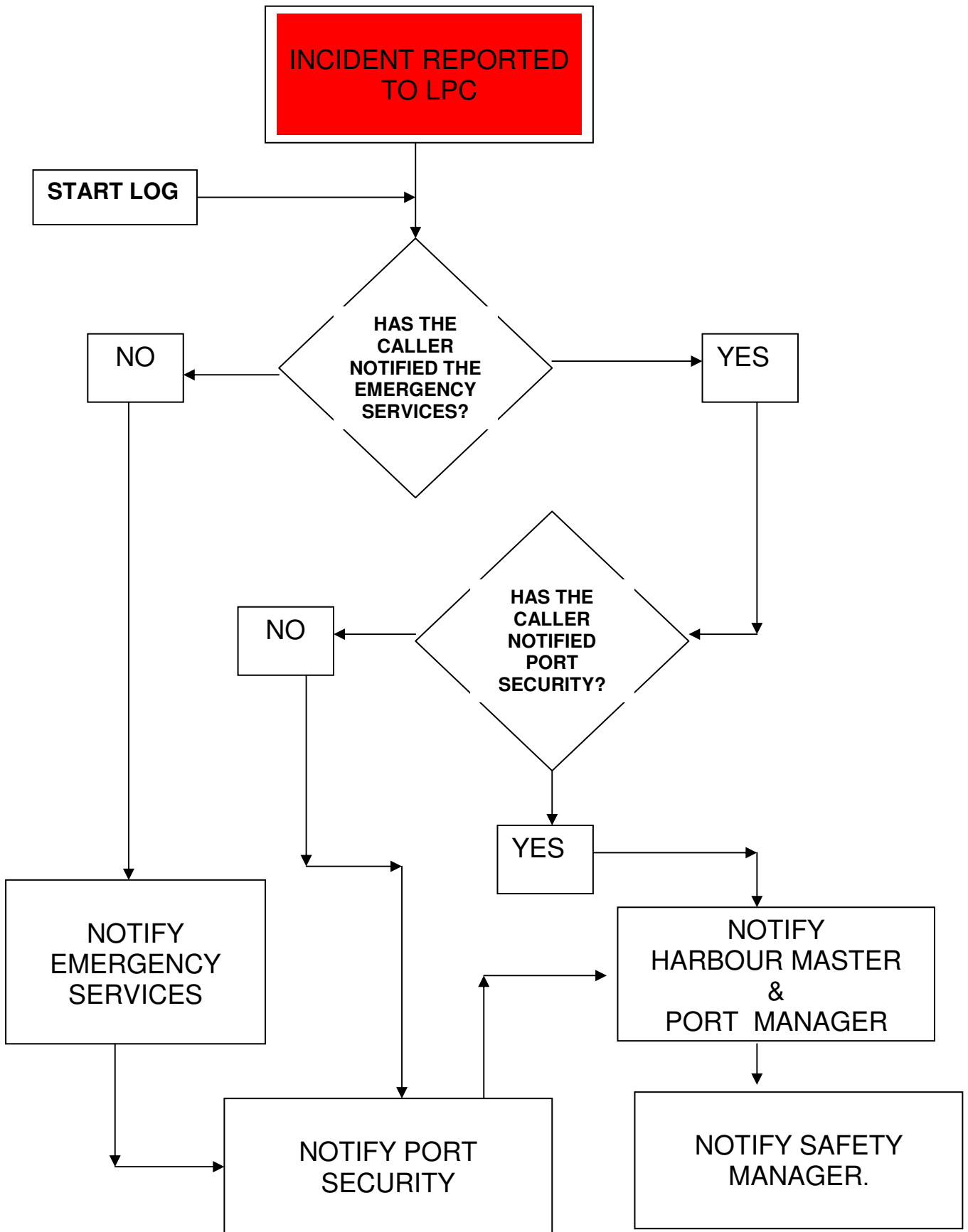
The Duty LPC Operator will commence a log of events and establish if the caller has contacted the emergency services and/or security. If such calls have not been made the Duty Operator will:

1. Immediately contact the Emergency Services (999) giving the following details:

- **Caller's Name (Lowestoft Port Control)**
- **Place/Location of Incident**
- **Type of Incident**
- **Main Hazard (toxic vapour/fumes/fire/dangerous substances/weather/wind conditions/ etc.)**
- **Number of Casualties (if any)**

Then

2. **Inform** ABP's Ports Security giving the same information
3. **Inform** the Harbour Master and the Port Manager.
4. **Inform** the Safety Manager.



Port Security:

On receipt of notification of an incident the Port Security will commence a log of events and establish if the caller has contacted the emergency services and/or LPC. If such calls have not been made the Port Security will:

1. Contact the **Emergency Services (999)** and give them the following details:

- **Caller's Name**
- **Place/Location**
- **Type of Incident**
- **Main Hazard (toxic vapour/fumes/fire/dangerous substances/weather/wind conditions/ etc.)**
- **Number of Casualties (if any)**

Then:

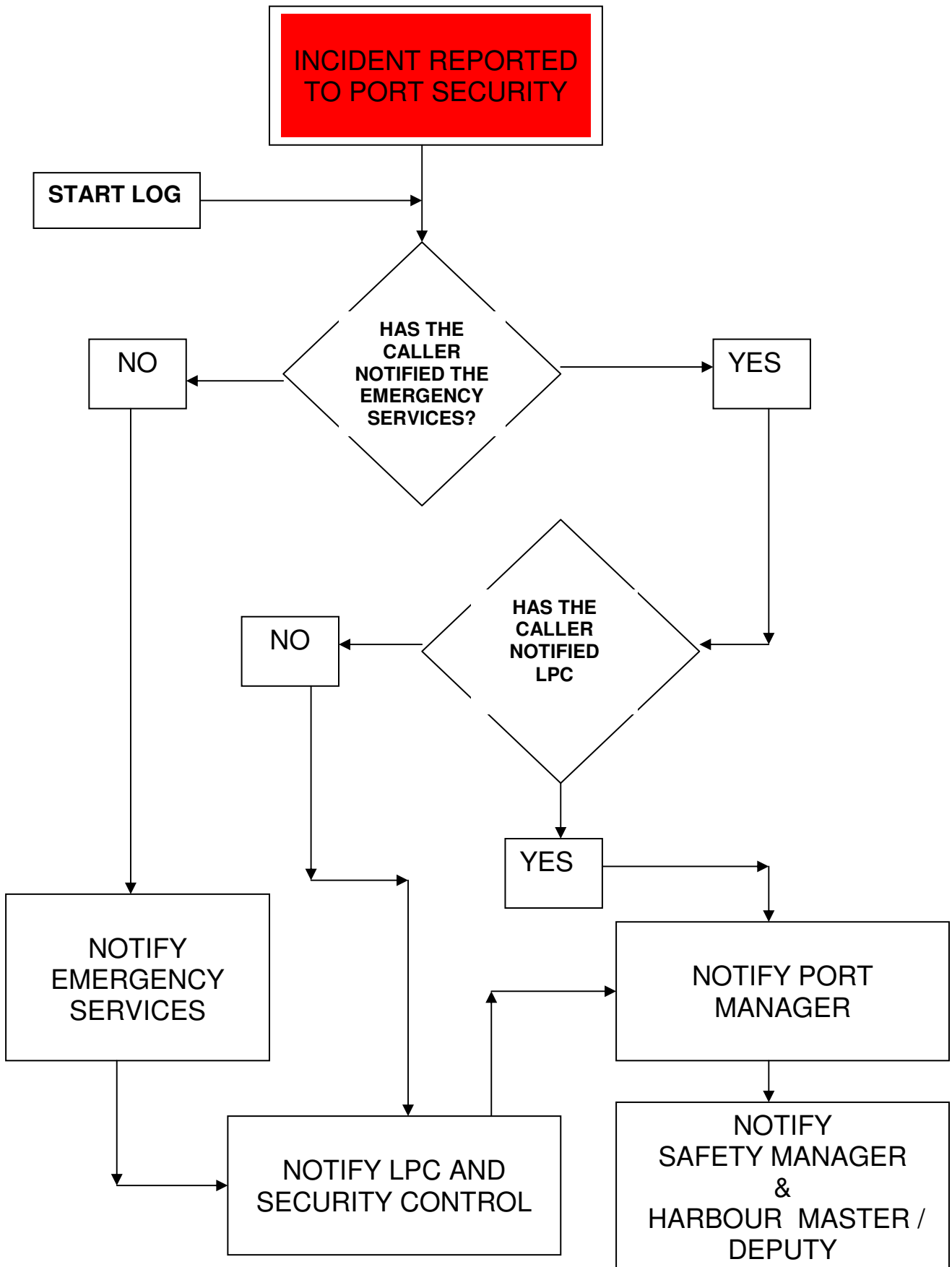
2. **Inform LPC** giving the same information

3. **Then stand by to guide the Emergency Services to the incident site.**

Then follow guidance from LPC or, if LPC can not be contacted,

4. **Inform the following managers.**

- **Port Manager**
- **Harbour Master or Deputy**
- **Safety Manager**
- **Wilson James Security Control**



SECTION 4

ABP's Response and Scene Management

In many cases all that will be required is a local, wholly contained, response by ABP or by a tenant with minimum involvement of the emergency services. If, however, the scale of the incident requires a significant commitment of resources by the emergency services ABP's response must be escalated accordingly.

Authorisation to activate a regional response.

The decision to escalate a local response to a higher level of involvement by ABP's regional management team will be a matter of judgement after discussion with one or more of the following ABP managers.

- **Port Director, Short Sea Ports**
- **Port Manager, Lowestoft**
- **Harbour Master, Lowestoft**
- **Senior Engineer, Short Sea Ports**

Recording the decision to activate ABP's higher-level response.

Once the decision has been taken to initiate a higher level of involvement by ABP's regional management team the Duty LPC Operator must make a formal record of the time of the decision and the names of the managers involved in making the decision.

Activation response

Once the Major Incident Plan is activated formally the Site Incident Officer will determine the scale of ABP's response.

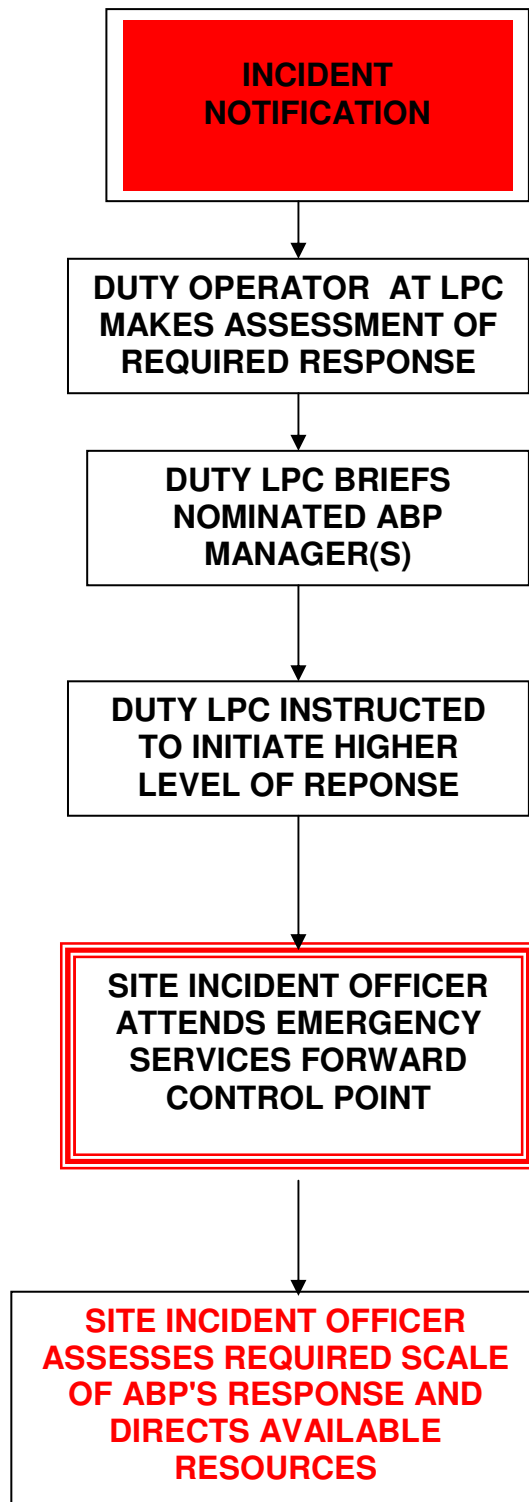
ABP's Site Incident Officer:

The **Port Manager** will assume the role of **Site Incident Officer**.

In the absence of the Port Manager the Safety Manager, Harbour Master or the Deputy Harbour Master will assume the role.

ABP'S Support Incident Co-ordinator

A support incident co-ordinator from the ABP staff available to respond to the incident will be nominated and tasked by the ABP Site Incident Officer.



Emergency Service Forward Control:

The Emergency Service Forward Control point, at the port, will be established initially by the Site Incident Officer (which may be the most appropriate Security Control point at the port entrance). At a later stage the location will be determined by the Emergency Services.

The **Site Incident Officer** will attend the Emergency Services Forward Control Point and assist by:

- Co-ordinating with the Senior Emergency Services Officer present.
- Informing the Senior Emergency Services Officer of other potential hazards.
- Maintaining a log of events.

Emergency Control Rooms

The Emergency Control room could be at Lowestoft Port Control or the Meeting Room at the North Quay Cargo Terminal. For some incidents – principally Windfarm service vessels - this may be located at SSE's incident response room.

Evacuation Assembly Points

To be nominated by the Site Incident Officer and Police at the time of the incident.

Helicopter Landing Sites

The Helicopter landing site at the SSE compound may only be used for Emergency purposes, after agreement with SSE Marine Controller. There are no other suitable sites currently designated within the Port Estate, but suitable areas may be defined at the time of the incident, by the pilot in liaison with the Site Incident Officer and representatives of the emergency services.

Recovery Vessel Landing Sites

Vessels may land casualties at the SSE pontoons in the Trawl Dock to meet up with Ambulance crews. Alternative suitable meeting points are the Hamilton Dock Pontoons, Fishermen Pontoons, and the Lifeboat pontoon. One of these locations may be agreed with Ambulance control if the primary location is unavailable.

Casualty Holding Station

In consultation with ABP's Site Incident Officer – Casualty Holding Stations may be established in any convenient building near to the incident site. This building will be designated to hold casualties after triage who do not require priority Ambulance evacuation.

Temporary Morgue

In consultation with ABP's Site Incident Officer – a Temporary Morgue may need to be established in a building such as one of the warehouses to hold deceased persons away from public view. This area must be secure and guarded to ensure preservation of evidence. This area will fall under Police control

Emergency Response Box:

The Emergency Response Boxes are located at the Lowestoft Port Control and at the Terminal Office, Commercial Road. These are ready for rapid relocation to the Emergency Service Forward Control.

Contents

- Copy of the Major Incident Plan
- Emergency Directory
- Phone Charger
- Plan of Port Area
- Sounding Charts
- Tide Tables
- Navigational Chart BA 1535
- Fire Hydrant Plan – indicating working hydrants
- Port Drainage Plans
- List of First Aid and Fire Fighting Resources
- Log Book
- Writing material
- Restricted Area Notices and cable ties
- Oil Spill Contingency Plan
- Flooding Contingency Plan
- Padlocks/keys
- Hazard Tape
- Business Continuity Plan and Role Cards
- Hi Viz Incident Tabards
- Port Office Key

SECTION 5

Control Responsibilities

Control of Fire Fighting & Rescue Operations:

The Senior Fire Officer present will control fire fighting and rescue operations, both on shore, vessels and helicopters. He will consult the Harbour Master and Ship's Master with respect to ship stability.

Control of Toxic Vapour Release

If the incident involves, or is likely to involve a release of toxic vapour, the Site Incident Officer in conjunction with the Senior Fire Officer will assess **the wind direction, speed and volume of toxic fumes** and assist accordingly in the Evacuation of part or all of the areas.

HM Coastguard CGOC Humber to be informed to enable them to advise vessels in the vicinity.

Information on chemical hazards can be obtained through the Fire and Rescue Service or Police using the [CHEMET](#) link with the Meteorological Office.

Control of Shipping Movements:

Control of shipping movements within the port will be the responsibility of the Harbour Master or his deputy and the LPC Duty Operator.

Control of Fire-Water Run-Off

In major fire fighting situations near quay edges, adjacent to drains or on a vessel consideration must be given to minimising fire-water and fire-fighting foam run-off into harbour waters. Some fire fighting foams and fire water run-off can be polluting, depending on what caused the fire e.g. chemicals or other materials carried in the run-off.

Where it is practical and safe to do so, containment or water re-cycling measures must be considered to reduce such run-off from fire-fighting operations. Diversion of fire-waters away from surface-water drains to those connected to mains-sewerage systems is always the best option where the run-off cannot be held on-site – mains connected drains are identified on the Port's drainage plans.

The senior Fire Officer should be consulted by the Port's Site Incident Officer or the Site Incident Co-ordinator as to the most appropriate means to reduce potential pollution.

Any decisions reached and their supporting reasons should be logged for post-event analysis

SECTION 6

Media Enquiries:

All media enquires must be referred to the Port Manager or Corporate Communications Head Office, who will liaise with the Senior Police Officer present, prior to making a statement or issuing a press release.

In a Major Incident response ABP may decide to implement its Regional Crisis Management Communications Plan.

Personnel involved in an emergency **must** not make direct or 'off the record' comments to representatives of the media.

In the event of a multi-agency response the Police or MCA will chair joint press conferences and release press statements.

SECTION 7

Although ABP may have deemed it necessary to activate a regional response to a particular emergency, it does not necessarily mean that the emergency services regard the incident as a major incident.

Major Incidents

As described in the Civil Contingencies Act 2004 the characteristics that could constitute a Major Incident are: -

A serious disruption of life, which causes or threatens:

- (a) Death or injury to numbers of people
- (b) Extensive damage to property; or,
- (c) Contamination of the environment;

On a scale beyond the capacity of the services of the public operating under normal conditions, and requiring the special mobilisation and organisation of those services.

Traditionally a Major Incident is any emergency that requires the implementation of special arrangements by one or more of the emergency services for:

- a) The rescue and transport of a large number of casualties.
- b) The involvement either directly or indirectly of large numbers of people.
- c) The handling of a large number of enquiries likely to be generated both from the public and the news media usually to the Police.
- d) Any incident that requires the large scale combined resources of the three emergency services.
- e) 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.

Declaration of a Major Incident

Any officer of one of the emergency services, who considers that any of the criteria outlined in the definitions above have been satisfied, may declare a Major Incident. ABP Lowestoft may also declare a Major Incident on their own premises.

Despite the fact that what is considered to be a major incident to one of the emergency services may not be so to another, each emergency service will attend with an appropriate pre-determined response. This is an established procedural standing order, even if they are to be employed in a stand-by capacity and not directly involved in the incident.

If any one emergency service activates its major incident plan, then it may be necessary for the others to start to activate their own plans in order to facilitate effective liaison.

Areas of Responsibility - Emergency Services/Local Authorities and Environment Agency.

In the event of a major emergency in the Port of Lowestoft the emergency services will act in accordance with their respective established response procedures.

Nomination of ABP Personnel to attend Command and Control

If a major incident is declared ABP's **Site Incident Officer** will nominate ABP representatives to attend, as appropriate, the Command and Control centres established by the emergency services under Integrated Emergency Management (I.E.M.) namely:

Bronze/Operational

This is the first management response to an incident. Their task is to oversee work at the incident and to respond to requests from the Emergency Services by passing on information to.....

Silver/Tactical

This is the second tier of incident management; it is generally called into operation at more serious incidents. They provide overall management of the response to an incident as either a single or multi agency entity. They prioritise the requests coming from bronze to ensure the effective use of resources. In the case of larger incidents they report to.....

Gold/Strategic

This is the third level of management and is infrequently necessary. It establishes the strategic framework within which the tactical group operates. This can be either a single or multi agency operation. It is normally situated away from the incident at the region's Police Headquarters.

SECTION 8

Investigation and Rehabilitation

Incident Investigation:

All major incidents occurring in the Port must initially be considered as crime scenes until established otherwise. Following receipt of clearance from the Police, a Major Incident Investigation Team, the members of which will be appointed by ABP's Head Office, will investigate the incident. Depending upon the nature of the incident, the involvement of MAIB or AAIB officers may also be necessary, they may take over the investigating role from the Police.

Rehabilitation of the Area:

The decision to return to the incident area will be undertaken by the Site Incident Officer after consultation with the Port Manager, Senior Police Officer, Senior Fire Officers and, if necessary, the Environment Agency, the Health and Safety Executive and other appropriate authority or organisation.

SECTION 9

Exercises

Exercises are regarded as an integral part of the training and emergency planning process.

A tabletop exercise and practical exercises involving emergency service personnel, will be held on a regular basis with the emergency services.

Review

Associated British Ports will review the Major Incident Plan on an annual basis, after each training exercise or after each incident requiring a multi-agency response.

All revisions will take into account experience gained from exercises and changes in risk or legislation

If amendments are deemed necessary, they will be made and all services and organisations named in the distribution list in Appendix A will be notified.

APPENDIX A

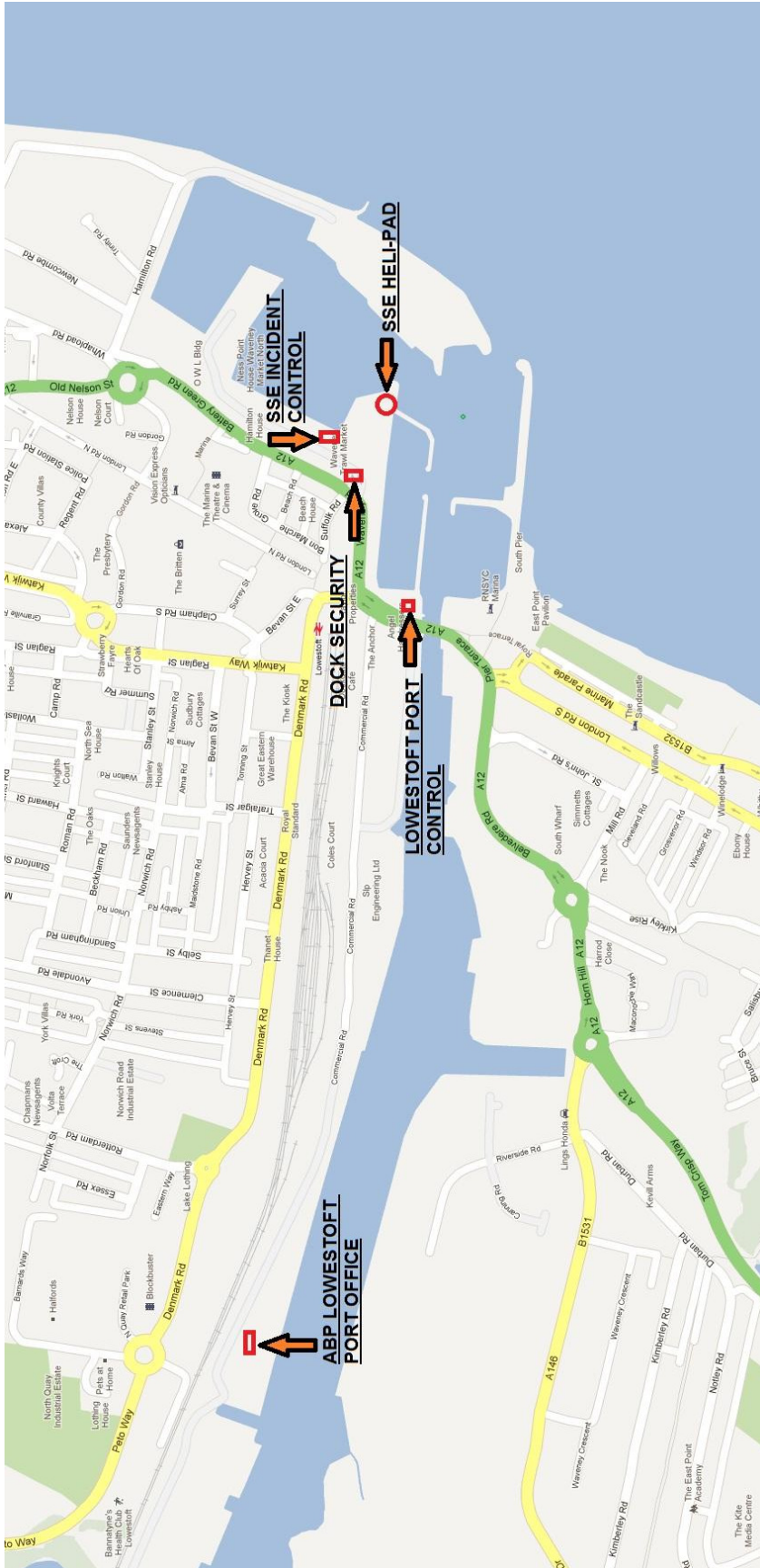
Emergency Plan Distribution

	<u>Controlled Copy Number</u>
Harbour Master *	1
Safety Manager	2
Port Manager	3
Port Operations Manager	4
Engineering NQCT	5
Emergency Box NQCT*	6
Lowestoft Port Control*	7
Emergency Box LPC*	8
Deputy Harbour Master*	9
Lowestoft Haven Marina*	10
Lowestoft Port Security*	11
Coast Guard Operations Centre	12
Emergency Planning Suffolk Police	13
Emergency Planning Suffolk Fire Service	14
Emergency Planning Suffolk County Council	15
Seacor Marine (International) Ltd	16
SSE - Greater Gabbard O&M Base	17
Scottish Power O&M Base	18
Peterson	19
Clarksons Port Services Ltd	20
Dudman (Lowestoft) Ltd	21
Environment Agency	22
CEFAS Lowestoft	23
Sembmarine SLP Engineering	24
Suffolk Fire & Rescue Service Lowestoft	25
Suffolk Police Lowestoft	26
East Anglian Ambulance Service NHS Trust	27
Southampton Marine Services (SMS) Lowestoft	28
Varco Brandt Environmental Division	29
Wilson James Security Control	30

*** HARD COPIES IN BOLD TYPE ABOVE – ALL OTHER COPIES WILL BE SENT BY EMAIL AS PDF FILES**

APPENDIX B

Port Plan



APPENDIX C

Major Emergency Log Sheet



Incident: _____

Date : _____

Page No
: _____

Location
: _____

Name of person
maintaining the log:

Time	Request Information	From	Action

APPENDIX D

Emergency services, local authorities and environment agency - areas of responsibility in the event of a major incident in ABP Port of Lowestoft

In the event of a major incident in ABP Port of Lowestoft the emergency services will respond appropriately in accordance with the following procedures:

H.M. Coastguard

The Maritime and Coastguard Agency (MCA) is an Executive Agency for the Department for Transport (DfT) and is responsible for implementing the Government's maritime safety policy throughout the UK. This includes co-ordinating search and rescue at sea through Her Majesty's Coastguard.

HM Coastguard has a statutory duty under the Coastguard Act 1925 to be responsible for the initiation and co-ordination of civil maritime search and rescue within the United Kingdom Maritime Search and Rescue Region. This includes the mobilisation, organisation and tasking of adequate resources to respond to persons either in distress at sea, or to persons at risk of injury or death on the cliffs of the shoreline of the United Kingdom.

H.M. Coastguard's Rescue Co-ordination Centre (Humber) will co-ordinate all rescue on the water at sea and in the Lowestoft Harbour and decide, in consultation with other emergency services, which appropriate resources to deploy.

H.M. Coastguard can call upon and will co-ordinate:

- Its own comprehensive maritime SAR communications coverage
- Its own Coastal Response Teams
- All weather and inshore Lifeboats from RNLI
- Coastguard helicopters
- Rescue helicopters from the MOD if available

The first Coastguard Officers on scene will be directed by procedures as laid down in H.M. Coastguard Operational Procedures (CG3) and as directed by the Search Mission Co-ordinator at the Coast Guard Operations Centre (CGOC) at Humber Coastguard.

These include:

- a) Assess the situation
- b) Identify the risks associated with the task and location
- c) Liaise with other emergency services
- d) Report to CGOC Humber
- e) Formulate a plan and take effective command of the incident (if the Maritime and Coastguard Agency (MCA) have control)
- f) Maintain operational command of the maritime incident.

Police

The Primary areas of police responsibility at a major incident are: -

- the saving of life in conjunction with other emergency services;
- the co-ordination of the emergency services, local authorities and other organisations who are acting in support at the scene of the incident;
- to secure, protect and preserve the scene, and to control sightseers and traffic by the use of cordons;
- Inner Cordon - Controlled by the Fire and Rescue Service. Provides immediate security of the rescue zone and potential crime scene.
- Outer Cordon - Seals off an extensive controlled area surrounding the rescue zone. All access and exit points will be controlled and persons requesting access vetted. The control/command vehicles of the emergency services must be positioned between the inner and outer cordon.
- Traffic Cordon - Deployed at or beyond the outer cordon preventing vehicular access to the area surrounding the scene.
- The investigation of the circumstances leading up to the incident, obtaining and securing of evidence in conjunction with other investigative agencies where applicable;
- the collation and dissemination of casualty information;
- the identification of the dead on behalf of HM Coroner;
- the prevention of crime;
- short term measures to restore normality.

The Police will respond with resources appropriate to isolate the area and manage the incident scene.

The immediate responsibility of the first Police Officer to arrive at the scene is to assume interim charge of Police resources and to ensure that the other emergency services are informed if not already in attendance. The priority is to assist and inform and not to get personally involved in rescue work.

They must pass the following information by radio to their control room without delay. The mnemonic **METHANE** has been devised to help them.

Major Incident	Does a major incident need to be declared given scale of the incident and any safety issues.
Exact Location	Confirm the location of the incident.
Type of Incident	What has happened. Do a dynamic risk assessment with other agencies present.
Hazards	Details of hazards present or suspected.
Access	Confirm the approach route and RVP are safe and available.
Number of Casualties	Approximate numbers, types of injury and severity.
Emergency Services	What services are present and what others are required.

START - a log should then be commenced

The officer must then maintain radio contact with their control room to co-ordinate the response of the Police and other emergency services until relieved by an officer of more senior rank.

In addition the Police may take into consideration further actions required by the Civil Contingencies Act (CCA) 2004.

Fire and Rescue Service

The primary role of the Fire and Rescue Service during a major incident: -

- Life-saving through search and rescue of trapped casualties;
- Preventing further escalation of the incident by tackling fires, dealing with released chemicals and other hazardous situations;
- Information gathering and hazard assessment to give advice to the Police and enable them to advise the public whether to evacuate or not;
- Liaison with the Police regarding the provision of a cordon around the immediate hazard area to enable the Fire Service to exercise control (other than at terrorist-related incidents)
- Liaison with the Ambulance Service NHS Trust Incident and the Medical Incident Officer (if one present) with regard to providing assistance at ambulance loading points and the priority evacuation on injured people;
- The safety of all personnel within the inner cordon;
- Consideration of the effect the incident may have on the environment and the action to be taken to minimise this; and
- Assisting the Police with recovery of the dead;
- Participating in investigations as appropriate and preparing reports for inquiries;
- Standby during non-emergency recovery phase to ensure continued safety at and surrounding the incident scene if necessary.

The officer in charge of the first attendance will take all measures necessary, as detailed in Fire and Rescue Services' Orders and Instructions, including:-

- (a) an assessment of the effectiveness of fire fighting or other measures carried out before their arrival;
- (b) the identification of the risks associated with the location;
- (c) the forming of a plan of action to deal with the developing situation;
- (d) deciding on appropriate additional resources;
- (e) the taking of effective command and the issue of instructions to effect the plan of action;
- (f) maintaining operational command of the fire fighting and rescue operations within the rescue zone; and
- (g) evaluation of the situation and any potential for development, preparing to brief a more senior officer on the incident, the Coastguard, Police or Ambulance Services Officers attending.

The Ambulance Service/NHS Trust

The primary areas of responsibility for the ambulance service at a major incident are: -

- To save life in conjunction with the other emergency services;
- To provide treatment, stabilisation and care of those injured at the scene;
- To provide sufficient ambulances, medical staff, equipment and resources;
- To establish triage points and systems, and determine the priority evacuation needs of those injured;
- To provide a focal point at the incident for all NHS and other medical resources;
- To provide communication facilities for NHS resources at the scene, with direct radio links to hospitals, control facilities and any other agency as required;
- To nominate and alert receiving hospitals for casualties;
- To provide transport to the incident scene for the Medical Incident Officer (MIO) mobile medical/surgical teams and their equipment;
- To arrange the most appropriate means of transporting those to the receiving and supporting hospitals;
- To maintain emergency cover throughout, and return to a state of normality at the earliest time;
- To liaise as necessary with the Fire and Rescue Service during their deployment of decontamination facilities for those patients, either stretcher or ambulance, who require medical assistance, at the site of a hazardous chemical incident.

Local Authority

[Notified by the emergency services]

The primary areas of the local authority responsibilities are:

- To support the emergency services and other agencies involved in the response to the incident;
- The provision of a wide range of support services;
- To activate the voluntary agencies and co-ordinate their response;
- At the same time maintain the authorities services at an appropriate level.

The Environment Agency

[Notified by the emergency services]

The primary areas of responsibility for the Environment Agency at a major incident are:

The Environment Agency (EA) has primary responsibilities for the environmental protection of water, land and air in England and Wales. The devolved administrations for Scotland and Northern Ireland have similar respective responsibilities. The EA has key responsibilities for maintaining and operating flood defences on certain specified rivers and coastlines. Whenever necessary, the EA's role is to provide remedial action to prevent and mitigate the effects of the incident, to provide specialist advice, to give warnings to those likely to be affected, to monitor the effects of an incident and to investigate its cause.

The EA also collect evidence for future enforcement or cost recovery, play a major part in the UK Government's response to overseas nuclear incidents, and manage, monitor, and control the water quality of all controlled waters. They have responsibilities for waste regulation and can provide advice on the following:

- waste minimisation to reduce the amount requiring disposal;
- the location and form of temporary storage and treatment areas;
- the disposal options for wastes.

The Agency has resources of labour, plant, vehicles, equipment and specialist expertise, which it may be possible to make available in the event of a major pollution emergency.

APPENDIX E

Information Sheets

The following Information Sheets give guidance on the contact procedure to follow in the event of an Incident occurring within the Port of Lowestoft

Sheet 1 should be issued to Port Tenants, Port Users and Contractors

Sheet 2 should be issued to Masters and Crew on board vessels in port.

ASSOCIATED BRITISH PORTS Lowestoft

Information Sheet 1

Emergency Contact Procedures - Port Tenants, Port Users and Contractors

Tenants, Port Users and Contractors who become aware of an incident within the port estate **must**:

1. Immediately contact the Emergency services (Dial 999) giving the following details:

- Caller's Name
- Place/Location
- Type of Incident
- Main hazard (toxic vapour/fumes/fire/dangerous substances/weather/wind conditions/ etc)
- Casualties (if any)

Then inform

2. Associated British Ports Lowestoft Port Control (LPC) **01502 572286** or Mobile **07816 963118** or **VHF 14** (all 24hrs)
3. ABP's Port Security If LPC is not available
 - Fish Market Security Gate **01502 581492** or Mobile **07787 560870**

The co-operation of tenants, port users and contractors in this matter is of importance and is greatly appreciated

ASSOCIATED BRITISH PORTS LOWESTOFT

Information Sheet 2

Emergency Contact Procedures - Masters and Crew on board vessels in port.

In the event of a major incident occurring on board a vessel within port the Master or a responsible member of the crew **must**:

1. Immediately contact the Emergency Services (Dial 999) giving the following details:

- Caller's Name and Name of vessel
- Berth / Location
- Number of crew, passengers, visitors on board
- Type of Incident
- Main hazard (toxic vapour/fumes/fire/dangerous substances/weather/wind conditions/ etc)
- Casualties (if any)

Then inform

2. Associated British Ports Lowestoft Port Control **01502 572286**
Mobile **07816 963118** or **VHF 14** (24hrs)
3. ABP's Port Security if LPC is not available
 - Fish Market Port Security **01502 581492** or Mobile **07787 560870**

APPENDIX F

Contact Directory

Details contained in the ABP Lowestoft Emergency Directory