



Port Emergency and Business Continuity Plan Southampton

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Owner: Ben Toomer

Document Control

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Version History

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1 INTRODUCTION

This is ABP's Emergency and Business Continuity Plan or EBCP for the Port of SOUTHAMPTON.

The plan is a secure document and carries an OFFICIAL marking meaning it should be held, processed, transmitted or transported, and destroyed with discretion, in order to avoid unauthorised access. Copies should be kept to a minimum. It should not be shared beyond persons or responding agencies that feature within the plan unless authorised by the document owner.

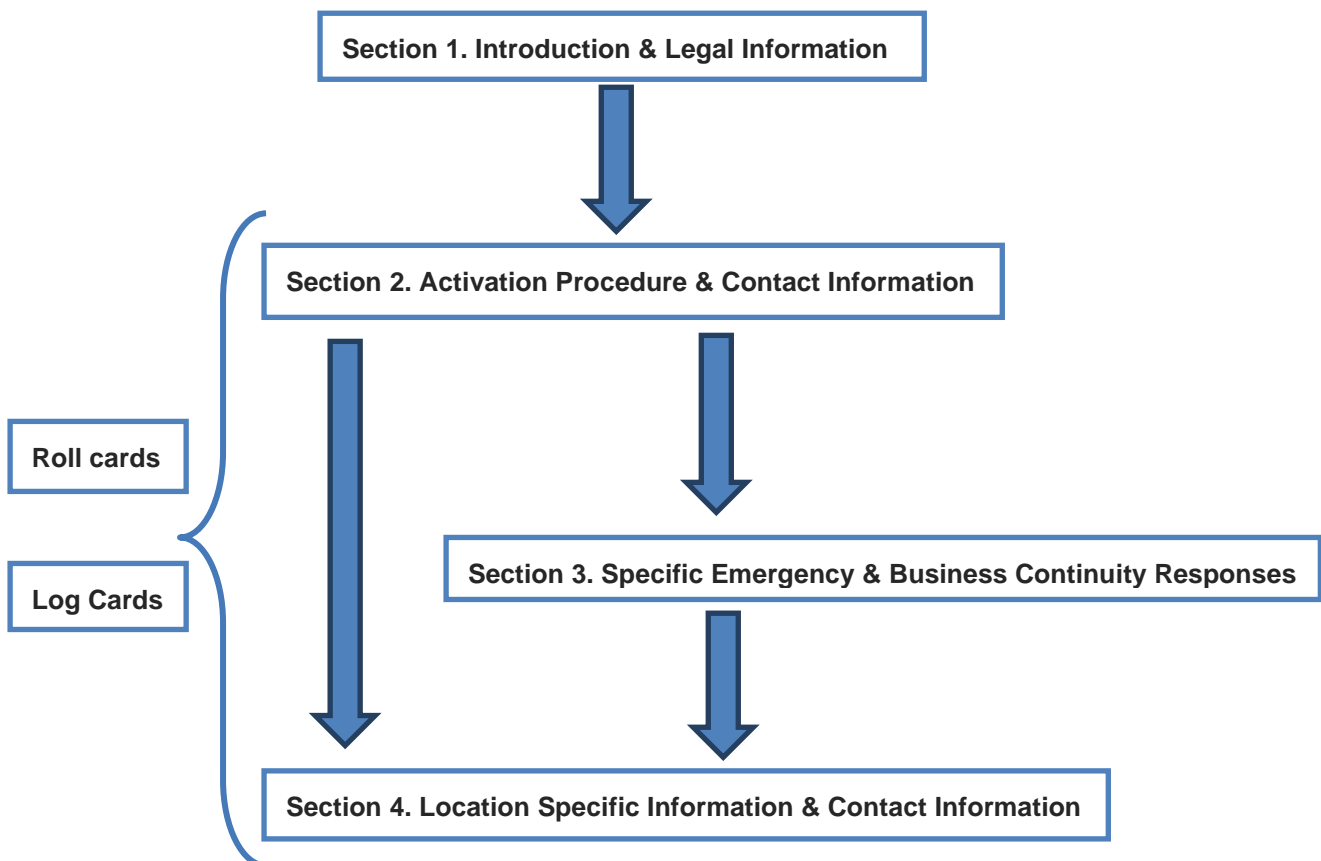
To remain effective, the EBCP must be updated upon significant changes and as a minimum annually.

Employees named in this plan must keep their copy of the plan (all relevant pages) and any associated or supporting material off-site and at a secure onsite location.

The fact that 999 has been dialled does not itself require the EBCP to be activated.

If the port EBCP is not activated, information in this document can still be used to deal with an ongoing incident.

1.1 How to use the plan



1.2 ABP's Legal Obligations

Legal Obligations

In the event of an incident within the limits of the ports geographical areas of responsibility, ABP must specify means for raising the alarm, summoning assistance and establishing the role of organisations involved in order to coordinate 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 for ABP as harbour authority to prepare an Emergency Plan in relation to dangerous goods under Section 10 of The Dangerous Goods in Harbour Areas Regulations 2016 (which replaced Section 26 of The Dangerous Substances in Harbour Areas Regulations 1987): The provision states:.

Preparation of emergency plans by harbour authorities

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.

(2) In preparing the emergency plan the harbour authority must consult—

(a) the emergency services; and

(b) any other bodies which appear to it to be appropriate.

(3) Where the harbour authority's harbour area abuts the harbour area of another harbour authority the emergency plan must in addition be agreed by both harbour authorities.

(4) The harbour authority must review the emergency plan periodically, having consulted with the parties listed in paragraph (2), and where relevant paragraph (3)."

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). 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.

ABP, as a harbour authority, is a Category 2 responder in the Civil Contingencies Act 2004 and as such has certain duties (including an obligation to cooperate and share information with other responders) and will, if a situation demands, comply with guidance issued by a Minister of the Crown.

Statement of Intent

It is not the intention of this Emergency Plan to take the place of any major disaster or other major incident arrangements made by the emergency services or the local authority.

The purpose of the Emergency Plan is to ensure that the alarm is raised without delay, the early provision of pertinent information and the control and direction of personnel and other resources available at the port with those of the emergency services in order to provide a co-ordinated plan of action.

All emergencies that may be considered likely within our harbour authority and adjacent sites have been considered. The procedures in many cases overlap or complement the procedures of other bodies, authorities, and emergency services.

ABP will manage potential major accident hazards in accordance with legislation and best practice within the industry and ensure the health and safety of employees and other persons on site is not put at risk during any response actions taken.

2 ACTIVATION OF THE PORT EMERGENCY PLAN

2.1 Major Incident Definition

****This definition should be used with the activation flowchart to determine if the Port Emergency and Business Continuity Plan should be activated.****

Definition

The Civil Contingencies Act 2004 characterises a Major Incident as a serious disruption of life, which causes or threatens:

- a. Death or injury to numbers of people and/or
- b. Extensive damage to property and/or
- c. Contamination of the environment

on a scale beyond the capacity of public services under normal conditions and potentially requiring the special mobilisation and organisation including emergency services.

Such situations may be further characterised by the need to:

- a. Rescue and transport large number of casualties
- b. Directly or indirectly involve large numbers of people
- c. Handle a large number of enquiries from the public and or news media usually to the Police
- d. Combine the resources of the three emergency services in large-scale response
- e. Mobilise and coordinate 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

Any officer of any emergency service, who considers that any of the above defined criteria have been met, may declare a Major Incident.

Any ABP port may also declare a Major Incident on their own premises. Although ABP may decide to respond to a particular emergency, it does not necessarily mean that the emergency services regard it as a Major Incident.

What is considered to be a major incident to one emergency service may not be so to another, and each 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 individual emergency service activates its Major Incident Plan, then the others may decide to activate their own plans to facilitate effective liaison.

Investigation

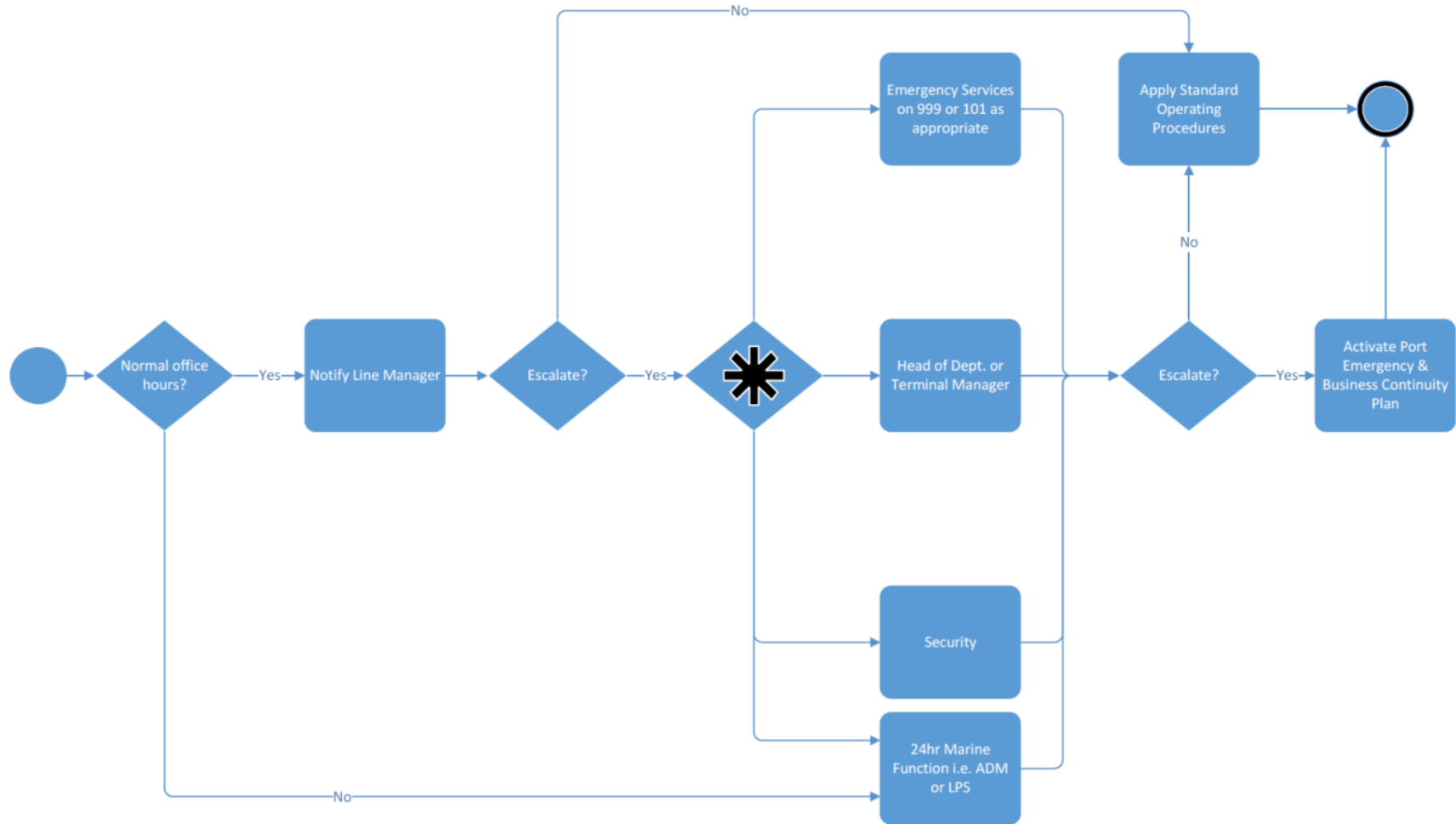
All major incidents occurring in ports must initially be considered as crime scenes until established otherwise. Following receipt of clearance from the Police, the incident will be investigated by a Major Incident Investigation Team appointed by ABP's Head Office.

Rehabilitation

The decision to return to the incident area will be taken by the Main Controller after consultation with the Port Director, Senior Police Officer, Senior Fire Officers and, if necessary, the Health and Safety Executive and other appropriate authority or organisation.

2.2 Activation of Port Emergency Plan – Flowchart

This flowchart should be used with the major incident definition to determine if the Port Emergency and Business Continuity Plan should be activated.



2.3 INCIDENT RESPONSE

2.3.1 The purpose of this plan is to provide details of the ABP arrangements for an integrated response to a given incident or incidents, of such scale and complexity that they are deemed to be emergency or non-routine incidents. Such incidents may involve a co-ordinated response with the Emergency Services and other organisations. The plan may be implemented in whole or in part depending upon the nature and scale of the particular incident/ emergency and may require the establishing of an Emergency Control Centre.

2.3.2 The plan gives information on means of raising the alarm, summoning assistance, and establishes the role of those organisations involved in order to co-ordinate the activities necessary to safeguard life, property and the environment. Additional information is provided for key individuals who have a critical role to play in the resolution of any emergency.

2.3.3 When dealing with incidents, these are divided into **Major Incidents** and **Routine Incidents**. Major Incidents must use the full ABP Business Response Emergency procedures and Business Continuity Plan. Routine Incidents use local procedures, following BCP principles.

Major Incidents

- Major Fire or Explosion
- Pandemic or Disease
- Multiple Loss of Life
- Act or Threat of Terrorism
- Flood
- Port Severe Flooding
- Power Outage
- Toxic Spill or Release

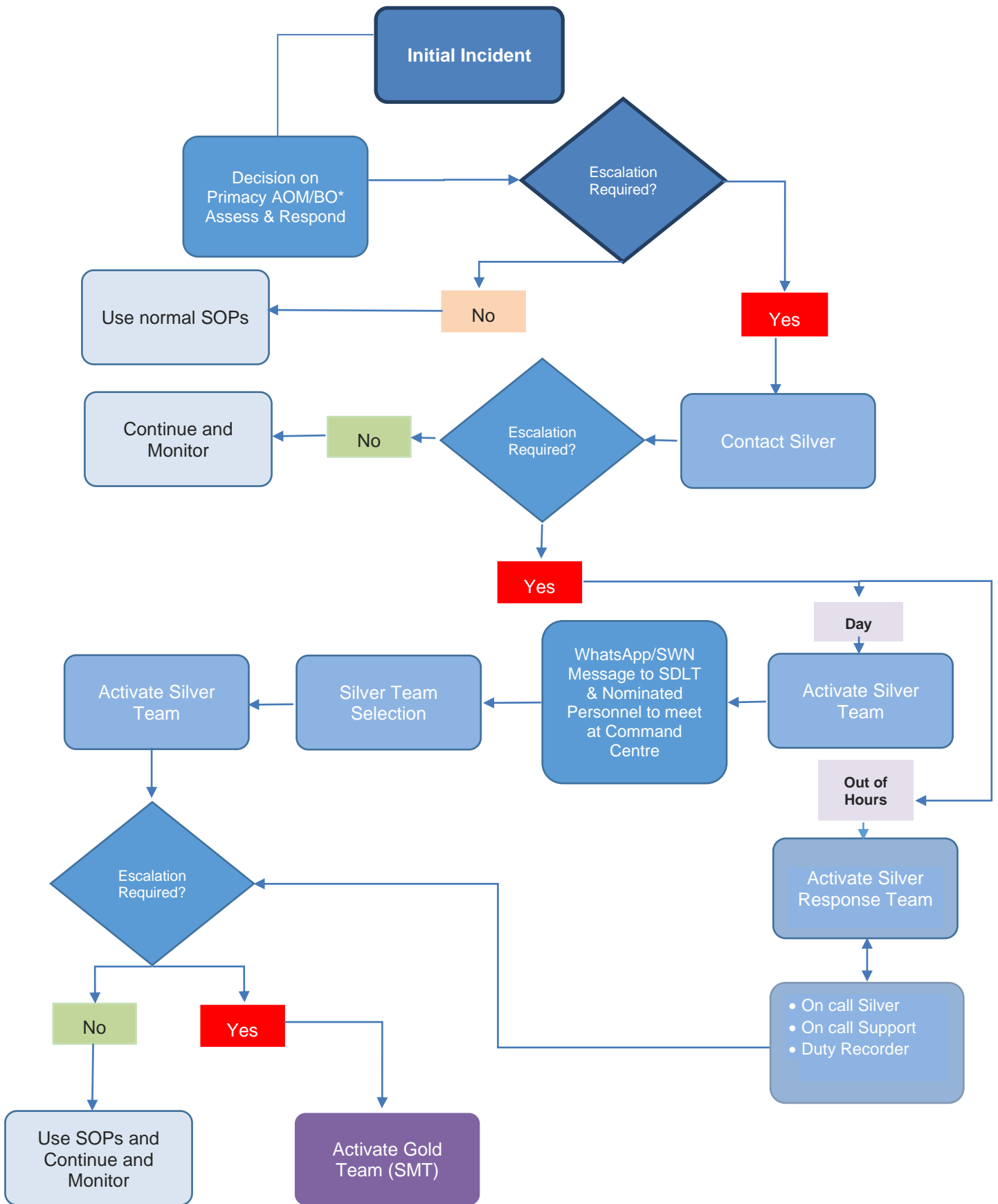
Routine Incidents

- Fatal Incident
- Road Traffic Incident (No loss of life)
- Train Derailment
- Loss of Critical Plant or Equipment
- Theft & Criminal Damage
- Person in Water

2.3.4 ABP Southampton maintains a comprehensive list of on-call staff and others who could be called upon to assist in the event of emergencies. Communication methods include a range of fixed and mobile telephone systems and portable radios held by engineering and security teams.

2.3.5 Departmental Heads are responsible for coordinating the activities of those staff, ensuring they maintain and publish on-call rosters.

2.4 ABP SOUTHAMPTON EMERGENCY FLOW DIAGRAM



2.4.1 Incident Controller (BRONZE)

The duty Assistant Operations Manager (AOM) will be the primary Incident Controller for land based incidents. The Berthing Officer (BO) will be the Incident Controller for marine incidents. Where the incident involves marine and land, the AOM and BO will review the incident and the most appropriate person will assume the role. Where the incident is at a cruise terminal and a Cruise Manager is present they may take the role of incident controller. In the absence of AOM, BO, or Cruise Manager the VTS Watch Manager will assume the role of Incident Controller. Their role is to take initial action as detailed in the Emergency and Business Continuity Plan and escalate matters as required.

- The Incident Controller role should be conducted by the first notified Supervisor/Line Manager, who should stay in the role until told otherwise.
- Incidents may develop quickly and consequently, in the absence of a Supervisor/Line Manager, any member of staff present at the incident may be required to accept the role.
- The Incident Controller does not need to be a member of the management team, although this is preferable
- The Incident Controller will form part of, and lead, the Bronze Team
- **Follow the Incident Role Card (Located in the Annex and all Grab Bags)**

2.4.2 Main Controller (SILVER)

- The Main Controller role should be conducted by the first notified Head of Department who should stay in the role until told otherwise.
- The Main Controller must be a member of the management team. (A list of managers who are to be contacted in the event of an incident is provided below.)
- The Main Controller will form part of, and lead the Silver Team, until told otherwise.
- **Follow the Main Controller Role Card (Located in the Annex)**

2.4.3 Critical Information for Emergency Services - METHANE

- Major incident declared? (Emergency Plan Activated?)
- Exact location of the incident and the Emergency Command Centre
- Type of incident
- Hazards present or suspected
- Access routes to the site
- Number, type and severity of casualties
- Emergency services required, and those already present

2.5 Activation of Emergency Plan

Once the Port Emergency Plan has been activated, a clear message should be sent out to all required responders:

‘THE PORT EMERGENCY PLAN HAS BEEN ACTIVATED’

Once activated confirm the following:

- The emergency services have been alerted
- A log has been started using log records located in Annex 2
- The appropriate staff who will form the necessary teams have been summoned – information and phone numbers can be found in section 2.8 below.

****Continue to apply the Emergency and Business Continuity Plan****

2.6 Forming Response Teams

2.6.1 For any major incident, which deems the EBCP to be activated, the following teams will be mobilised in response to circumstance and need:

- CMT – Crisis Management Team (Head Office)
- Gold Team, – Strategic Management Team (SMT)
- Silver Team – Tactical Management Team (TMT) (Main Controller leads/joins)
- Bronze Team – Operational Recovery (Incident Controller leads/joins)

The Bronze Team should be formed of any member of staff not within the Silver Team or Gold Team that is critical to the response and recovery of the incident.

2.6.2 Formation of the Silver Team, Gold Team and CMT should take places as detailed below:

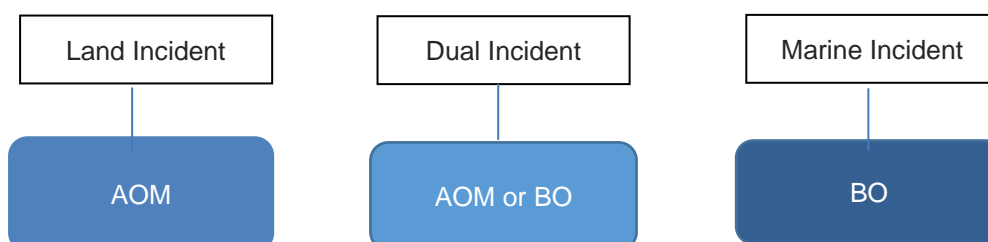
- Teams should have as few members as possible
- Each activated team must have a minimum of:
 - Leader (Main Controller for the Silver Team, until told otherwise)
 - Support
 - Log Keeper
 - Communications
- Other members may be activated as required
- It is the responsibility of the Leader to decide which members are required.
- Roles should go to pre-assigned named individuals
- Competent alternatives may be assigned if necessary
- **Each team member must follow the relevant role cards**

2.7 INITIAL ALERT

2.7.1 The initial alert may arise as a result of:-

- a) an unplanned or unwelcome incident occurring without warning, which because of the nature and/or scale of the event is such that it is clear that the Emergency Plan should be activated or,
- b) a routine day to day emergency related incident, which develops from its initial small scale nature to such an extent that the activation of the Emergency Plan is necessary to cater for the response.

2.7.2 Incident Controller Flow diagram



2.7.3 Tactical Team Leader (TMT - SILVER) - General Manager (Landside Operations)

This role will normally be undertaken by the General Manager Service Delivery, or in his absence the Regional Security Manager, or Regional Safety Manager. They are responsible for operational control of the ABP response.

2.7.4 Main Controller (SILVER)

- The Main Controller role should be conducted by the first notified Head of Department or Manager, who should stay in the role until told otherwise.
- The Main Controller must be a member of the management team. (A list of managers who are to be contacted in the event of an incident is provided below.)
- The Main Controller will form part of, and lead the Silver Team, until told otherwise.
- Follow the Main Controller Role Card

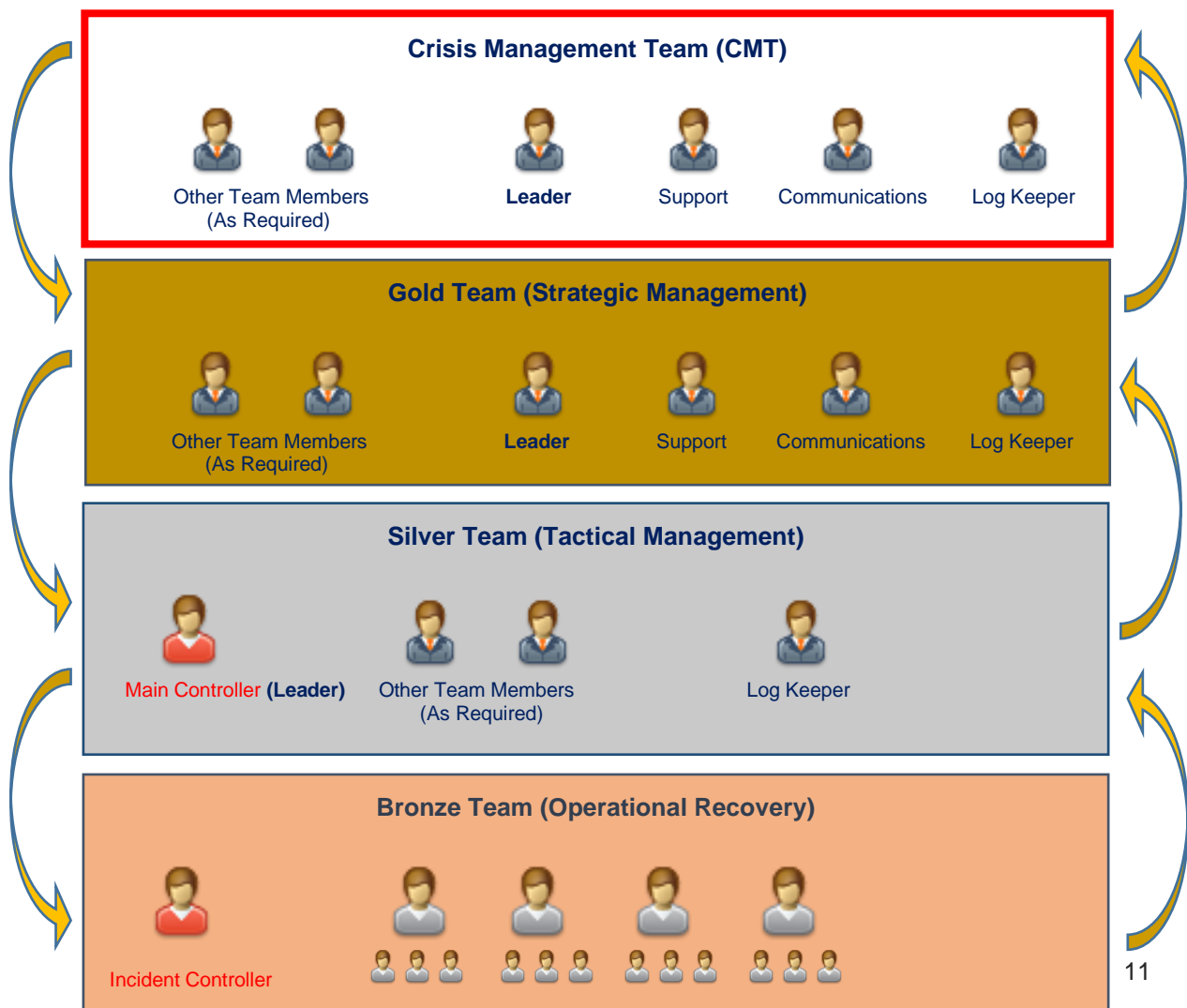
2.7.5 Strategic Management Team (SMT-GOLD) Leader - Port Director

In the event that an Emergency is of such magnitude that a strategic Co-ordination Centre is required, the primary role of the Port Director or his nominee will be to assume the role of Strategic Manager representation within the Strategic Co-ordination Centre often located at either Hampshire Constabulary Support Headquarters Netley, Hampshire and IOW Fire and Rescue Services HQ Eastleigh, or Southampton City Council City Depot Millbrook.

2.7.6 In the result of a Major Incident being declared, a decision will be made whether to instigate the full EBCP, including the roles and responsibilities of respective teams.

2.7.7 When the full Incident Control Procedures are utilised, the composition and requirements will be decided by the TMT Leader or Port Director.

2.7.8 Team Structures



2.8 INCIDENT CONTROL ROOM / COMMUNICATIONS

2.8.1 The primary incident Control Room will be the 2nd Floor meeting room of Ocean Gate. Telephone numbers can be found at the Annexes.

2.8.2 Updates and Situational Reports (SitReps) should be given whenever the situation changes, or at pre-determined time intervals. These will be set by the TMT lead.

2.8.3 Any meeting room with conference facilities can be utilised for this purpose. There is a designated Conference Call Line for ABP Southampton.

2.8.4 **Escalation to SMT** - Where the situation requires an escalation to SMT, the TMT is to contact the Duty Port Executive or Port Director directly.

2.9 Incident Escalation Response

2.10.1 Where an incident occurs the table below is to be used as a guide for escalation through the management team:

Category	Description/example	Escalation response
Safety	Serious Security Incident	1
Safety	Fire or other incident which results in denial of access or damage to any building or road	1
Safety	Serious accident involving anyone on site or serious near miss	1
Quality	Any damage to prestige type vehicle	1
Quality	Significant breach of security	1
Service	Unrecoverable (within shift) loss of critical asset	1
Service	Incident impacting port operations or could lead to media interest	1
Efficiency	ER issue resulting in suspension	1
Safety	Any other accident to anyone on site	2
Quality	Significant damage to any other vehicle type	2
Service	Significant customer complaint	2
Service	Significant delay (greater than 3hrs) to a cruise vessel	2
Service	Minor delay to cruise vessel	3
Quality	Minor damage to any other vehicle	3
Efficiency	Significant extra spend as a result of any of the above	3

Response

Category	Response
1	Call or text GM ASAP - Consider instigating Emergency Plan
2	Phone call, text or email GM within same shift
3	Update GM within 24hrs

2.10 EVACUATION

2.11.1 The need to make arrangements for the evacuation of persons from areas affected by the Emergency must be given serious consideration.

2.11.2 Depending on the nature of the incident it may initially be appropriate to commence an evacuation of buildings using existing standard alarm procedures for fire, bomb alert etc, and to group staff together in the pre-assigned assembly points, before directing them to a place of safety away from the scene. Building emergency plans must ensure that all staff can be accounted for in the face of an emergency.

2.11.3 In cases of security incidents consideration must always be given to whether evacuation is a safe option, given that terrorist groups often plan to target secondary muster points. In these cases "Invacuation" should also be considered.

2.11.4 In other, more exposed areas of the Port, there will be a need to alert and evacuate staff who may be at risk from the emergency and who may not be contactable individually by phone/radio etc. Staff and others will be alerted by appropriate means. Remember it may not be safe to send in other staff to alert them or to use radios or phones in some environments. Staff alerted in this way should report to their preassigned assembly point so that they can be accounted for, before a decision is made as to whether they should leave the port or move elsewhere.

2.11.5 The Incident Controller will need to take the advice of the senior officer Fire & Rescue Service when considering these issues and ensure appropriate transport is available to move persons if necessary.

2.11.6 Outside the port perimeter, the evacuation or otherwise of properties in an affected area during an incident is an operational decision for the police, as is the responsibility for notifying the evacuees, accounting for the people in the evacuated area and the selection.

2.11 ENVIRONMENTAL CONSIDERATIONS

2.12.1 **Drainage** - The Port of Southampton predominately features surface water drainage infrastructure which flows directly into the Rivers Test and Itchen. It should be assumed that all drains carry only surface water and are not equipped with shut-off valves or penstocks unless it is established otherwise by reference to copies of the Drainage Infrastructure Plans, which are retained with ABP copies of this Emergency Plan and the ABP Engineering Department. There are a number of interceptor units at some terminals and compounds within the Port Estate. Foul drainage infrastructure is limited and connects to Southern Water's area network.

2.12.2 **Pollution Prevention Materials** – strategic locations including Dock Gates and next to fuel tanks. Additional materials stored at Maintenance Unit within the Western Docks. Specialist clean-up companies, dependent on the extent of the incident, would have to be contacted to assist with any potential pollution.

2.12.3 **Incident Reporting** – Any environmental based incident must be reported to the appropriate authority and recorded on the ABP incident management system.

2.12 RECORD KEEPING

2.13.1 The need to maintain accurate records and logs of all matters pertaining to any emergency is paramount.

2.13.2 The actions of those involved in the handling of any such incident or other significant emergency, often become the subject of intense scrutiny at subsequent public enquiry, inquest, criminal or civil proceedings. Records are crucial in assisting with any examination of the facts.

2.13.3 Good record-keeping serves a further purpose, whether or not there is a formal inquiry. It allows lessons to be identified and made more widely available for the benefit of those who might be involved in future emergencies. It assists in focussing the debriefing processes whereby lessons that emerge directly drive the future planning process and thus improve the ability of the company to respond. As a result there may be a revision of plans, procedures and training, strengthening of liaison with other agencies, and the devising of targeted exercises to test alternative approaches.

2.13.4 Records of matters relating to any significant emergencies or incidents must be recorded, retained, signed, and dated by the person making them. As far as is practicable, those records should be made at the time whilst the matter to which they refer is fresh in the mind. Where a senior manager is responsible for making a key decision within the incident management process, it is imperative that the decision, together with the range of options and the rationale behind the decision is recorded in an appropriate decision log book.

2.13.5 Where decisions or issues are recorded on portable recording machines, consideration must be given to retaining the tape or recorded media in case it is later required. Where this is not easily achievable, the information should be transcribed into a written form and retained with the relevant papers. Such records should be signed and dated by the originator with a note indicating that they have been transcribed and the reason for doing so and whether or where the original recording is held.

2.13.6 All documents relating to the emergency must be forwarded in the first instance to the Head of Safety and Security Co-ordinator at the conclusion of the incident to which they refer.

EVIDENCE

2.14.1 All material, documents and photographs obtained as a result of initial or subsequent investigations can be used as evidence at subsequent criminal, civil or disciplinary procedures. As such, any action conducted, or item/material obtained during the course of an incident or investigation must be logged and protected after seizure to maintain evidential continuity. All material is to be kept secure by the person identifying or producing the article and it must be kept in a suitable locked container throughout.

2.14.2 Photographs provide compelling evidence and their use should always be considered. When photographs are taken, the images should not be digitally altered and must be transferred to a permanent media storage device (CD, DVD, SD Card, etc.) as soon as reasonably practicable. These images are then to be kept secure along with all other evidence.

2.14.3 When evidence is handed to the police or other relevant authority, the transfer of this material is to be recorded and a signature obtained from the receiving party.

2.14.4 CCTV should only be handed to the police, other authority or third party on receipt of a valid DPA Request Form or formal Subject Access Request (SAR), as appropriate.

2.13 ABP (SOUTHAMPTON) PORT EMERGENCY CONTACTS

Southampton VTS can be contacted 24/7 on 02380 608208

Port security can be contacted 24/7 on 07732 602420

3 SPECIFIC EMERGENCY AND BUSINESS CONTINUITY RESPONSES

This section contains Specific Emergency and Business Continuity Responses that has been restricted to Bronze, Silver and Gold commanders.