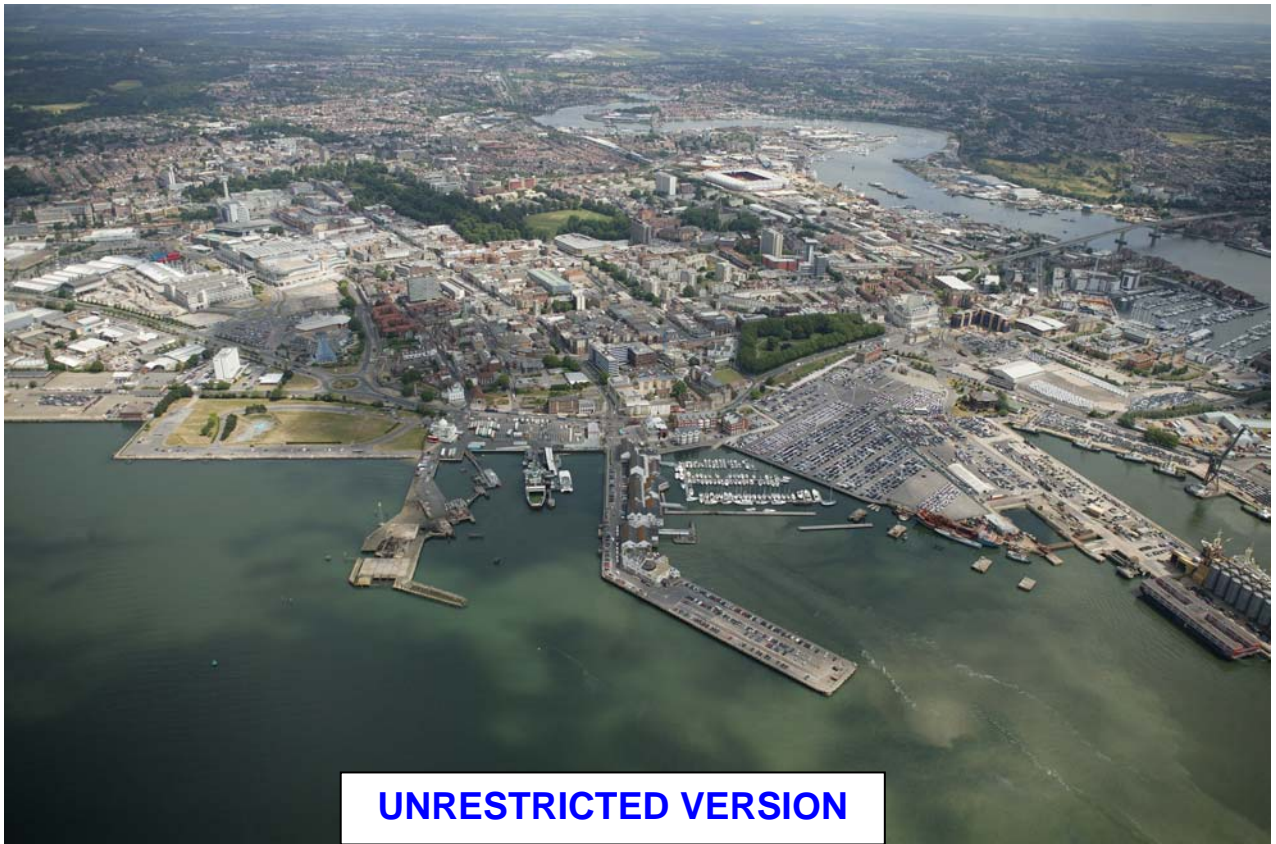


ABP Port of Southampton LANDSIDE EMERGENCY PLAN



Prepared by The Security Team, ABP Port of Southampton in line with the guidance contained within the Civil Contingencies Act 2004.

If an incident has occurred or may be about to occur, which requires this plan to be activated, and you have not read the plan

DO NOT READ IT NOW!

Find the Actioncard in **Appendix 7 pertaining to your role and follow the instructions thereon.**

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Distribution List

Copies of this plan marked “Restricted” will contain personal telephone numbers and data. Copies are provided for use in emergencies and when not required must be kept securely where they cannot be accessed by unauthorised persons.

Name/Organisation	CD Format	Paper Format	Copy Number(s)
Internal Distribution (Restricted)			
Port Director			
Harbour Master			
Deputy Harbour Master			
Assistant Harbour Master			
Duty VTS Officer			
Senior Marine Officer			
Duty Berthing Officer			
Marine Officer (Patrol)			
Public Relations			
Head of Safety & Group Security Co-ordinator.			
Deputy Port Manager			
Assistant Port Manager			
Engineer Manager			
Dock Gate 4			
Dock Gate 10			
Dock Gate 20			
Marine Response Centre (MRC) x 3 copies			
Safety Manager Southampton Container Terminal Ltd (SCT)			
Security Officer's x 4 copies.			
ABP Head of Operations			
External Distribution (Restricted)			
South Central Ambulance Service			
Hampshire Constabulary, Winchester			
Hampshire Fire and Rescue Service			
Maritime & Coastguard Agency , Solent Coastguard, Lee on Solent			
Maritime & Coastguard Agency, Southampton			
Port Health Authority			
Southampton City Council - Emergency Planning Officer			

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1 Background

1.1. Purpose

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.

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.

Southampton Container Terminal Limited (SCT) will assume responsibilities for shore based incidents within their located area, maintaining close liaison with VTS Centre and Port Security.

For the purpose of this plan, landside emergency or non routine incidents includes all forms of landside Health and Safety and Environmental emergencies.

Responsibility.

Nothing in this plan shall relieve any person or organisation from any statutory obligation or responsibility.

Throughout this plan, the term “the Act” refers to the Civil Contingencies Act 2004 and “the Regulations” refer to the Civil Contingencies Act 2004 (Contingency Planning) Regulations 2005 unless stated otherwise.

1.2. Format

This plan follows the template provided in the Government publication “Emergency Preparedness” (2005). In addition to general information, it sets out details of management and control; activation and actions to be taken by key staff in the event of a Port Landside emergency. There follows a set of appendices covering additional, more specific information. It should be noted that Appendix 1 is not available within the unrestricted version of this plan due to the personal information it contains.

1.3. Scope

It is not intended that this plan will be activated for every single emergency, which may occur within the port area. This plan is not meant to be exhaustive in detail, nor is it meant to be full operational procedures manual. More detailed sources of advice and guidance on emergency incident related subjects are available and are referenced where appropriate.

However it may be activated when:-

A bomb threat, collapse of a building, serious toxic or flammable vapour emission, fire, terrorist attack or major incident occurs, or some other emergency reaches a point where it becomes non-routine by virtue of the nature, scale, casualties, environmental or community impact which may occur, and/or exceeds the capability of individual business units to manage and respond to it, and where there is a requirement to ensure a co-ordinated and integrated response; or

A request is made by one or more of the Emergency Services to activate the procedures contained within.

1.4. Ownership ABP Associated British Ports Southampton

The plan is prepared and owned by Associated British Ports Southampton under the following:

- **Work Area**: Port Security
- **Corporate Ownership**: The Port Director will have overall responsibility for ownership of this plan.
- **Department**: The Safety and Security Department is responsible for producing the Landside Emergency Plan and ensuring it is regularly exercised and updated.

1.5. Related Documentation

Whilst this Landside Emergency Plan must be generic in its approach, a range of other internal and external plans exist which may be implemented in support. These include:

- Port Asbestos Plan
- Sotonsafe

and external agencies plans, such as:

- SCC Major Incident Plan
- City Centre Evacuation Plan- Hampshire Police
- Solfire Plan – Solent Marine Incident
- Oil and Chemical Pollution Plan - SCC
- FOSPlan – Fawley off-site emergency plan
- Operation Stack, Southampton - Highways Agency
- Operation Gridlock – Highways Agency

1.6. Empowering Legislation

Associated British Ports – Southampton is defined as a Category 2 Responder under the terms of The Civil Contingencies Act because of its position as a “Relevant Harbour Authority”. Other agencies and utilities that are also likely to be heavily involved in some emergencies are also designated as Category 2 Responders. These include transport, gas, electricity, and water distributors, railway operators, airports and other transport operators.

The Emergency Services, Local Authorities and Health organisations are designated as Category 1 Responders with a duty to plan for and respond to major emergencies.

The Act brings both Category 1 and 2 Responders within its framework to ensure greater consistency and co-operation at the local level.

Although Category 2 Responders have fewer responsibilities under the Act than Category 1 Responders, the Government requires them to recognise the clear intention of the Act and that they should play a part in civil protection at the local level and respond to reasonable requests. The Government also consider it crucial that the planning arrangements of Category 2 Responders be understood by the Category 1 Responders and vice versa and that there be a free flow of information between them.

This plan has been prepared to provide consistency with plans held by the Emergency Services and others, to provide information to ABP staff and to assist Category 1 Responders to deliver their functions so far as necessary or desirable for the purpose of preventing the emergency, reducing, controlling or mitigating its effects or taking other action in connection with it.

1.7. Additional Information

This Landside Emergency Plan is a generic plan written to cover most eventualities and consequently is fairly general in approach. The procedures within it may be adapted to suit the situation. Although responding to a landside emergency incident may be unfamiliar to individual ABP staff, an overriding principle is that no one is expected to carry out work beyond their experience and capabilities. Tasks are allotted accordingly. For example, those with high level management positions will be responsible for managing the strategy for dealing with the incident (known as Gold). Key identified individuals will assume the role of tactical or Incident Commanders (known as Silver) while others with engineering, specialist and security staff provide technical support and carry out the tasks assigned by "Silver". In this they assume the role of "Bronze". (*More information on the Command & Control aspects of managing an incident can be found elsewhere in this plan*) Staff will be expected to do their normal jobs but in very abnormal circumstances.

Those staff who may be called upon to assist in the event of a Landside Emergency Incident should retain the respective documents at home (or in their locked car) for use out of office hours with an ability to access them electronically where practicable.

Generally a plan is no more than a comprehensive internal and external directory of contact points and service availability. Its use is flexible in that it is a reference document for any type of incident. It is a back up plan to those local procedures held by various departments, organisations or companies within the port area but also sets out a framework for establishing a full Emergency Control Centre for dealing with those more serious incidents which may occur and to assist the emergency services called to resolve the crisis.

Reference to Part 7, *Roles and Responsibilities*, will give an indication of the many and varied organisations who may have a part to play in the response to a major incident. In order to make best use of the staff and material resources of so many organisations; it is essential that their efforts are co-ordinated and combined to provide an integrated response. This is achieved by having knowledge of each other's roles and functions and through joint planning, training and exercising, and command and control structures in responding to such incidents (See Section 2.5).

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2 Objectives and Definitions

2.1. Objectives

The aim of this plan is to make provision for an effective response by ABP staff to a Landside Emergency incident, and to support the full time emergency services when they attend, by: -

- (i) setting out the arrangements for placing ABP staff on a response footing, including the staff call out procedures;
- (ii) identifying roles and responsibilities in the response arrangements;
- (iii) identifying staff to fill those roles and responsibilities;
- (iv) setting out the 24 hour contact telephone numbers for all staff and organisations. *(not in unrestricted version of the document)*

2.2. Key Definitions

‘Landside Emergency or non routine incident’

For the purpose of this plan, Landside emergency or non-routine incidents, include all forms of Landside Health and Safety, Security, and Environmental Emergencies.

ABP Authorised Officer

An “Authorised Officer” is any ABP full time member of staff listed within Appendix 1C.

Duty Security Inspector

The “Duty Security Inspector” is the on-duty security supervisor contactable on the 24/7 mobile phone number.

ABP Incident Controller

The initial ABP Incident Controller will be a person performing one of the above roles.

Duty Officer Marine (VTSO)

An officer performing the role of the Duty Marine Officer

‘Emergency’ (or ‘Major Incident’)

Section 1 of the Civil Contingencies Act 2004 (the Act), defines an ‘emergency’ as:-

- (a) an event or situation which threatens serious damage to human welfare in a place in the Port of Southampton ,
- (b) an event or situation which threatens serious damage to the environment of a place in the Port of Southampton, or
- (c) war, or terrorism, which threatens serious damage to the security of the Port of Southampton

The term “emergency” is used throughout this plan to encompass all disruptive challenges that require the use of assets beyond the scope of normal operations and require a special deployment. The term “Major Incident” is commonly used by the emergency services to describe events or situations which generate a pre-determined level of response from all blue light services and which will invariably constitute an emergency as defined in the Act. This is the threshold of event or situation that will initiate a response under their major incident plans. These terms refer to the same threshold and are essentially interchangeable. It should be noted though, that a Landside Emergency or non-routine incident as described by ABP may not necessarily amount to a Major Incident or emergency as defined above. Clear communication of information is therefore vital to avoid confusion at an early stage of an incident.

Category 1 Responders

Under the Act, Category 1 Responders are those main organisations involved in most emergencies at a local level. These include the emergency services (Police, Fire, Ambulance and Coastguard), the Council, the local Primary Care Trust, other health agencies and the Environment Agency.

Category 2 Responders

Under the Act, Category 2 Responders are those others likely to be heavily involved in some emergencies. These include, utility companies, transport companies, port operators, Health and Safety Executive, etc. ABP Southampton is a Category 2 Responder.

2.3. Primary Divisions of Responsibility

The division of responsibility between agencies in response to a Landside Emergency incident is one of the most important aspects of incident management. During an emergency affecting the port, the harbour authority will retain control of its operations and has to meet its obligations as prescribed by the Secretary of State. However the nature and scale of particular incidents means that Police will normally co-ordinate operations at the scene of an incident unless other arrangements are agreed at the time. The police will request assistance from any appropriate source, including ABP. The Local Authority, and/or other agencies and organisations, according to the scale of the incident.

Where a response from more than one agency is required the division of responsibility between agencies is predetermined and is set out later within Part 7 '*Roles and Responsibilities*'.

2.4. Phases of a Landside Emergency Incident

In general a Landside Emergency Incident will, at some time, pass through some or all of the following phases:

Phase 1 - Immediate Response (ABP and Emergency Services)

Attendance at the scene by ABP response teams and the full time emergency services, initial actions and assessments.

Phase 2 - Immediate Response (Supporting Agencies)

Initial/Early assistance from organisations and agencies such as the local authority or specialist companies, at the request of the emergency services.

Phase 3 - Full Response (All Agencies)

Employment of wider resources to augment those of the local responders directly involved.

Throughout phases 1 - 3 the objectives of the response, in order of priority are:

- (i) The safety and welfare of the people.
- (ii) To limit damage to property.
- (iii) To minimise disruption of life to the community.

Phase 4 - Clear Up/Return to Normality (Remediation)

Action by all concerned to:

- (i) Re-establish normal conditions.
- (ii) Investigate the causes and circumstances of the incident.
- (iii) Recommend ways to reduce, if possible, the risks of similar emergencies occurring
- (iv) Improve the effectiveness of emergency operation.

2.5. Command Control and Co-ordination

In order to achieve a combined and co-ordinated response to a significant emergency incident the capabilities of ABP staff must be closely linked to the emergency services, local authorities and other agencies. A national structure has been agreed and adopted which ensures that all involved parties understand their role in the combined response and how management arrangements inter-relate.

The management framework, which has been established, embodies the same principles irrespective of the cause or nature of the incident, but remains flexible to individual circumstances. This framework:

- (a) Allows each agency to tailor its plans to interface with the plans of others.
- (b) Ensures all parties involved understand their role in the combined response.
- (c) Explains how management arrangements relate to each other.
- (d) Retains flexibility of option to suit local circumstances.

The management of the response can be divided into three levels – **Operational (Bronze)**, **Tactical (Silver)** and **Strategic (Gold)**. The requirement to implement one or more of these management levels will be very dependent on the nature of the incident but normally incidents will be handled at the **Operational** level, only moving on to the **Tactical** and finally the **Strategic** level should this prove necessary. In a case which is such that it becomes a “national” emergency the Cabinet Office Briefing Room (COBR) may be convened, and will liaise with those in the Chief Constable’s strategic command. (Gold Command)

In summation, a Bronze Control is invariably situated close to the incident and co-ordinates response activity and inter-agency provision of services at the scene(s). Depending on the nature of the incident this may be led by the senior fire officer on scene or senior police officer present supported by those within ABP with the local expertise and knowledge. A Silver Control may be set up at Ocean Gate and will co-ordinate provision of resources and other tactical requirements. The Local Police will lead an inter-agency group in liaison with the ABP Main Controller. If the nature of the event is so significant that the strategic level of command (Gold) is necessary it will invariably be established at the police training and support headquarters at Netley within which an inter-agency Command Team will be established led by the Chief Constable or his/her nominee and senior director of ABP together with a small support team. They will be responsible for ensuring the strategic framework within which the response to the emergency will be set effective ongoing overall related capabilities. In the most severe of emergencies the Government liaison team will liaise between COBR and GOLD.

Full details of the Gold/Silver/Bronze command and control structure can be seen in Chapter 4 of 'Emergency Response and Recovery' published by HM Government.

See <http://www.ukresilience.info/upload/assets/www.ukresilience.info/emergresponse.pdf>

Within each of the three tiers of command and control, the senior or lead officer will maintain a major incident log book showing relevant information, assessment, decisions, actions and outcomes.

Key personnel involved in the response to an incident will need to maintain a log of decisions and their rationale, messages received and actions taken, to be added to other information in connection with the incident, which may later be needed as evidence.(See also Part 5 - Response, and Part 7 - Roles and Responsibilities)

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3 Organisational Structure - ABP

3.1. Profile

Southampton is one of the UK's busiest and most successful deep-water ports handling in excess of 37 million tonnes of cargo annually – six percent of the UK's entire sea borne trade. Its natural deep-water harbour and unique double tide allow unrestricted access for the world's largest vessels and can handle virtually any type of cargo.

Southampton is the UK's leading vehicle-handling port, and has long been the UK's principal cruise port. It is also a major handler of liquid and dry bulks and containers, and almost half of the UK's containerised trade with the whole of the Far East is handled at this port. Over 24 million tonnes of oil and petroleum-related products are handled at the nearby oil refineries of Esso Fawley, and BP Hamble, each year.

Southampton has motorway connections linking the port to London and the rest of the UK, full rail connections, with many trades handled by specialised rail carriages, specialist facilities dedicated to handling particular trades, and spacious covered accommodation and extensive open areas. 25 quayside cranes of up to 35 tonnes' capacity and numerous specialist port-service companies

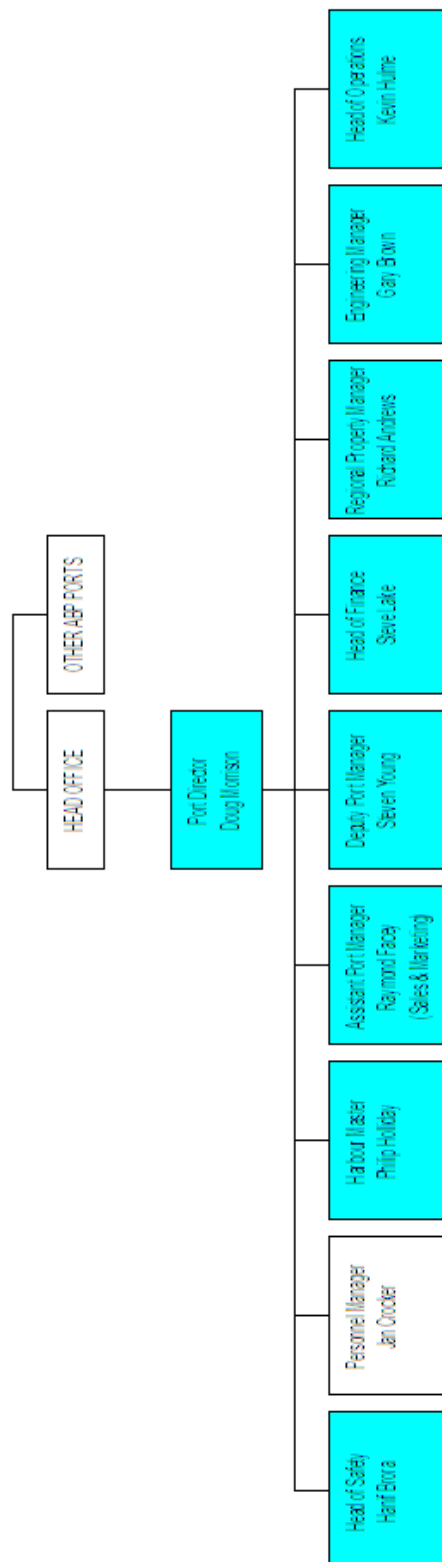
The port is widely recognised as the capital of the country's cruise industry welcoming over 700,000 passengers each year and was awarded the highly prestigious best world port award for ' Turnaround Port Operations ' at the Miami Cruise Conference.

There are several cruise terminals within the Port. In addition to the QE2 terminal there is the recently revamped City Cruise Terminal and a further terminal is expected to service the Carnival cruise operations in the coming months.

Details of the ABP Management Structure appear on the following page

3.2. ABP Organisational Chart

Associated British Ports Southampton (12)



4 Key Risks

4.1. Risk Assessment

Risk assessment is the first step in the emergency planning and business continuity planning processes. It ensures that plans are sound and proportionate to risks. There is a six-step process for risk assessment that reflects widely accepted good practice. It involves a cycle of identifying potential hazards within the local context, assessing the risks, and considering how those risks should be managed. All categories of responders can use these steps to assist their own planning. Category 1 responders particularly need to have an accurate and shared understanding of the risks that they face so that emergency planning has a sound foundation and is proportionate to the risks.

Hazards will be identified on the basis of experience, research or other information and they are likely to present consequences to which a special mobilisation by the Category 1 responder is required. Risk is assessed by way of a formula, which incorporates the likelihood of an event occurring, together with the impact and potential consequences should it occur.

The outcomes will drive and prioritise the emergency planning process for the future. Where appropriate, specific plans should be prepared to cater for the risks prioritised. Details of the six step risk assessment process can be seen at Part 4.2 in the HM Government publication 'Emergency Preparedness'

<http://www.ukresilience.gov.uk/upload/assets/www.ukresilience.info/emergprepfinal.pdf>

In respect of ABP Southampton the key risks identified (in no order of priority) after the risk assessment process are:

- Marine/Land pollution
- Industrial chemical release
- Building collapse
- Terrorist attack
- Major Road Traffic collision
- Bomb Threat
- Industrial explosion /Fire
- Rail Incident
- Targeted disruptive public protest
- Toxic vapour release
- CBRN release

However, this plan is generic by nature and can be applied to a range of emergencies where no specific plan exists and is, therefore, the foundation upon which the ABP Southampton response is built.

5 Response

5.1. Stand-By Arrangements

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

The Main Controller is responsible for co-ordinating the activities of those staff, ensuring training and maintaining and publishing on-call rotas.

5.2. Initial Alert

The initial alert may arise as a result of:-

- a spontaneous incident occurring without warning, which because of the nature and/or scale of the event is such that it is clear that the Landside Emergency Plan should be activated or,
- 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 Landside Emergency Plan is necessary to cater for the response.

Port Director – ABP Gold Command

In the event that a Landside 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 strategic (Gold) ABP representation within the Strategic Co-ordination Centre at Hampshire Constabulary Support Headquarters, Netley.

Main Controller- “Silver ABP” Head of Safety and Security Co-ordinator

This role will normally be undertaken by the Duty Harbour Master or Head of Safety & Group Security Co-ordinator. They are responsible for operational control of the ABP

element of the incident. They will coordinate the ABP Southampton tactical (Silver) response as Incident Controller within the Marine Response Centre at VTS or Ocean Gate as required. They will, in liaison with key staff, determine appropriate actions and responses, consider staffing levels and shift rotas, should it be anticipated that the incident response is likely to be required for a protracted period. They will also give early consideration to the availability and attendance of key contractors who support port operations.

ABP Incident Controller – “Bronze ABP”

This role will normally be undertaken by the Duty Berthing Officer and the Duty Security Inspector working together. They will take charge at the scene and assess the scale of the incident and decide whether a Landside Emergency exists or is likely to develop.

5.3. Communications

Telephones

Telephones, both land-line and mobile, and radio will invariably be the principal means of voice communications in most emergencies.

Fax

Fax facilities are available within the MRC to enable the passing of written messages.

E- Mail

E-Mail facilities are available in the MRC via the ABP computer system.

5.4. Casualties

Small numbers of casualties will be dealt with by the ambulance service who may implement a Triage Sieve and Triage Sort process to prioritise treatment and transport needs. Suitable locations will need to be identified for casualty clearing stations and ambulance loading points and access and egress routes defined to ensure the vehicles can make clear and unobstructed progress. Note that ambulances from the voluntary sector (Red Cross/ St. John etc) may also arrive having been called upon by the ambulance service, as well as private ambulance service providers.

Where numbers or the nature of the incident make it desirable the police will set up a Casualty Bureau, and, and will issue contact telephone numbers for public enquiries. Any enquiries to ABP Southampton regarding casualties will be directed to this number. Any attempt by personnel other than police to answer casualty enquiries, no matter how well intentioned, could result in confusion and distress to callers and is therefore to be avoided.

5.5. Evacuation

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

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.

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 pre assigned 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.

ABP Silver (Main 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.

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

near the scene of a safe assembly areas. The care of evacuees beyond this point is a matter for the local authority. The police will marshal evacuees at a safe location and request the city council to arrange transport and set up a rest centre(s) in which to shelter and care for evacuees. In urgent situations, however, the police may designate premises as a rest centre and then require the local authority to assume responsibility for the care of evacuees.

5.6. Environmental Issues

It is recognised that incident response actions and activities occurring within the Port have the potential to cause environmental harm. The commercial Port of Southampton is adjacent to the Rivers Test and Itchen, Southampton Water and the Solent which are covered by a range of national and international designations including SSSI, RAMSAR, SPA and SAC designations – Appendix 7.4

Environmental Regulators

Whilst measures are taken to minimise the day-to-day risks of pollution, there is the possibility that spillage or fire water runoff could cause environmental damage.

For incidents which have the potential to impact on water quality or nature conservation interests, the Environment Agency and Natural England should be contacted. Contact numbers for both can be found in Appendix 1 List 1 F

For incidents occurring within the marine environment, ABP has its Oil Preparedness and Readiness Contingency (OPRC) Plan.

Water Supply

There are four water supplies into the Port.

Eastern Docks	Adjacent to Dock Gate 4 -operates on a radial network
Western Docks	8 Gate
	Testbank Area (near 7 Dry Dock)
	20 Gate Bridge (feeds Redbridge area)

Copies of the Plans are maintained with the Port Engineers.

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 vales 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.

Pollution Prevention Materials

Limited quantities of spill kits, e.g. granules, are retained within the ABP Engineering 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.

5.7. Public Relations - Media Management

A major part of the process of informing the public revolves around the provision to the media of timely and relevant information and managing their demands for information.

In all Landside Emergencies involving the emergency services, one agency will be nominated to lead the response to the media. More often than not, this lead agency will be the police. They will call for representatives from those contributing to the response, including ABP Southampton to make up a Media Response Team capable of responding quickly to requests from the media whilst ensuring a co-ordinated, multi-agency approach. Attention is drawn to the Hampshire County Council Media Plan.

The demands of the media in any Landside Emergency should not be underestimated. Experience has shown that significant numbers of media staff, together with their vehicles and equipment, could arrive within a short time of an incident occurring. They will require early, accurate information, as fast as possible. If not managed properly their actions in seeking the information by other means, may interfere with the resolution of the ongoing incident.

5.8. Public Relations - Remediation Phase

Once the emergency phase of the incident has ended within the port, ABP Southampton will become the lead authority, within a formal handover process, for the return to normality. In this case ABP Southampton may also assume responsibility for the media handling arrangements. A decision on whether to retain a media centre or media cell will be made at the time. It may still be necessary to present a co-ordinated multi-agency approach to media handling and to continue to liaise with other agencies and authorities that have been or may still be involved, particularly if the cause of the incident has not been established or there is likely to be an inquiry.

See Emergency Response and Recovery, Chapter 6- Information and the Media at <http://www.ukresilience.info/upload/assets/www.ukresilience.info/emergresponse.pdf> and <http://www.bbc.co.uk/connectinginacrisis>

5.9. Public Relations - VIP Visits

VIP's may wish to visit the affected area, often at short notice. Visits are likely to involve the scene, the victims, including those in local authority care, and the staff and volunteers involved in the response. In most cases VIP visits will be co-ordinated by the police.

6 Activation

6.1. Procedure for determining if/when an emergency has occurred.

The ABP Authorised Officer shall, on receipt of an incident report, decide whether to activate the Emergency Plan and initially assume the role of Silver –ABP Main Controller.

In determining whether, or when, an emergency which may require the activation of this Landside Emergency Plan has occurred, due consideration will be given by the Authorised Officer to the definition of 'Emergency' under Section 1 (1) Civil Contingencies Act 2004 shown below:

- a) an event or situation which threatens serious damage to human welfare in a place in the Port of Southampton*
- b) an event or situation which threatens serious damage to the environment of a place in the Port of Southampton, or*
- c) war, or terrorism, which threatens serious damage to the security of the Port of Southampton.*

For the purposes of subsection (a) above, an event or situation threatens damage to human welfare only if it involves, causes or may cause large scale,

- a) loss of human life*
- b) human illness or injury,*
- c) homelessness,*
- d) damage to property,*
- e) disruption of a supply of money, food, water, energy or fuel,*
- f) disruption of a system of communication,*
- g) disruption of facilities for transport, or*
- h) disruption of services relating to health.*

For the purposes of subsection (b) in the definition, an event or situation threatens damage to the environment only if it involves causes or may cause:

- a) contamination of land, water or air with biological, chemical or radio-active matter, or*
- b) disruption or destruction of plant life or animal life.*

6.2. Test to be Applied

In considering whether a response, in this case the activation of this Landside Emergency Plan, or perhaps another more specific plan is required, the Authorised Officer, or other person charged with making the decision, will apply the following test:

- a) Whether the emergency is likely to seriously obstruct the Port's ability to perform its functions; or
- b) Where ABP Southampton:
 - i) would consider it necessary or desirable to implement the plan to prevent, reduce, control, or mitigate the emergency's effects, or otherwise take action; and
 - ii) would be unable to resolve the emergency without changing the deployment of its resources or acquiring additional resources.

One of these two tests would normally need to be met.

The Emergency Services may alert ABP Southampton that one or more of them may have declared a Major Incident for something they may be dealing with or are otherwise involved in nearby or in such a location that its impact may have implications for the Port. In such cases individual emergency services may automatically invoke their own pre-planned response whenever such an incident / emergency is declared. What, if any, action ABP Southampton may undertake will depend on the circumstances, taking into account the definition and tests. What may be a major incident or significant emergency for one may not be for another.

6.3. Responding to an Emergency Incident

ABP Southampton may be faced with a significant emergency or major incident at any time.

There are recognised methods for contacting the Emergency Services, and for them to contact the Port.

“Routine” day to day emergencies

For any incident which requires an emergency response from Fire/Police/Ambulance or Coastguard the correct method is to initially Dial 999.

(The fact that 999 is used to contact the emergency services does not mean that the Landside Emergency Plan has to be / or is, activated.)

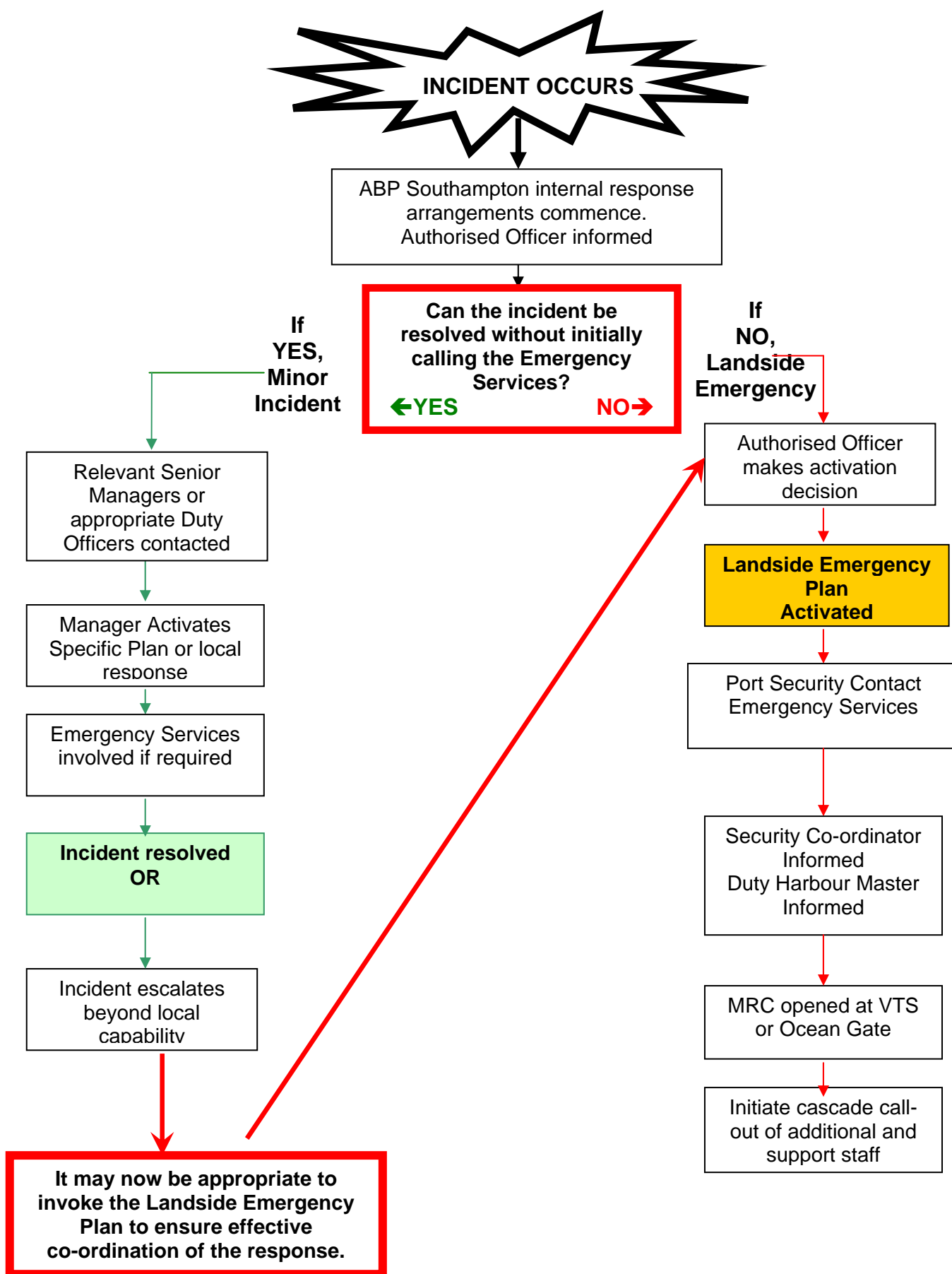
Incidents requiring the activation of this plan

The ABP Southampton Authorised Officer will instruct Port Security to inform the appropriate Emergency Services that ‘The Port of Southampton Landside Emergency Plan’ has been activated and the Marine Response Centre Room (MRC) is at the VTS Centre or (Board Room, Ocean Gate, as appropriate). This is in addition to providing details of the incident itself.

The Authorised Officer will also inform the Duty Harbour Master & Group Security Coordinator

The Emergency Services will not normally send a designated officer to the MRC. The senior officers of the emergency services on site will collectively review the position and determine whether designated officers in the MRC would be advantageous.

All contact with ABP Southampton during an incident should, in the first instance, be made through the numbers shown within List 1A of Appendix 1



7 Roles and Responsibilities

7.1 ABP Staff

PORT DIRECTOR (or Assistant) (GOLD)

ACTION CARD

Primary Aim: To lead ABP Southampton's strategic response

- ✓ Ensure all Command and Control arrangements and the appropriate individuals are in place.
- ✓ Act as the ABP lead representative at the Chief Constable's Strategic Co-ordinating Group (SCG) if the event is of such magnitude that the Strategic Coordinating Group is formed. This will normally require your attendance at Netley Police Support HQ (GOLD Control)
- ✓ Maintain liaison with, and give strategic direction to the ABP Main Controller
- ✓ Consider who will relieve existing staff in the event the incident is protracted, and other staff welfare issues
- ✓ Arrange for specialist Scientific and Technical expertise to attend the Scientific and Technical Advisory Cell (STAC) of the SCG if requested.
- ✓ Maintain liaison with ABP Management and brief others within the company as necessary on the incident, its requirements and actions taken
- ✓ With the Emergency Services Media Team ensure the media are used successfully to communicate information to the public, and to manage the reputation of the company.
- ✓ Maintain and retain a written log of all key decisions / actions / policies using appropriate decision logs.
- ✓ Debrief staff as required.

ABP MAIN CONTROLLER (SILVER)**ACTION CARD**

Primary Aim: To lead and control the tactical response to the incident from the MRC once the emergency plan has been activated.

The ABP Main Controller will usually be the Duty Harbour Master or Head of Safety & Group Security Co-ordinator – or appointed deputy.

Tasks

- ✓ Proceed immediately to the MRC and assume control over all Port operations and resources, establish emergency control communications with the incident controller.
- ✓ Issue advice / instructions to all persons within the affected area re: action/precautions/evacuations necessary.
- ✓ Summon key personnel as necessary
- ✓ Co-operate with the emergency services regarding:
 - The provision of personnel, equipment and resources.
 - The provision of advice concerning dangerous substances within the port area, together with information on port installations, hazards and main services etc.
 - Closing areas of the port and controlling the movement of traffic and vessels as required.
- ✓ Continually review and assess developments to determine the most probable course of events.
- ✓ Ensure that casualties are receiving adequate attention, arrange for additional help if required, ensuring that relatives are informed and welfare needs met.
- ✓ Arrange the keeping of a logbook and the preservation of evidence relating to the incident.
- ✓ Liaise with the ABP PR officer.
- ✓ Control rehabilitation of affected areas after the emergency.

ABP INCIDENT CONTROLLER (BRONZE)**ACTION CARD****Primary Aim: To lead the ABP operational response at the scene**

The Duty Berthing Officer, and the Duty Security Inspector, will normally undertake this role and will assess the scale of the incident and decide whether a major emergency exists or is likely to develop. At Southampton Container Terminal they will liaise with the SCT Incident Controller.

Tasks

- ✓ To proceed immediately to the incident site – if it is safe to do so – and establish emergency control communications working with the Main Controller.
- ✓ To assess scale of incident and report immediately to Main Controller.
- ✓ To assume local control and initiate any remedial measures including evacuation, pending the arrival of the Emergency Services, and to co-operate with them by giving advice and information as appropriate. He/She must immediately identify themselves to each of the emergency services and take a high profile as Incident Controller.
- ✓ To alert nearby premises and ships which may be affected by the incident using VTS or Port Security staff as necessary.
- ✓ To keep in close contact with the Main Controller and VTSO
- ✓ To arrange roll calls where practicable and list persons present. Ensure fatalities are left in situ pending authorised removal.
- ✓ To direct Press and TV to Press Liaison Officer at MRC.

ABP AUTHORISED OFFICER**ACTION CARD**

Primary Aim: To assess each individual incident and decide whether to activate the ABP Southampton Landside Emergency Plan

Authorised Officers include the Deputy Port Manager, Harbour Master, Deputy & Assistant Harbour Masters, Port Security Manager, Duty Inspector, Head of Operations the duty VTSSO / Duty Security Inspector who are authorised to activate the Landside Emergency Plan.

Tasks

- ✓ To assess each incident, or ongoing incident, and to decide whether the nature and scale of the incident requires the activation of the Landside Emergency Plan (taking note of the criteria within Part 6.1)
- ✓ To initially assume the role of Main Controller until relieved or directed otherwise
- ✓ Instruct Port Security to inform the appropriate Emergency Services that “ ***The Port of Southampton Landside Emergency Plan has been activated for a (describe incident fire/chemical spill/ explosion/building collapse etc) which is located at.....(give full location and access route if necessary). The Marine Response Centre Control Room has been opened and is located at(VTS Centre or (Board Room), Ocean Gate, as appropriate).*** Be prepared to give that address as well
- ✓ Inform the Duty Harbour Master & Group Security Coordinator of the incident and situation report

PRESS LIAISON OFFICER

ACTION CARD

Primary Aim: In conjunction with the Emergency Services press liaison officers, to manage the media enquiries and those media personnel who attend the Port.

Tasks

- ✓ To establish a Press Reception Centre at VTS / Ocean Gate as appropriate and liaise with VTS. (*These locations may not be wise depending on the location of the incident. Please consider carefully*)
- ✓ To maintain close links with the Main Controller and, where a strategic level of management is in place, with the Port Director or his nominee
- ✓ To identify and assist accredited Press, TV and Radio personnel
- ✓ In consultation with the Emergency Services Media Team to prepare joint press releases and information regarding the incident at an appropriate time.
- ✓ In consultation with the Emergency Services Media Team to manage those media personnel and facilitate them as appropriate (vantage points etc)

PORT SECURITY OFFICERS

ACTION CARD

Primary Aim: To provide security at the incident

This role will be undertaken by current port security officers

Tasks

- ✓ To dispatch security officers to link up with the Incident Controller
- ✓ To perform duties as instructed by the Main or Incident Controller.
- ✓ Co-operate with police re control of access to incident area by persons and vehicles.
- ✓ Ensure that dock entrance(s) or other access and egress points are staffed and managed for the duration of the emergency.
- ✓ Call out extra security staff as needed.
- ✓ Maintain radio and phone communications at dock entrance(s) with the MRC or those operating at the scene

SHIPS MASTER

ACTION CARD

Primary Aim: To maintain the safety of his/her vessel and those aboard

Where an incident occurs aboard a vessel alongside a berth this is unlikely to be classed as a Landside Emergency and will be managed by the Ships Master in consultation with others

- ✓ The Ship's Master will have the responsibility for any emergency.
- ✓ The Master remains responsible for the overall safety of his/her vessel including the efficient use of any onboard systems and arrangements for dealing with the incident.
- ✓ The Harbour Master, or his nominated deputy, is responsible for the movement of vessels. He/She has the final decision as to whether an 'incident vessel' should be moved.

In effect these decisions will only be taken after joint consultation with the Ship's Master (or Officer in Command) and the lead Emergency Service.

PERSONNEL ATTENDING INCIDENT SITE

(HEALTH AND SAFETY)

ACTION CARD

Copies of this action card must be given to all personnel likely to attend the Landside Emergency incident site in whatever capacity.

- (a) Normal road traffic laws apply at all times, including travel to/from the scene. You have no exemption to traffic laws and nothing can justify you being involved in an accident which will, in itself, only cause delay to the ABP response.
- (b) If attending the incident site you **MUST AT ALL TIMES** obey any instructions given by the Emergency Services
- (c) Health and Safety Regulations and good safety practice must be observed at all times. You have a duty to ensure your own health and safety as well as your duty to others.
- (d) All persons must carry their staff ID pass to identify them as an employee of ABP or someone who has good reason to be in the area. Car windscreen notices can be obtained from ...ABP Ocean Gate Reception.
- (e) Appropriate safety clothing / equipment is necessary if the situation dictates. Those not normally issued with such items must be mindful of the need to be clearly identifiable, visible and protected from risk whilst deployed at an incident. All personnel must therefore wear issued high visibility clothing and other personal protective equipment as appropriate i.e. stout footwear, protective headgear, gloves and goggles.

Continued Overleaf

PERSONNEL ATTENDING INCIDENT SITE

(HEALTH AND SAFETY)

ACTION CARD (Continued)

- (f) Any injury, “near miss” or “dangerous occurrence” involving any member of staff must be reported to their line manager and also in accordance with the Accident/Incident Reporting Procedure in existence.
- (g) Personnel should remember that the preservation of life and property is the responsibility of the Emergency Services. Your role is secondary and in support of such operations. No risks must be taken which could endanger your life or that of another.

Before commencing tasks at/near the incident scene, all staff must consider:

- Do they understand what is expected of them?
- Do they have the necessary personal protective equipment (PPE)?
- Is it safe?
- Are they competent to do what they have been asked to do?
- Do they understand any safety procedures implemented at the scene by the emergency services/site owner or other authority?

If the answer to any of the above is NO– staff should refer back to those giving them instructions for reconsideration.

7.2 Emergency Services

Although not exclusively so, most major incidents that could affect the Port are likely to involve one or more of the emergency services. The emergency services in this section are Category 1 Responders under the Act.

Police- Hampshire Constabulary

The primary areas of police responsibility at a major incident are:

- The saving of life together with the other emergency services;
- The co-ordination of the emergency services, local authorities and other organisations acting in support at the scene of the incident;
- To secure, protect and preserve the scene and to control sightseers and traffic through the use of cordons;
- The investigation of the incident and obtaining and securing of evidence in conjunction with other investigative bodies where applicable;
- The collection and distribution of casualty information;
- The identification of the dead on behalf of Her Majesty's (HM) Coroner;
- The prevention of crime;
- Family liaison; and
- Short-term measures to restore normality after all necessary actions have been taken.

For further information see the Hampshire Constabulary WebPages:

<http://www.hampshire.police.uk/>

Fire and Rescue- Hampshire Fire and Rescue Services

The primary areas of the Fire and Rescue Service responsibilities are as follows:

- Life-saving through search and rescue;
- Fire fighting and fire prevention;
- Rendering humanitarian services;
- Management of hazardous materials and protecting the environment;
- Provision of qualified scientific advice in relation to HAZMAT incidents via their scientific advisors;
- Salvage and damage control;
- Decontamination procedures
- Safety management within the inner cordon; and
- To maintain emergency service cover throughout the area and return to a state of normality at the earliest time.

For further information see the Hampshire Fire and Rescue Service WebPages:

<http://www.hantsfire.gov.uk/>

NB: When the incident is declared safe the responsibility for the clean up and disposal of any debris / chemical waste remain with the company involved.

Ambulance – South Central Ambulance Service

The primary areas of the Ambulance Service responsibilities are as follows:

- To save life together with the other emergency services;
- To provide treatment, stabilisation and care of those injured at the scene and to provide appropriate transport, medical staff, equipment and resources.
- To establish an effective triage sieve and triage sort system and to establish a safe location for casualty clearing.
- To provide a focal point at the incident for all National Health Service (NHS) and other medical resources;
- To provide communication facilities for NHS resources at the scene.
- To nominate and alert the receiving hospitals from the official list of hospitals
- To act as a portal into the wider health services including the Health Protection Agency, Regional Health Emergency Planning Advisors (HEPAs) or the health input of a Scientific and Technical Cell (JHAC) within GOLD.

For further information see the South Central Ambulance Service website:

<http://www.southcentralambulance.nhs.uk/>

Maritime and Coastguard Agency – HM Coastguard

The primary areas of responsibility are as follows: -

- To control and co-ordinate the response to major maritime emergencies until resolved or has become a mainly land based operation
- To mobilise, task and co-ordinate Search and Rescue facilities (SAR).
- To alert other emergency services, local authorities and agencies
- To arrange the recovery of survivors, casualties and deceased
- To provide a Maritime Rescue Co-ordination Centre/Sub Centre
- To provide an early warning system for oil, chemical and other forms of sea and coastal pollution, including the alerting of the Marine Pollution Control Unit and local authorities, and to assist with counter-pollution and clean up by providing co-ordinating facilities and communications.

For further information see the Maritime and Coastguard Agency website:

<http://www.mcga.gov.uk>

7.3 Other Agencies under the Act

There are a range of other organisations which form a part of the integrated response to any Major Incident and therefore support the work of the Emergency Services and others. The most common are shown in this section

Local Authorities

The main functions of local authorities in emergencies which occur in the public domain include:-

- Providing necessary support and advice to the emergency services
- Supporting the vulnerable and community in general by the provision of appropriate transport, and rest centre facilities
- Provision of emergency housing and social care
- Provision and support for Humanitarian Assistance Centres
- Provision of necessary rest or reception centres
- Provision of temporary mortuary facilities
- Clearance of debris
- Removal of hazardous waste
- Facilitating the rehabilitation of the community and the restoration of the environment.
- Meeting the longer term welfare needs of survivors and the community.

NB: For an incident occurring within the Port area, some of these responsibilities may remain with ABP or other companies responsible for or involved in, the incident.

Local Authorities are Category 1 responders under the 'Act'.

Lead Government Departments

Most emergencies in the United Kingdom are handled at a local level by the emergency services and by the appropriate local authority or authorities, with no direct involvement by Central Government. However, where the scale or complexity of an incident is such that some degree of Central Government co-ordination or support becomes necessary, a designated Lead Government Department (LGD), or where appropriate, a Devolved Administration Department, will be made responsible for the overall management of the Central Government response to the incident.

Where the nature of the emergency is such that it affects the business of a number of government departments, a collective response will be required, led by the LGD. Collective decision-making within Central Government is delivered through the cabinet committee system and decision-making during emergencies follows the same pattern. Because of the unpredictable nature of emergencies, the Government maintains dedicated crisis management facilities (COBR) and supporting arrangements which are only activated in the event of a major national emergency. The Prime Minister, Home Secretary or another senior Minister will normally chair key meetings involving Ministers and officials from relevant departments, as appropriate. Key external stakeholders (e.g. the Association of Chief Police Officers (ACPO)) may be invited to attend depending on the nature of the emergency. Meetings will cover all the strategic aspects of the response and recovery effort. Officials in COBR will identify options and propose advice on the issues on which Ministers will need to focus. A Government Liaison Officer and team will attend the Chief Constable's Strategic Co-ordinating Group (Gold) to act as the link between GOLD and COBR.

Full details of the Government's central crisis management machinery can be seen in Chapter 12 of 'Emergency Response and Recovery' published by HM Government.

See <http://www.ukresilience.info/upload/assets/www.ukresilience.info/emergresponse.pdf>

Where the disaster is too wide-ranging to be handled by a single department, or where the lead is not clear, The Cabinet Office's Civil Contingencies Secretariat (CCS) is responsible

for taking the immediate lead and then for ensuring that one department is confirmed as the lead government department. The CCS is also responsible for resolving all cases of doubt so that one department is promptly confirmed as the lead. Where the incident is threatened or caused by terrorism, the initial phase is led by the Home Office Terrorism and Protection Unit.

Whilst there will always be exceptions, some examples of incidents and their Lead Government Departments are shown below:-

Terrorism: Conventional/Siege/Hostage

The Home Office Terrorism and Protection Unit (TPU) leads during the counter terrorist phase.

CBRN Terrorism (chemical, biological, radiological, nuclear)

Home Office TPU leads during the counter terrorist phase.

CBRN Incident- arising from non-terrorist causes

CCS would ensure that, dependent on the cause of the incident, a lead department was identified for the emergency phase.

Flooding (coastal or fluvial)

Department for Environment, Food and Rural Affairs (Defra)

Marine and Coastal Pollution (oil, chemical or gas) and Marine Salvage

- (a) *Pollution from vessels / offshore installations and salvage of casualties:*

Department for Transport's (DfT) Maritime and Coastguard Agency.(MCA)

- (b) *Pollution from land*

Defra working with the Environment Agency (EA)

Radiation Hazards (arising within the UK)

The UK's Radioactive Incident Monitoring Network (RIMNET); operated and managed by Defra:

- (a) *If initiated or threatened by terrorism:*
Home Office TPU.
- (b) *Civil nuclear installations:*
Department of Trade and Industry (DTI)
- (c) *Defence nuclear installations and defence nuclear material in transit*
Ministry of Defence (MoD)
- (d) *Accidental release from civil nuclear material in transit*
DfT

Satellite Incidents

CCS is responsible for identifying a lead department.

Search and Rescue

- (a) *Civil maritime and coastal rescue*
DfT's MCA (HM Coastguard)
- (b) *Military shipping and aircraft, civil aircraft at sea and civil aircraft on land when the location is not known*
MoD (*when the location is known the emergency is treated as a transport accident - see below*).

Severe Storms and Weather

CCS is responsible for identifying the most appropriate lead department in good time to support the response to severe storms and weather

- (a) *If primary impact is on the transport infrastructure*
DfT
- (b) *If the primary impact is on the power system*
DTI
- (c) *If the severe weather's primary effect is flooding*
Defra

Transport Accidents (*including those overseas involving UK registered ships and aircraft*)

- (a) *Shipping and air transport*
DfT Marine Accident Investigation Branch (MAIB) and Air Accident Investigation Branch (AAIB)
- (b) *Land transport*
DfT and the Health and Safety Executive (HSE)

Major Structural Failures In Buildings (*other than those caused by external impact, gas explosion, fire or industrial process*)

DCLG

Serious Industrial Accidents

The CCS is responsible for confirming the Lead Government Department in good time to support the response to an industrial accident.

- (a) *If rivers, inland waterways (outside Port Authority jurisdiction) or water services are the main cause of concern, or gas clouds of unknown origin are threatening the environment or public safety*
Defra - working with the EA.
- (b) *If the main focus of attention relates to the operations of the HSE*
Department for Work and Pensions (DWP) working with HSE
- (c) *Pollution arising*
Defra (see also Radiation Hazards)

Unexploded Wartime Ordnance

- (a) *Disposal*
Police calling on MoD support
- (b) *Information on whereabouts of unexploded bombs*
DCLG

Disruption of Supply Chains

- (a) *Medical*
Department of Health (DoH)
- (b) *Food, water, waste*
Defra
- (c) *Fuel, energy, electronic communication networks, postal services and manufacturing industry*
DTI
- (d) *Transport*
DfT
- (e) *Finance*
HM Treasury (HMT)

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8 Record Keeping

8.1 Records and Logs

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

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.

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.

Records of matters relating to any significant emergencies or incidents must be recorded and 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.

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.

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.

A number of forms and record books are provided to assist staff in keeping records. Examples of these can be seen at Appendix 6.

Many actions and messages in relation to the handling of Landside Emergencies will be recorded electronically on the Company's computer network making use of a range of programmes. Consideration must be given to printing a hard copy to ensure ready availability.

8.2 Retention and Disposal of Records

Any record or log in respect of any Landside Emergency must constitute an 'official' record. ABP Southampton have a retention and disposal schedule which is a systematic listing of records created by the company that specifies how long records should be retained (*the retention period*) before they can be legally destroyed. The retention period depends on legal, financial or administrative reasons, which is why there are short and longer periods; some records may even be retained indefinitely by the company because of their historical value. The purpose of the schedules is to destroy those records no longer required to support the business operations but to prevent the premature destruction of those records which must be retained for a specific period to meet legal and financial requirements and to identify and preserve those records worthy of permanent preservation.

Retention schedules promote control over the company records, enabling the disposal confidently of records no longer needed, and ensuring the retention of the minimum volume of records consistent with economy and efficiency. The retention of unnecessary records consumes staff time, space and equipment.

Depending on the nature of any incident, ABP Head Office will decide whether the destruction of documents needs to be temporarily suspended, whilst any enquiry is in progress, or until the conclusion of any legal proceedings.

9 Stand-Down and De-brief Procedure

9.1 Stand-Down Procedure

According to the scale and nature of the incident there may be a period between the cessation of emergency action by the emergency services and the return to normality when the emergency services will withdraw and hand over control for the return to normality to ABP Southampton. Where the incident has affected or impacted upon the local community outside the premises owned by the Port, responsibility for that area will be handed over to the Local Authority Chief Executive/Duty Executive Director. Depending on the nature of the incident this period may be short or prolonged and the need to staff an MRC will be a matter for judgement at the time.

Recovery, or remediation as it is also known, may take months or even years to complete, This is particularly so with major incidents and significant emergencies which occur in the community, as it seeks to address the enduring human, physical, environmental, social and economic consequences of emergencies. Inter-agency liaison procedures have been considered, alongside ongoing communications concerns and pre or post incident community tensions. Points of references are available within the City Council and their partner agencies to assist in assessing these matters which will be of great importance in securing the return to normality. Depending on the nature and severity of the emergency, recovery management can involve a protracted and challenging programme of work. The Government publication '*Emergency Response and Recovery*' covers the subject at length.

See <http://www.ukresilience.info/upload/assets/www.ukresilience.info/emergresponse.pdf>

The formal decision on when any Landside Emergency incident is officially 'closed' will be taken by the Port Director.

9.2 Operational Debrief

Debriefing is an important part of the incident management process. All staff involved in the incident will need to be debriefed at the end of their shift, and the close of the activity. The debriefing interview or process must be structured and focussed to ensure that all matters are addressed. To assist managers, a debrief form is included in Appendix 6.

The debriefing process should be honest and open, and its results disseminated widely. This is particularly important when it comes to disseminating lessons identified, which should be considered at local level and higher up within the company structure and shared with others when appropriate.

Additionally, ABP senior management will wish to ensure that there is appropriate follow-up to any lessons that emerge from the debriefing process. The nature of the follow-up will depend on the circumstances but might include revision of plans, procedures and training, strengthening of liaison with other agencies, and the devising of targeted exercises to test alternative approaches.

9.3 Staff Support and Welfare

ABP Southampton recognises that the work employees undertake can often be very stressful. This is particularly so when involved in supporting the company response to landside emergency.

Managers/supervisors will be aware that they have a legal responsibility to ensure safe systems of work and this includes making employees aware of potentially stressful situations and taking responsibility for carrying out regular reviews of work areas in relation to stress. This applies equally during a landside emergency. Managers will, as part of the de-brief process, ensure individual staff members are made aware of the range of facilities available to employees e.g. occupational health, employee support line, personnel assistance and relevant safety representative.

An employee who is feeling under stress from their involvement in a landside emergency of any type is encouraged to talk to someone who is outside the situation, as quickly as

possible. In doing so, confidentiality should be maintained wherever appropriate and reasonable

9.4 Records

All logs and other records are to be passed to the Head of Safety (HoS) within two working days of the end of the incident. Those involved are to forward a brief synopsis of the actions taken by their team/department, together with their first impressions to (the same person identified above) (See also Part 8 in respect of record keeping), within five working days.

9.5 Reports

A first report for consideration by the Port Director will be produced by the HoS which will include:

- (a) A chronology of events and actions
- (b) A summary of first impressions by key lead officers
- (c) Draft recommendations for improving, if possible, in relevant cases, the effectiveness of ABP Southampton's emergency operations.

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Appendix 1 - CONTACT LIST

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Appendix 2 - Training, Exercising and Validation

A2.1. Introduction

The Regulations which apply to plans prepared by Category 1 Responders require a plan to include provision for the carrying out of exercises and for the training of staff or other persons. Whilst the regulations in this respect do not apply to plans prepared by Category 2 responders, there is a clear benefit in ensuring that our plan interacts with those maintained by others likely to be involved in a Landside Emergency within the Port and to reinforce the need for training exercise and validation.

A2.2. Training

ABP Southampton will ensure that staff who have roles and responsibilities within this plan, are given training commensurate with the tasks expected of them. Training will be extended to those not directly employed by the company, but who perform tasks and duties on their behalf, in support of the plan, i.e. Emergency Services, contractors and other service providers.

A range of training methods will be adopted. These include one-to-one training, group lectures, seminars and scenario based training. ABP will take the opportunity to involve staff in training offered and provided by others where there is a clear benefit to the company's ability to respond to emergencies. An annual schedule of training and exercising will be created and reviewed regularly taking into account the needs of the company, staff and their experience.

The aim of training will be to ensure that staff are fully competent, so that the ABP Southampton is able to respond efficiently and effectively to any Landside Emergency which may occur. The objective will be to ensure that all involved in the response to the incident understand their role and are capable of completing the tasks expected of them. Additionally they will need to have a broad overview of the whole plan and the functions of other agencies. Training will also extend to those not directly employed by ABP such as relevant responders and agencies where this is appropriate.

A related training attendance database will be maintained.

A2.3. Exercising

Exercises will ensure that our plan remains effective and will form a part of the training process. The aim of the individual exercises will be to test and validate those parts of the plan under scrutiny. Opportunity will also be taken to involve our key staff in exercises undertaken by the emergency services and others to ensure the widest possible benefit is achieved by staff. Related schedules and reports will be maintained.

As such, the objective of the exercise will be to ensure that the element of the plan being tested actually works and achieves its purpose. As there may be many different elements capable of being exercised, objectives will be set for each individual exercise, and the measure of success will be whether those objectives were fully achieved, when and by whom. The results obtained will then drive the cycle of evaluation, review and training so that a process of continuous refinement and improvement is in place.

ABP Southampton will ensure that appropriate managers and staff, emergency services and the Local Authority are engaged in the training and exercising process when appropriate. Their role, and the contribution they make to the emergency response, is recognised and valued.

Sample Training Schedule (Refer to ongoing training and exercise schedule maintained by Safety Dept)

Date Planned	Subject	Target Group	Type / Location
Nov 07	MRC Operations and individual roles	Identified MRC staff, call handlers	Demonstration and presentations to group and individuals. Ocean Gate.
Jan 08	Alerting and activation	Those with role in activation process. Incl. Authorised Officers, MRC staff, senior managers,	Presentation and subsequent discussions. Ocean Gate
Feb 08	Communications methods during an emergency	Security Officers, Authorised Officers, MRC staff,	Presentation, discussion and practical demonstrations. Ocean Gate
Mar 08	Roles and Responsibilities of Category 1 & 2 Responders	All available staff with a function within the plan	Presentation, discussion and practical demonstrations. Multi Choice question test. Venue TBA

Sample Exercise Schedule

Date	Subject/Element Exercised	Groups involved	Coordinated By	Details of Training Exercise, Outcomes, and Main Follow-Up Actions
July 08	MRC Operation	MRC staff, Police, Fire / Amb/ SCC	A.N.Other	Live Exercise Objective: 1) To set up and staff MRC. 2) To manage an incident within multi agency scenario (Solfire) 3) Test problem solving abilities Assessment: Mostly achieved. 80% Follow Up: Reconsider layout of MRC area to improve documentation ability, additional telephones Req'd.
Aug. 08	"Cold Call" Alert Exercise	MRC/Auth Officers/Port Security	J. Smith	Live Exercise Objective: To test the availability and response of key on-call staff. Assessment: 70% available within 2 hours Follow Up: Increase awareness of need to advise availability.
Dec 08	MRC Operation (in conjunction with Operation RedStripe)	All MRC staff, and senior managers	EP Officer	Live Exercise Objective: 1) To set up and test function of the MRC, 2) To test ECC communications equipment for 100% functionality, 3) To test staff ability in respect of message recording and decision- making process. Assessment : Mostly Achieved. 85% Follow Up: IT provision and access to be reassessed to ensure seamless access for all staff. Regular inspections of room whilst in stand-by mode and used as offices to ensure equipment is ready to use. (see also results of Exercise RedStripe)
Feb 09	Media Response	ABP Media Team, Emergency Services , BBC/Press, Executive Director	Head of Media	Table-top Exercise Objective: 1) To exercise the inter-agency media management. 2) To assess responses against the existing media plan. 3) To test conflicting interests and problem resolution. Assessment : Awaits Follow Up: Awaits.

Appendix 3 - Audit

A3.1. Introduction

It is imperative that emergency procedures and plans are monitored and reviewed to ensure all those involved continue to offer a seamless response through integrated emergency management with the emergency services and other agencies and that there is a continual assessment of performance.

A3.2. Local Self- Assessment

A series of seven self-assessment sheets have been developed in relation to the main duties of the Act. They are for use by local responders to help assess their own effectiveness in implementing the requirements of the Act and the Regulations. The sheets provide information to assist Category 1 and 2 responders meet the statutory requirements of the Act and the Regulations-See Chapter 13 of *Emergency Preparedness*:

<http://www.ukresilience.info/upload/assets/www.ukresilience.info/emergprepfinal.pdf>

As a Category 2 Responder under the Act, ABP will make use of the self-assessment process to ensure that our plans are both flexible, effective and appropriate.

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Appendix 4 - Resource Register

A4.1. Introduction

In the initial stages of any emergency, whether it involves the Emergency Services or not, the resources available to ABP will be critical to resolving the incident

For the purposes of this plan the resources listed are those managed or otherwise available to ABP under existing contractual arrangements. It must be noted that the Local Authorities have access to a whole range of additional resources and maintain close links with voluntary and other organisations who can bring a great number of additional resources and facilities to assist in the management of a larger scale emergency.

A4.2. ABP Resources

- **Water** – general quayside access to fire main.
- **Hazardous Pit** – SCT Terminal 208
- **Sand** – small quantities available at Engineers W/shop
- **Transit Sheds**
- **Workshops** – Western Docks
- **Vehicles**
- **Fork Lift Trucks** – Stevedoring Companies
- **Tugs** – Adsteam / Itchen Marine
- **Access Platforms** – ABP Engineers
- **Specialist knowledge** – Onyx & OSRL
- **Launches** – via VTS
- **Medical Centre** – SCT Terminal Building.

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Appendix 5 - Marine Response Centre

A5.1. Use of Marine Response Centre

The Marine Response Centre will be located at

VTs Centre

Eastern Docks

Unless the nature and scale of the event make this location inappropriate.

An additional venue has been identified for the MRC and this is

The Boardroom

Ocean Gate

Atlantic Way

SO14 3QN

From the MRC the ABP response to any emergency will be co-ordinated, unless exceptional circumstances prevail. The MRC will have telephone, fax and access to radio communications facilities that will enable it to cater for most foreseeable emergencies. Aide memoire cards, together with diagrams and plans to establish and set up the MRC are retained in the MRC room.

The functions of the MRC are to: -

- a) Collect, collate and disseminate information so that timely and informed decisions can be taken.
- b) Co-ordinate the response work and act as the central liaison point for ABP Southampton during the incident.

- c) Record and time all requests for services and resources and the actions taken in consequence.
- d) Maintain a log of the incident

A5.2. Equipment

Message logs

All messages sent and received during a Landside Emergency must be recorded to:

- a) Provide an accurate record of all messages sent and received.
- b) Ensure all requests for assistance are passed to the appropriate level for action
- c) Ensure all outstanding actions are dealt with and not overlooked.
- d) Assist in compiling the Incident Log.
- e) Assist in maintaining up to date information on maps and state boards.
- f) Assist in debriefing and as a source of information in any enquiry

Stocks of message pads are held in the MRC, and can be distributed elsewhere if required. These will form the basis of the message logging system.

Stationery

Various items of stationary, necessary for use in the MRC are held at VTS.. Notice boards, wipe boards, maps, fax, telephones, emergency plans and other necessary items are held in VTS Operations department ground floor.

Maps

Limited supplies of small-scale maps of the port are kept with the Hydrographers. Larger scale maps and maps of a more local nature are available through both the Hydrography and Operations departments.

Information Boards

The MRC is equipped with a range of dry wipe and map boards on which a more readily available visual display of outstanding actions and the principal information contained in the log will be maintained.

Other display material like 'flip charts' on which to record information will also be made available according to need on the day.

Telephone

In the MRC telephone sockets are located, into which conventional telephones can be plugged for use by those operating in the room.

A5.3. Alternative Premises

In the event that neither VTS or Ocean Gate is available for use as an MRC, alternative premises will be identified by ABP management, if necessary in consultation with other Category 1 & 2 Responders.

Appendix 6 - Record Keeping Documentation

FORM A Incident Information – Initial Call Sheet

FORM B Bomb Threat Checklist

FORM C Sample Message Form

FORM D Sample Extract from MI/Decision Log

FORM E Emergency Response Checklist

FORM F Incident /Action Log

FORM G Debrief Form and continuation sheets

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INCIDENT INFORMATION



DATE OF INCIDENT: TIME REPORTED: TIME OF OCCURRENCE: (24hr clock)

SOURCE OF INFORMATION: ☐ Police ☐ Fire & Rescue ☐ HM Coastguard ☐ Other

REPORTED BY: (name) (Tel no.)

RECEIVED BY

TYPE OF INCIDENT

☐ Explosion ☐ Major Fire ☐ Transportation ☐ Bldg. Collapse ☐ SOLFIRE (Maritime)
☐ Hazardous Materials ☐ Severe Weather ☐ Flooding ☐ Maritime Pollution ☐ Sotonsafe
☐ Other: (Specify)

Location:

Situation:

ASSISTANCE REQUESTED

EVACUATION SUPPORT: Security staff /Temporary Accommodation etc.

WELFARE SUPPORT: OH /Emergency Clothing/Bedding etc.

TECHNICAL SUPPORT: Plant, Other

LIAISON OFFICER/SPECIALIST ADVICE:

SUPPORT WITH MEDIA: Media Centre, Press Officer **P.T.O.**

BOMB THREAT CHECKLIST



This checklist is designed to help staff to deal with a telephoned bomb threat effectively and to record the necessary information.

Initial actions to be taken on receipt of a bomb threat:

- Switch on tape recorder (if connected)
- Tell the caller which town / district you are answering from
- Record the exact wording of the threat below:

.....

.....

.....

Ask the following questions:

Where is the bomb right now?

.....

When is it going to explode?

.....

What does it look like?

.....

What kind of bomb is it?

.....

What will cause it to explode?

.....

Did you place the bomb?

.....

Why?

.....

What is your name?

.....

What is your address?

.....

What is your telephone number?

.....

Record time that call is completed:

.....

Where automatic number reveal equipment is available, record number shown:

.....

Inform the Security Inspector immediately – 0773 6622592 **or**

Record below the name and telephone number of the person you informed:

.....

Contact the police on 999

Record time police informed:

See Next Page

The following section should be completed once the caller has hung up and the Security Inspector (or, if he/she is not available, the police) has been informed.

Time/date of call:
Length of call:
Extn call received on:

ABOUT THE CALLER:

Sex of caller: M/F/NK Nationality: Age:

THREATING LANGUAGE USED (tick as applicable)

☐ Well spoken? ☐ Irrational? ☐ Taped message?
☐ Offensive? ☐ Incoherent? ☐ Message read by threat-maker?

CALLER'S VOICE (tick as applicable)

☐ Calm? ☐ Crying? ☐ Slurred? ☐ Angry?
☐ Stutter? ☐ Nasal? ☐ Hoarse? ☐ Lisp?
☐ Excited? ☐ Disguised? ☐ Clearing throat? ☐ Rapid?
☐ Slow? ☐ Deep? ☐ High-Pitched? ☐ Laughter?

Accent? If so, what type?
Familiar? If so, whose voice did it sound like?

BACKGROUND SOUNDS (tick as applicable)

☐ Street noises? ☐ Clear? ☐ Animal noises? ☐ PA system?
☐ Crockery? ☐ Motor? ☐ House noises?
☐ Voice? ☐ Static? ☐ Office machinery?
☐ Booth? ☐ Music? ☐ Factory machinery?
☐ Other? Please Specify:

OTHER REMARKS:
.....
.....

Signature **Print Name**

Date **Your Tel. No.**

Now copy this form. Hand original completed form to Police & copy to Security Inspector

MRC MESSAGE FORM



TO:	FROM:
Tel. No.	Tel. No.

Number:	
Time:	
Date:	

Message/Information:

ACTION: _____

Received by:

Sender:

RESULT: _____

Cleared: _____ Initials _____ Time cleared: _____

OTHER MSG REF:

Landside Emergency or other Significant Incident Log



Time:

Date:

Incident/location:

Function:

Lead officer:

Initial summary of incident:

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Additional Information/ Detail

Date	Time	Person Recording (please print name)	Information

Completed forms must be returned to Head of Safety & Group Security Co-ordinator

Assessment/Decision/Action Required/Outcome

Completed forms must be returned to Head of Safety & Group Security Co-ordinator

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Completed forms must be returned to Head of Safety & Group Security Co-ordinator

Emergency Response Checklist



- Record detail/Start a log of actions taken:
- Liaise with Emergency Services:
- Identify Damage:
- Identify function disrupted:
- Convene your Response/recovery team:
- Provide information to staff:
- Decide on course of action:
- Communicate decision to staff and business partners:
- Provide Public Information:
- Debrief and Reports:

☐☐☐☐☐☐☐☐☐☐

Completed By

Date/Time

Completed forms must be returned to Head of Safety & Group Security Co-ordinator

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DEBRIEF FORM



Debriefing is an important part of both the incident and staff management process. All staff involved in the incident will need to be debriefed at the end of their shift, and the close of the activity. The debriefing interview or process must be structured and focussed to ensure that all matters are addressed. The debrief should, *as a minimum*, invite feedback on the headings shown below. These are not definitive, and others may be added as required. Record detail on next sheet(s) as required. This process known, as a hot debrief, will not replace a more comprehensive de-brief session involving all sections and agencies involved in due course.

INCIDENT

DATE of INCIDENT DATE TODAY IF DIFFERENT

PERSON COMPLETING

YOUR

ROLE/LOCATION

Communication

Include: Initial Call out and alert procedure/ Quality and quantity of initial briefings/information / awareness of any risks or special considerations / mobile phone issues/ radio issues / other telecoms issues / briefings & information exchange process/ Any press media issues

Staffing

Include: Numbers sufficient? / Suitability of staff and skills / Suitability of rota / Sufficient breaks / Was our training adequate/ Care & Welfare considerations – Referrals. (*OH Support, employee support line, personnel assistance and relevant /safety representative*)

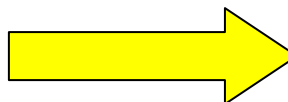
Logistics

Include: Quality and quantity of equipment available / Other resources / Equipment or Services needed.

What did we do right? (3 examples)

What did we do wrong? (3 examples)

What can we do to improve? (3 examples)



**RECORD ALL
RESPONSES
OVERLEAF
PLEASE**

Any other matters worthy of note?

Pageof.....

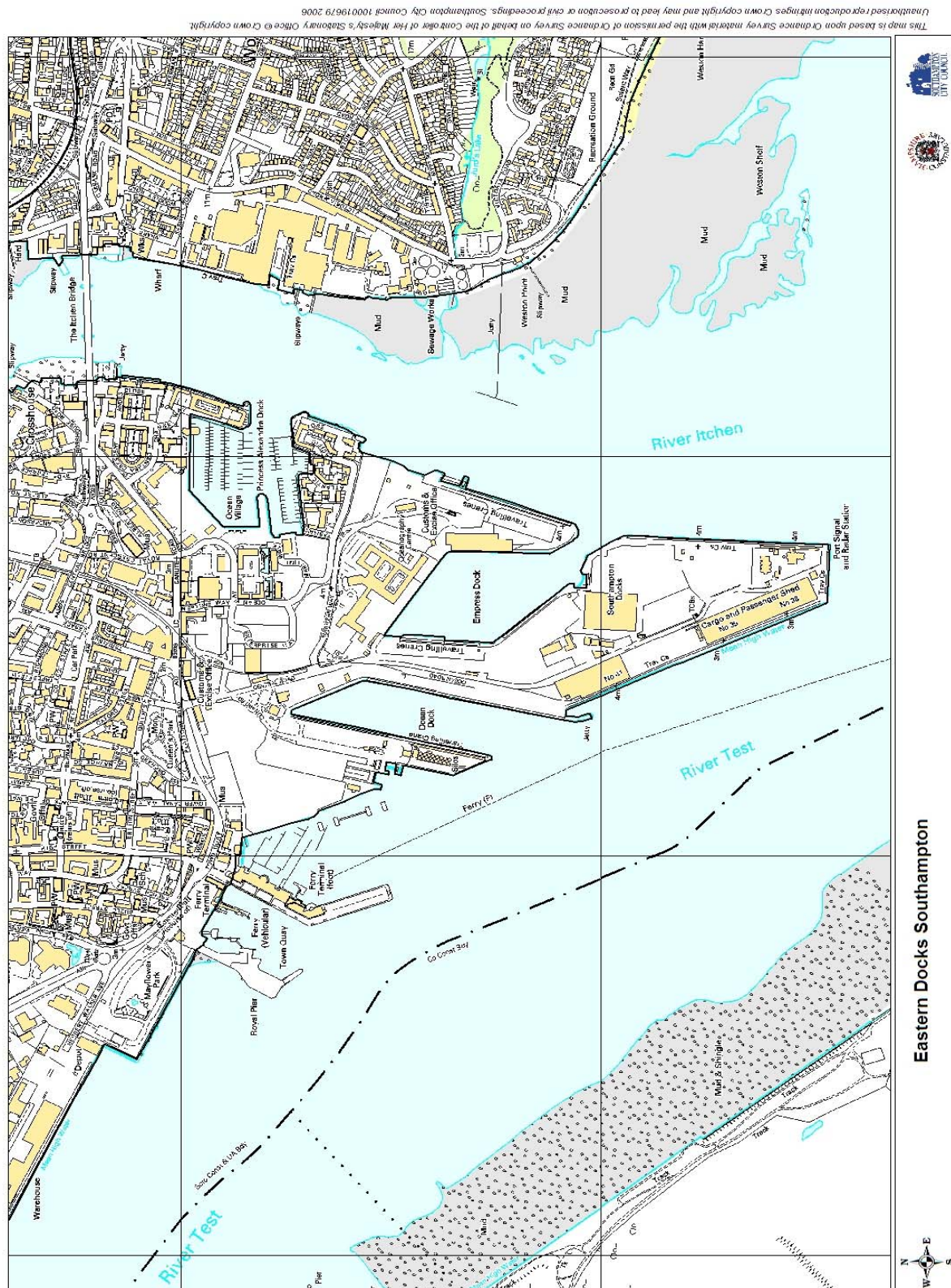
DEBRIEF FORM CONTINUED

Please thank all staff involved for their input and assistance

Signed..... Print
Name.....

Appendix 7 - Maps & Plans

A7.1. Eastern Docks Map



A7.2. Eastern Docks Aerial Photo

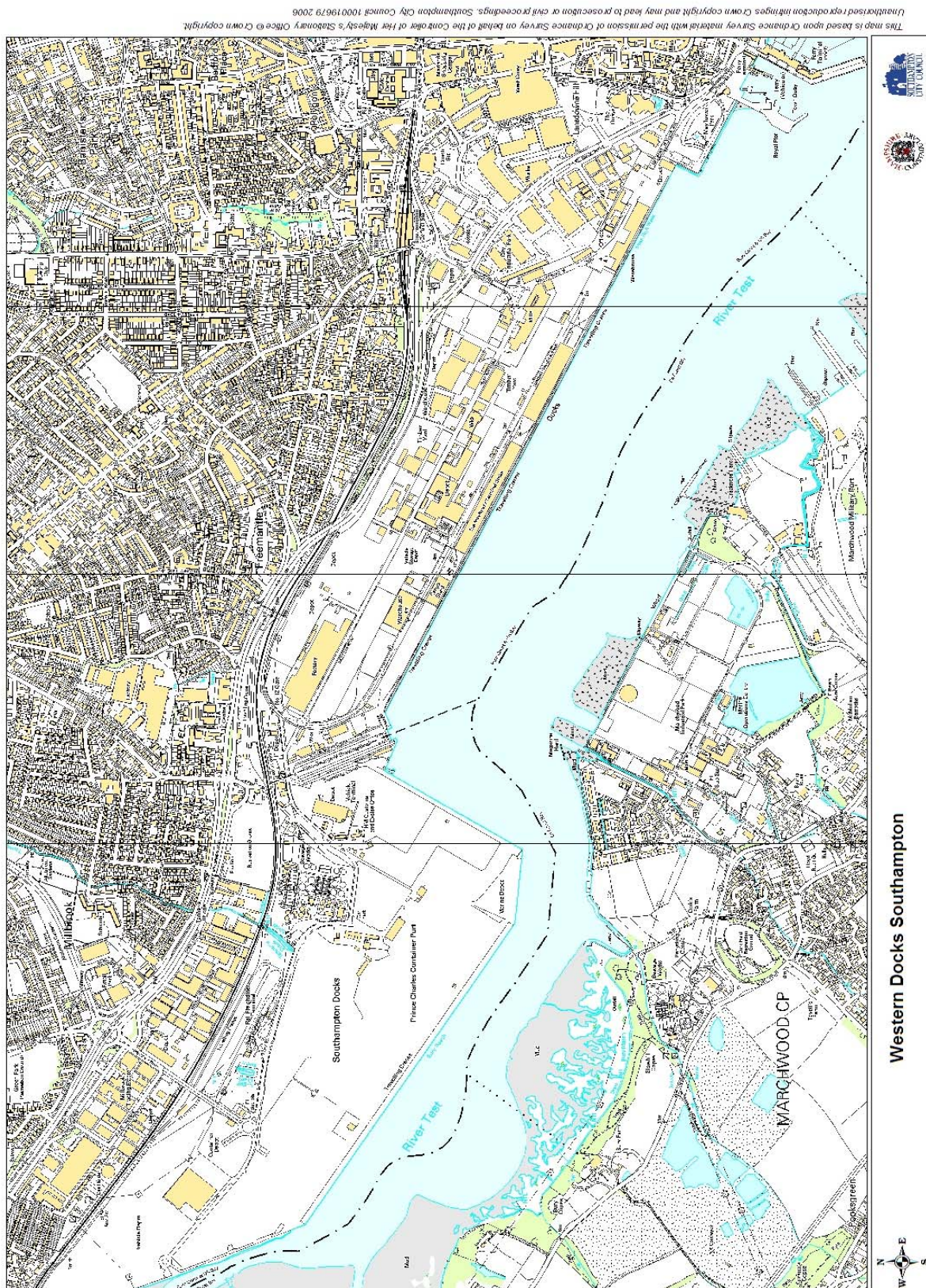
This map is based upon Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of Her Majesty's Stationary Office © Crown copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings. Southampton City Council 100019679 2006



Eastern Docks Southampton



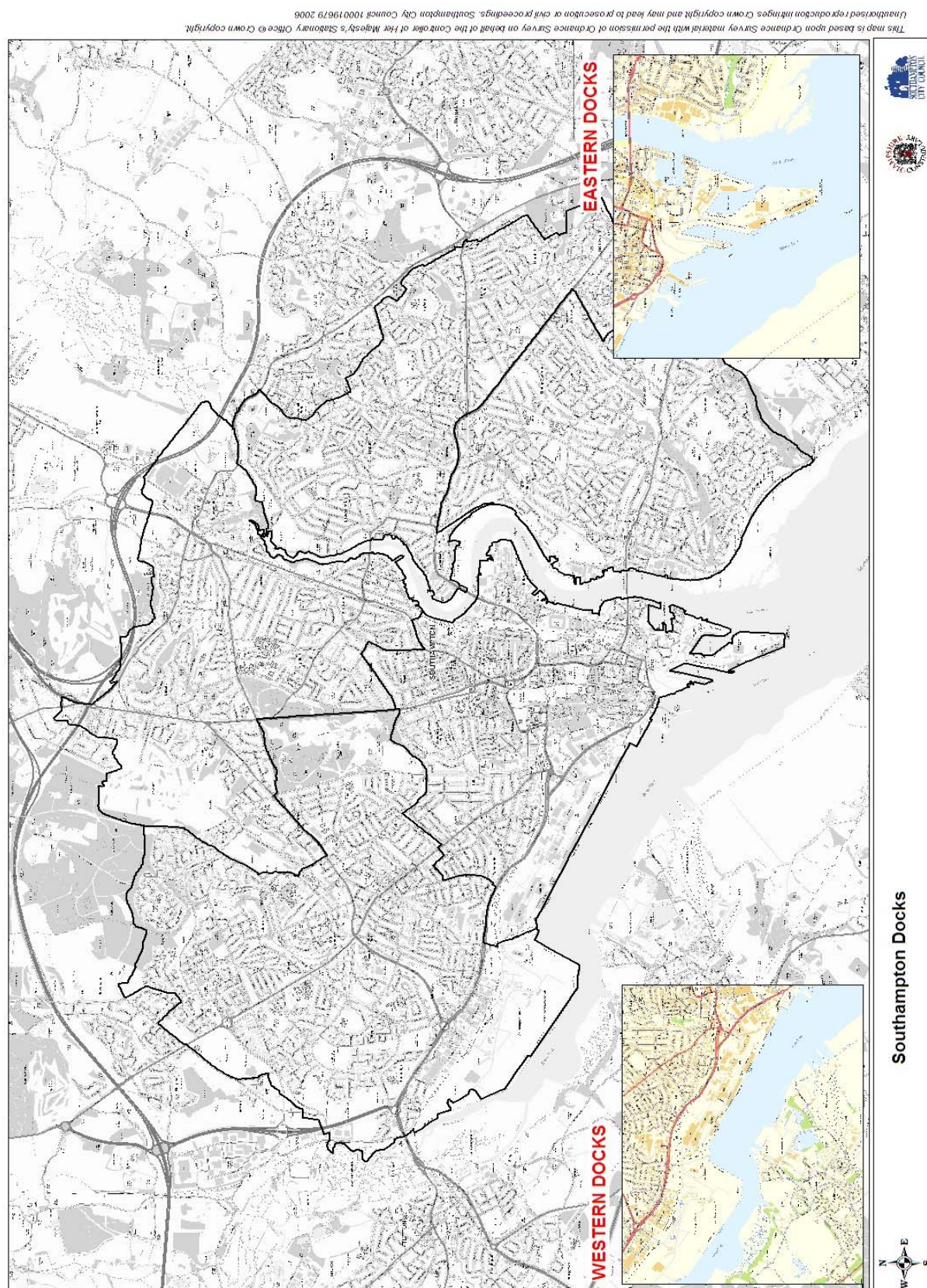
A7.3. –Western Docks Map



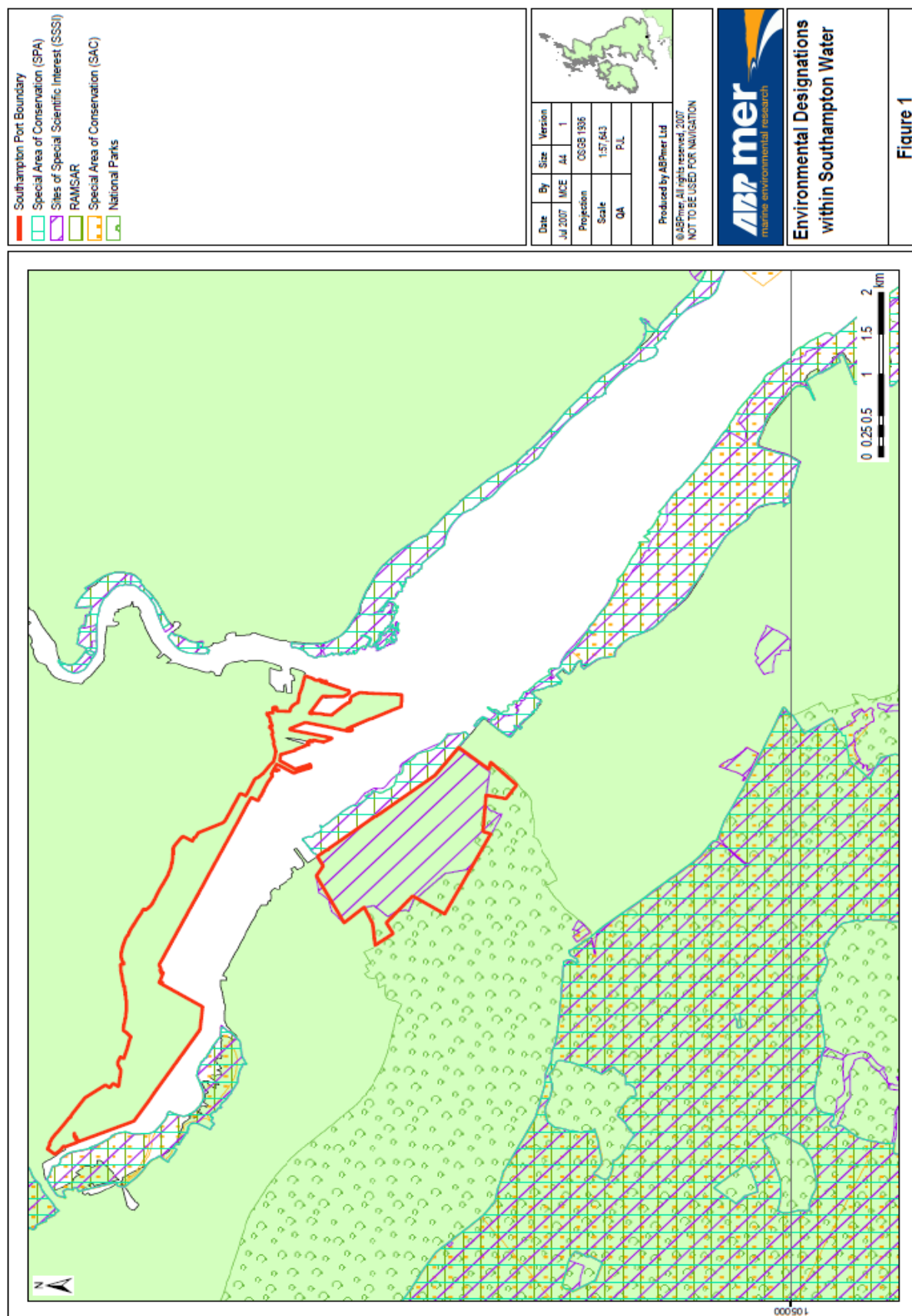
A7.4. Western Dock Aerial Photo



A7.5. –Overview Map



A7.6. Environmental Designations Map



Appendix 8 - Glossary of Terms

ABP	Associated British Ports
ACCOLC	Access Overload Control -Mobile Phone restriction/priority of use in during emergencies. Invoked usually by police to facilitate incident management.
Bronze	An officer or staff member having functional responsibility within the controlled area for their own organisations operational response. See- Forward Incident Officer
Casualty	A person directly involved in or affected by the incident (injured / uninjured, deceased or evacuee).
Casualty clearing station	An area set up at a major incident by the ambulance service in liaison with the Medical Incident Officer to assess, treat and triage sort casualties and direct their evacuation (see Triage).
CBRN	Chemical, Biological, Radiological and Nuclear
CCS	Civil Contingencies Secretariat
CHEMET	Chemical Meteorology Information
COBR	Cabinet Office Briefing Room (A.K.A COBRA) The Government's dedicated crisis management facilities (COBR) and supporting arrangements which are only activated in the event of a major national emergency.
COI	Government Central Office of Information
Controller	A senior member of staff responsible for co-ordinating the organisations tactical response. See also – Silver. NB. Warning-Other services may use the term 'Controller' in a completely different context.
Cordon	The perimeter of an area, for example the rescue zone or a sector. May be physical or improvised.
DCLG	Dept for Communities & Local Government (previously the Office of the Deputy Prime Minister –ODPM)
DEFRA	Department for the Environment, Food and Rural Affairs
DfT	Department for Transport
DTI	Department for Trade and Industry
EPO	Emergency Planning Officer
FCO	Foreign & Commonwealth Office
FCP	See - Forward Control Point

Forward Control Point	A control point/forward command post dealing directly with activity at the scene and the respective emergency service resources at the scene.
Forward Incident Officer	An officer or staff member having functional responsibility within the controlled area for their own organisations operational response.-See Bronze
Friends and Relatives Reception Centre	Secure area set aside for use by friends and relatives arriving and for interviews with them. This will usually be maintained and operated by the police.
FRRC	See Friends and relatives Reception Centre
GOLD	Designated principal officer of each organisation who assumes the co-ordinating and strategic function for the operation as a whole on behalf of their company/service.
Gold Support	Officer or staff acting in a supporting role for 'Gold'. Duties may include but are not limited to, giving advice and general support, note-taking, sending and receiving messages on behalf of Gold and acting with delegated authority when necessary.
GOSE	Government Office for the South East accountable to the DCLG and other Govt Departments
HAZCHEM	Chemical Hazard Advice Code
HAZMAT	Hazardous Materials
HFRS	Hampshire Fire & Rescue Service
Hospitals, receiving	See- Receiving hospitals
HSE	Health & Safety Executive
LRF	Local Resilience Forum - The principal mechanism for multi-agency cooperation under the Act. Based on each police area, the forum is a process by which the organisations on which the duty falls, co-operate with each other.
MAIB	Marine Accident Investigation Branch
Marshalling Area	Area to which resources and personnel from all services/organisations can be directed to stand by.
Marshalling Officer	Service representative at marshalling area.
MCA	Maritime and Coastguard Agency

Media Centre	Central contact point for media enquiries, providing communications and conference facilities and staffed by press officers from all organisations.
Medical Incident Officer	Medical Incident Officer - Medical officer with overall responsibility (in close liaison with Bronze Ambulance) for the management of medical resources at the scene of a major incident. See MIO
MIO	See Medical Incident Officer
MOD	Ministry Of Defence
PCT	Primary Care Trust
Receiving hospitals	The hospitals to be alerted by the Ambulance Service to receive casualties in the event of a major incident.
Rendezvous Point (RVP)	A point selected by the emergency services as the location for all personnel and vehicles to report to before attending the major incident. It is situated within the outer cordon.
Rendezvous Point Officer	Police officer responsible for supervision of the RVP.
Rest Centre	Premises designated for the temporary accommodation of evacuees or displaced persons. May also be known as an 'evacuees rest centre'
RIMNET	Radioactive Incident Monitoring Network
RNLI	Royal National Lifeboat Institute
RRF	Regional Resilience Forum - A process by which the organisations with an interest in regional civil protection issues co-operate with each other.
RSPCA	Royal Society for the Prevention of Cruelty to Animals
RVP	Rendezvous Point
SCAST	South Central Ambulance Service Trust
S.C.C.	Southampton City Council
Silver	The person with tactical responsibility for their sphere of operations. May or may not be at scene. See also - Controller
Silver Support	Officer or person acting in a supporting role for 'Silver'. Duties may include but are not limited to, giving advice and general support, note-taking, sending and receiving messages on behalf of Silver and acting with delegated authority when necessary.
SRC	See Survivor Reception Centre

STAC	Scientific & Technical cell. Experts providing advice on technical, health, scientific (etc) matters to GOLD
Survivor Reception Centre	Survivor Reception Centre Secure area to which uninjured survivors or treated walking wounded can be taken for shelter, first aid, interview and documentation.
TPU	Terrorism and Protection Unit
Transec	Transport Security section of the Dept. for Transport
Triage sieve	The primary triage system that quickly sorts out casualties into priority groups.
Triage sort	The secondary triage system that is carried out on the arrival of further resources usually taking place in the casualty clearing station.
VTs	Vessel Traffic Service
Z-Berth	Shipping Berth Set Aside For Nuclear Powered Vessel – See Sotonsafe

Appendix 9 - Bibliography

Emergency Preparedness

HM Government

<http://www.ukresilience.info/upload/assets/www.ukresilience.info/emergprepfinal.pdf>

<http://www.dft.gov.uk>

Emergency Response & Recovery

HM Government

<http://www.ukresilience.info/upload/assets/www.ukresilience.info/emergresponse.pdf>

The Civil Contingencies Act 2004

HM Government

<http://www.opsi.gov.uk/acts/acts2004/20040036.htm>

The Civil Contingencies Act 2004

(Contingency Planning) Regulations 2005

HM Government

<http://www.ukresilience.info/ccact/finalregs.pdf>

Further Reading

Preparing for Emergencies

Government Office for the South East – Website

<http://www.go-se.gov.uk/gose>

Preparing For Emergencies.

HM Government- Leaflet to households

<http://www.pfe.gov.uk>

Cabinet Office – Website

<http://www.cabinetoffice.gov.uk>

UK Security Service - Website

<http://www.mi5.gov.uk>

London Prepared Website

<http://www.londonprepared.gov.uk>

London Emergency Services Liaison Panel -Website

<http://www.leslp.gov.uk>

Emergency Planning

Dept of Health

<http://www.dh.gov.uk/PolicyAndGuidance/EmergencyPlanning/fs/en>

The Needs of Faith Communities in Major Emergencies: Some Guidelines

HM Government

<http://www.ukresilience.info/publications/faith-communities.pdf>

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Appendix 10 - Aide Memoires

There follows in this appendix, a series of Aide Memoires, which exist to highlight key points and to prompt action. **They are not meant to be comprehensive in detail.**

The appearance of an Aide Memoire in this section does not signify that ABP Southampton is responsible as the lead agency in any incident or that any incident is more likely to occur than any other.

Emergencies, by their very nature will, create a range of hazards and risks. Some may have been foreseeable and actions may already be in place to mitigate the effects. A dynamic risk assessment should always be conducted and measures introduced and documented accordingly.

Please turn the page for Aide Memoires.

Aide Memoire

Telephone Threat / Warning

- Remain Calm, Attract the attention of others to listen with you.
- Endeavour to engage the caller in conversation.
- Use the guidance on the bomb warning proforma if you have one, otherwise ask:-
Where is the bomb ?/ When will it go off ?/ What does it look like ?/ Why are you doing this ?/ Who are you ?.
- Record exact time, listen for clues DO NOT REPLACE Handset if caller rings off.
- Ensure the threat list call checklist is complete
- Contact the Risk Assessors (your line manager and Group Security Co-ordinator) using another phone
- Contact Police
- Complete the telephone warning report form and pass anymore information to your line manager and police
- Remember! It is not your job to assess the situation. This is to be left to trained personnel such as the Risk Assessor and the police.

Aide Memoire

Building Collapse / Explosion

- Ensure safety of self and others. Do not place yourself at risk
- Contact Emergency Services using the 999 system
- Contact Port Security & VTS on **023 8033 9733**
- Be prepared to provide the following information to Police and Port Security:
 - **C**asualties – approximate numbers of dead, injured and uninjured.
 - **H**azards Present and Potential. - Fire, risk of explosion, escaping gas etc
 - **A**ccess – Best access routes in for emergency services.
 - **L**ocation. Exact location of incident – address and postcode if known
 - **E**mergency Services. Those present and those required.
 - **T**ype of incident with brief details of numbers of vehicles/buildings involved.

Remember the pneumonic. **CHALET**

Aide Memoire

Evacuation of Premises/Areas

- Ensure safety of self and others. Do not place yourself at risk
- The decision to evacuate any premises must be carefully considered. . It should be borne in mind that in some cases e.g. release of toxic fumes, it may be preferable for persons to remain indoors and close all doors and windows and await further advice. Unless it is obvious that immediate evacuation is necessary TAKE ADVICE!
- Searching of private premises in response to threats is usually undertaken by the occupiers with advice available from the Emergency Services
- In certain situations the police may advise, or have the power to “cordon” an area and require persons/vehicles etc to leave the area within the cordon
- Consider where those evacuated will be asked to go. Should they go home, or is there an identified assembly point or gathering point they should go to.(Cruise Terminal etc)
- If more suitable accommodation is required, because large numbers of persons are involved, consider seeking assistance of the City Council in respect of evacuee rest centre buildings
- Arrange transport to convey evacuees to the designated evacuation location.

Aide Memoire

Landside Emergency Incident

- Ensure safety of self and others. Do not place yourself at risk
- Ensure Emergency Services, Port Security and VTS are aware of incident
- To activate Landside Emergency Plan contact ABP Authorised Officer
- Liaise with Emergency Services / Act as directed
- Keep a log of your actions/decisions
- Initiate cascade call-out of staff if directed
- Support the Marine Response Centre opening if directed
- Notify other staff, Deputy Port Manager, Harbour Master, Head of Safety & Group Security etc.
- Do not give information or statements to press or media unless authorised to do so and then only if agreed through lead emergency service media team.
- Debrief staff and ensure you are debriefed by your line manager and debrief sheets forwarded for compilation of reports.

Consider the mnemonic **S.A.D**

- **S**urvey
- **A**ssess
- **D**isseminate.

Aide Memoire

Unexploded (Wartime) Bomb

- Ensure safety of self and others. Do not place yourself at risk
- It is possible that building or other works may uncover an unexploded bomb or similar ordnance
- Control of any incident involving unexploded ordnance will rest with the Police
- On discovering any item that appears to be unexploded wartime ordnance inform VTS, Port Security Officer and the Police (using the 999 system)
- Depending on the size and location of the ordnance it may be necessary to evacuate surrounding properties and set up either a rest centre within the port to hold workers and visitors, to send them home, or to take advice from the City Council Emergency Planning Team
- Local Authority records may show location of identified sites in Southampton.

Aide Memoire

Visit of Nuclear Powered Vessel (Sotonsafe)

- Nuclear powered submarines periodically visit the Port of Southampton using 38/39 berth in the Eastern Docks
- In the very unlikely event of an incident leading to a (potential) release of radioactive material, a co-ordinated response will be undertaken by the Royal Navy, City Council, Emergency Services and other agencies/authorities
- This response is detailed in the Sotonsafe Plan copies of which are held by the Port Director ABP Southampton
- Notification of an incident will be made to ABP (VTS Centre) who will then inform the Police who will notify other agencies including the City Council
- A tactical control centre will be set-up at the City Council offices at Southbrook Rise if the situation requires it
- In the event of a release of radioactive material it will be necessary to consider protection of the staff and public including sheltering, evacuation and the issue of Potassium Iodate Tablets (PITs)
- Pre-determined locations have been identified for the issue of PITs.

Aide Memoire

Pollution – on land

- Ensure safety of self and others. Do not place yourself at risk
- Notify Environmental Services Division - Pollution and Safety Manager
- Fire and Rescue Service will probably be in attendance and be able to provide specialist assistance
- Spillages on the highway should be dealt with by Safety & Security during working hours or the attending emergency vehicle outside of office hours
- If explosives or radioactive materials suspected, control of the incident passes to the Police
- If fire, spillage or explosion poses a threat to the public downwind of the incident evacuation of the area may be necessary (see Evacuation)
- If incident significant then Landside Emergency Plan to be invoked.
- If incident significant then refer to City Council Oil and Chemical Pollution Plan.
- Ensure waste containment, storage, and disposal and other environmental health issues.
- Develop a phased recovery plan in conjunction with advice from DEFRA and other regulatory authorities.
- Organise and manage the decontamination of affected area and restore the environment to normal use.
- Manage risks to health and safety of workers undertaking decontamination and other hazardous activity.

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LANDSIDE EMERGENCY PLAN

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