

Updated January 2019



**(DFI) ROADS
EMERGENCY RESPONSE
PLAN
((DFI) Roads ERP)**

PART 1

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1. Introduction

Purpose of Plan

The purpose of the (DfI) Roads Emergency Response Plan [(DfI) Roads ERP] is to set out the general response of (DfI) Roads, in the form of a practical guide, to a range of possible Emergencies, which it may face.

The plan clarifies roles, responsibilities and actions of staff and enables a structured, coordinated approach to Emergencies.

The plan will enable (DfI) Roads to continue to deliver its safety related essential services in Emergency situations.

It must be recognised that (DfI) Roads is not an Emergency Service and the ‘out of hours’ response times agreed by the (DfI) Roads Board are consistent with this approach.

The (DfI) Roads Emergency Response Plan is a loose-leaf internal manual.

The plan has been written in two parts: **Part 1** - a high level generic plan, and **Part 2** - supporting plans for specific types of Emergency.

Aims and Objectives

The (**DfI**) **Roads ERP** aims to:

- Give guidance on the circumstances in which (DfI) Roads will activate its plan;
- Put in place a team that will allow appropriate and timely decisions to be made;
- Make available a procedure which will ensure that (DfI) Roads responds within available resources to roads related emergencies 24 hours a day, 7 days a week (24/7);
- Provide systems for mobilising staff, equipment and facilities;
- Provide assistance to other statutory agencies;
- Minimise the impact of the emergency on the public, staff, the environment and the business; and
- Take account of the impact of multiple emergency incidents.

The objective of the response is to ensure that:

- Quick and appropriate responses are made to all types of emergencies within available resources;
- The emergency is effectively managed;
- All key actions are carried out;
- Resources are made available; and
- Incident Reports are provided regularly.

Emergency Response

Emergencies may range from a Minor Incident, which has no special significance to a Catastrophic Emergency, with severe impact on normal business and a high level of public and media interest.

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The (DfI) Roads ERP illustrates how our response to all Levels of Emergency is integrated into the Agencies everyday working and management structure. However, the plan is not intended to deal with the normal range of standard incidents faced by (DfI) Roads on a routine basis. Its application will therefore generally be limited to Significant, Serious or Catastrophic Emergencies.

Some emergencies require a response from a number of services, government Organisations and Agencies and District Councils. The Department for Infrastructure's Major Emergency Response Plan (DfI MERP) outlines the arrangements for co-ordinating and managing the Department's involvement in an emergency that has exceeded, or is likely to exceed, the capability of an Agency's Emergency Response Plan. Within (DfI) Roads, this is activated by the Deputy Secretary. Trigger points and activation procedures are set out Chapter 2 of the DfI MERP.

In certain Catastrophic Emergencies affecting a large section of the population, Central Government may form a high level Crisis Management Group (CMG), led by the Head of the Civil Service, to undertake strategic management of the emergency. The Deputy Secretary of (DfI) Roads may be requested to attend and establish his respective role.

Strategy, Equality and Governance Branch (SEG) will coordinate the DfI response to a Catastrophic Emergency when:

- DfI is the lead Department, or when
- A situation arises that can be dealt with within DfI but which crosses more than one business area.

For these types of Emergencies, Strategy, Equality and Governance Branch (SEG) has arrangements in place to set up a Central Operations Room in Room 413C, Clarence, Court, Adelaide Street, Belfast - (a diagrammatical representation of the DfI command / information structure for Catastrophic Emergencies, outlining the linkages between the main players is shown in Figure (1).

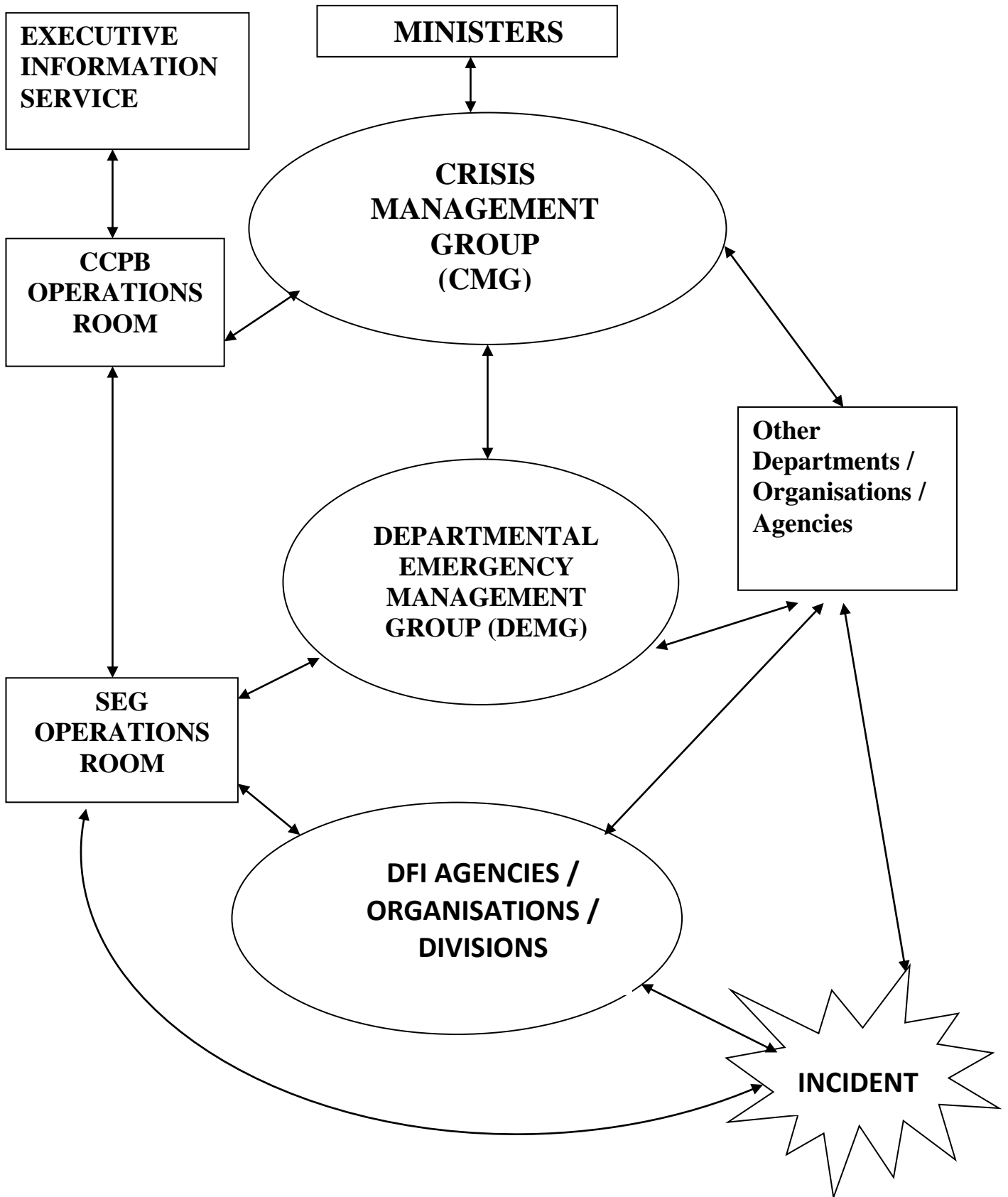
(DfI) Roads recognises that in the response phase of Catastrophic/Serious Emergencies, the Blue Light Services, (i.e.) Police, Ambulance and Fire Brigade, will be responsible for Control and Command and will be involved in the saving of lives and preventing an escalation of the Incident. The (DfI) Roads Emergency Response Plan is linked with those of the Emergency Services and other Direct Responders.

In the recovery phase the aim of (DfI) Roads will be to support the community and help to restore normality as soon as possible. There will also be considerable public and media information needs that will have to be managed.

Following the emergency, there will be a need to review the response provided so that good practice and necessary improvements can be identified and incorporated into future plans.

2. Triggers and Activation Procedures

Figure 1: DfI Command / Information Structure for Catastrophic Emergencies



2. Triggers and Activation Procedures

Emergency Classifications

Emergencies cover a broad spectrum of events with varying impacts and consequences. An emergency can range from a purely local incident to one having an impact across NI and beyond. These events require different co-ordination arrangements which are capable of being applied flexibly as an emergency develops or changes in character. While the majority of emergencies are local level and dealt with entirely by emergency responders and first line response teams acting on a **local**/sub-regional basis, some due the nature and scale of their impacts require **strategic** co-ordination by central government.

The (DfI) Roads Emergency Response plan has changed to reflect the overall change within the Emergency Resilience Network to ensure it is compatible with the Northern Ireland Emergency Services and local and Central government Emergency protocols.

These resilience Protocols set out the interface arrangements to facilitate the smooth and effective escalation of the multi-agency response to an anticipated or actual emergency from the local to the strategic level.

Emergency Classifications are split into two main Levels:

- **Local Level** – emergencies where the outcomes are such that the response can be delivered entirely by organisations operating locally/sub-regionally, or
- **Strategic Level** – emergencies where the extent or severity of their impact is such that strategic level intervention and co-ordination by central government is required. Emergencies at the strategic level are split into:
 - **Level 1 – Significant**
 - **Level 2 – Serious**
 - **Level 3 – Catastrophic**

(DfI) Roads Emergency Response Classification levels are as follows:

- **Local Level** – Emergencies where the outcomes are such that the response can be delivered entirely by Section Office Staff operating locally. This level of emergency would be routine non-serious daily matters, dealt with by normal service conditions that require action and reporting at Divisional level only. These incidents are unlikely to give rise to public or media interest.
 - *Fatal collision resulting in the closure of a main road or street*
 - *<100 properties in more than 5 locations affected by roads related flooding*
- **Strategic Level** – Emergencies where the extent or severity of their impact is such that Strategic Level intervention and Co-ordination by Central Government is required.

Emergencies at the strategic level are split into three sub levels

Level 1 – Significant - Significant roads-related newsworthy incident requiring the mobilization and organization of Divisional personnel beyond the normal routine. It will give rise to public and media interest at local level.

- *Manhole collapse resulting in major traffic disruption on a Trunk Road or Motorway*
- *100-1000 properties affected by roads-related flooding – normally requires an inter-agency Flooding response*
- *SEG Informed*

Level 2 – Serious - An emergency involving a serious disruption to services requiring special mobilization and organization of Divisional personnel beyond the normal routine.

Unlikely to require coordination by (DfI) Roads-HQ staff, but the Director of Network Services should be advised of the developing situation. It will give rise to public and media interest mainly at Local Level and possibly National Level.

- *Closure of motorways, main roads or widespread closure of minor roads due to Flooding, Storms or Snow*
- *Bridge collapse on motorway or main road*
- *>1000 properties affected by widespread roads related Flooding*
- *SEG Informed*

Level 3 – Catastrophic - Very serious and exceptional incidents that need to be reported urgently at the highest level. Will require wide spread mobilization and organization of staff including co-ordination by (DfI) Roads-HQ and will give rise to public and media interest at National Level

- *The safe movement of people, goods and services across NI are threatened*
- *Serious widespread and prolonged closure of major roads i.e. motorways.*
- *Serious and prolonged damage to major roads infrastructure.*
- *widespread, prolonged closure of major roads across NI due to Flooding, Storms or Snow inter-agency response*
- *major terrorist attack.*
- *SEG Informed / DfI MERP implemented / CMG formed*

Command Structure

Emergency Response requires various levels of command depending on the severity of the emergency.

The three command levels used by (DfI) Roads are Gold, Silver and Bronze similar to the command levels in the Blue Light Services and other Organisations.

‘(DfI) Roads Gold Commanders’: strategic level management that directs policy and coordinates a Level 3 Emergency Response, which is only required in the most extreme circumstances (Deputy Secretary / Director of Network Services / Divisional Roads Manager).

‘(DfI) Roads Silver Commanders’: tactical level management that supports the operational response and liaises with the public and media within each Division. The Divisional Roads Manager / Network Maintenance Manager / Section Engineer (**Silver Commanders**) shall be responsible for formally authorising the activation of the (DfI) Roads ERP for **Level 1 -- Significant** Emergencies and mobilizing the **Divisional Emergency Response Team**.

In the event of a “Multi-Agency Level 3 or 2 Flooding Emergency”, these managers are the normal point of contact to co-ordinate a joint response and take on the role of Flood Team member (Divisional Roads Manager / Maintenance Manager / Section Engineer).

‘(DfI) Roads Bronze Commanders’: operational level management that implement the strategy, employ the tactics and oversee the operational response on the ground by applying all available resources at their command (Section Engineer / Higher Professional & Technical Officer/ Professional & Technical Officer/ Technical Grade / Technical Grade 2).

Bronze command deals with Local Level incidents autonomously reporting at Divisional level only.

(DfI) Roads Initial Point of Contact (for other Responding Agencies/Organisations)

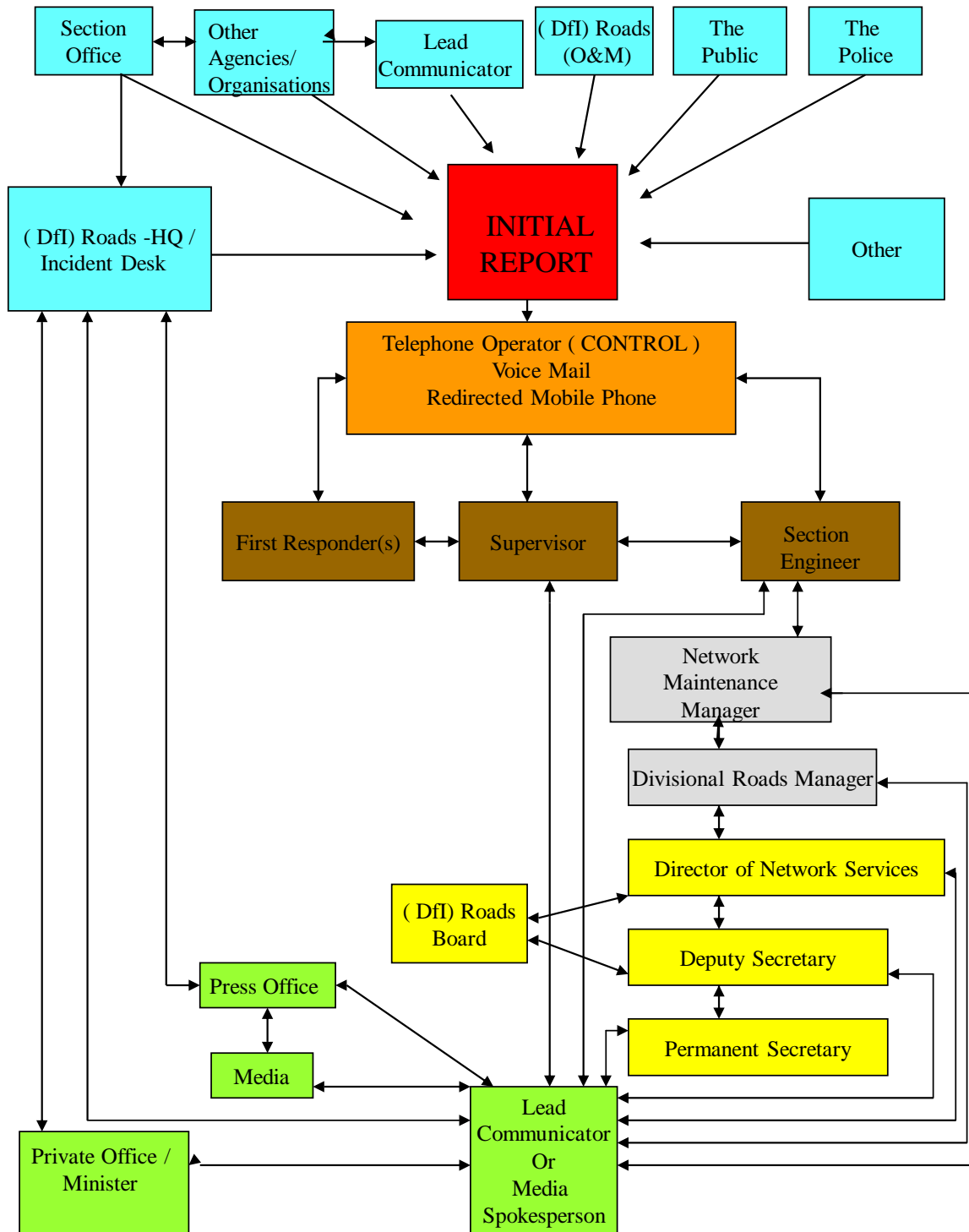
During ‘Normal Working Hours’: the initial point of contact is the appropriate Section Office.

Outside ‘Normal Working Hours’: the initial point of contact is the Lead Communicator, who will notify the appropriate level of command.

A diagram showing the (DfI) Roads Command / Communication Structure is shown in Figure (2). Depending on the level of emergency, information is channeled into the command structure as described in Figure (2).

In the event of a Departmental Response in a Catastrophic Emergency, the Duty Officer (Head of Strategy, Equality and Governance Branch (SEG) shall initially contact the Deputy Secretary if (DfI) Roads is to be involved in the Emergency Response. The Strategy, Equality and Governance Branch (SEG) Staff Officer shall contact the Emergency Liaison Officer.

Figure (2): (DfI) Roads Command / Communication Structure



Mobilising Staff and Resources

Level 3 -- Catastrophic: The **Deputy Secretary (Gold Commander)** shall be responsible for ‘formally authorising the activation of the (DfI) Roads Emergency Response Plan – (DFI) Roads ERP) for Level 3 **Catastrophic** / Catastrophic Emergencies and mobilising the **Incident Management Team** headed by the Director of Network Services (see **Annex C**).

Level 2 – Serious: The **Divisional Roads Manager (Silver Commander)** shall be responsible for ‘formally authorising the activation of the (DfI) Roads ERP’ for **Level 2 – Serious** Emergencies and mobilising the **Divisional Emergency Response Team** (see **Annex D**).

Level 1 -- Significant: The **Section Engineer (Silver Commander)** shall be responsible for formally authorising the activation of the (DfI) Roads ERP for **Level 1 -- Significant** Emergencies and mobilising the **Divisional Emergency Response Team** at the appropriate level (see **Annex D**).

Local Level: Responding to Standard Incidents is a daily function of (DfI) Roads operations and is dealt with under normal service conditions. A routine non-serious matter is generally triggered as a result of a request for assistance from the public or the police.

Communication by Conference Call

A **conference call** is a telephone call in which someone talks to several people at the same time.

Conference call participants are usually able to call into the conference call themselves by dialing a telephone number that connects to a "conference bridge" which allows several individuals or Organisation representatives to hold a conversation.

Many organisations use conference calls to allow individual members of the organization to participate in meetings without the need to travel.

(DfI) Roads and other Northern Ireland government organisations utilise conference calls for Emergency Communication during emergency incidents. Conference calls can be utilised at all levels to ensure communication between organisations or parties within an individual organisation is maintained without the need to hold physical meetings.

Companies commonly use a specialized service provider such as BT who maintains the conference bridge, or who provides the phone numbers and PIN codes that participants dial to access the meeting or conference call.

(DfI) Roads conference call instructions are included in **Annex J**.

3. Roles and Responsibilities

Responsibilities of the DEPUTY SECRETARY (or designated substitute) - GOLD Commander

General:

- Provide an emergency response plan for the management and coordination of (DfI) Roads’s involvement in a Catastrophic Emergency under the Department For Infrastructure Major Emergency Response Plan (ensure that sufficient funding and priority is allocated to the emergency planning function)
- Assist in the coordination of the Department For Infrastructure Major Emergency Response Plan, as directed by Strategy, Equality and Governance Branch (SEG), where an Intra-Departmental Response is required
- Ensure that an optimum agency/corporate approach to strategic decisions in relation to the emergency is being taken
- Consider and identify your training needs (refer to Annex G)

Level 3 Catastrophic Emergency Check List

	DUTIES OF THE DEPUTY SECRETARY	Tick Box
1	Record time of notification	
2	Activate the (DfI) Roads Emergency Response Plan ((DfI) Roads ERP)	
3	Authorise the Director of Network Services to: <ul style="list-style-type: none"> • Assume the role of Incident Manager and chair the Incident Management Team • Convene a meeting of the team 	
4	Advise the Permanent Secretary and SEG of the emergency	
5	Where necessary ask the Permanent Secretary to activate the DfI Major Emergency Response Plan	
6	Meet regularly with the Director of Network Services and other members of the (DfI) Roads-HQ Incident Management Team	
7	Provide regular reports to the Minister or Permanent Secretary and check that the Press Office is informed and kept advised of developments	
8	Participate in meetings convened by Civil Contingencies Policy Branch (CCPB) or the Departmental Emergency Management Group where an inter-departmental response is required	

Responsibilities of the DIRECTOR OF NETWORK SERVICES (or designated substitute) - GOLD Commander

General:

- Ensure the provision of an emergency response plan for the management and coordination of (DfI) Roads’s involvement in a Catastrophic Emergency
- Deputise for the Deputy Secretary
- If requested, participate at meetings convened by the Strategy, Equality and Governance Branch (SEG), the Civil Contingencies Policy Branch (CCPB) or the Crisis Management Group, where an **Inter-Departmental/Intra-Departmental Response** is required to ensure that an optimum Corporate approach to strategic decisions in relation to the emergency is being taken
- One of the Directors shall be nominated to deputise for the Director of Network Services if required
- Consider and identify your training needs (refer to Annex G)

Level 3 Catastrophic Emergency Check List

	DUTIES OF THE DIRECTOR OF NETWORK SERVICES	Tick Box
1	Record time of notification	
2	If necessary, advise the Deputy Secretary and SEG of the emergency	
3	Implement the (DfI) Roads Emergency Response Plan ((DfI) Roads ERP)	
4	Contact the Emergency Liaison Officer and establish a (DfI) Roads Incident Management Centre	
5	Liaise with counterparts in PSNI and other participating agencies/organisations to agree strategic decisions in relation to the emergency	
6	Ensure that the Divisional Emergency Response Team/s are mobilised	
7	Obtain a basic brief from the Divisional Roads Manager/s to include: situation on the ground, lead agency, actions that have already been taken and additional ones that will be required	
8	Assess (DfI) Roads’s position in respect of the emergency: <ul style="list-style-type: none"> • Identify key issues that need to be addressed to restore the service • Its affect on the delivery of essential services • Its impact on the wider community • Inform the organisations that should be responding and are not already attending 	
9	Assume the role of Incident Manager and agree appropriate representation of the Incident Management Team, with regard to the nature of the emergency	
10	Brief the Incident Management Team and nominate members to carry out the following tasks: <ul style="list-style-type: none"> • Appoint a media spokesperson(s) for the whole of (DfI) Roads • Ensure that the Press Office is informed and kept advised of developments • Agree a line to take (in dealing with the public, public representatives and media) with the Press Office and invite them to briefings as required • Nominate a single point of contact to receive updates from Divisional Emergency Response Team 	

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	<ul style="list-style-type: none"> • Consider issuing individual phone numbers for direct communication from specific organisations and ensure your staff give priority to these numbers • Set up a cost code for the emergency • If required, set up a list, including start and finish times, of staff engaged in the emergency • If required, make up a staff rota including methods of mobilisation • If required, call on additional support staff to provide assistance • Ensure that proper arrangements are made for breaks from work, refreshments and psychological support – these services may be provided by District Councils • Allocate resources to affected areas as appropriate • If (DfI) Roads is the Lead Agency consider how to advise the public • Consider the need for advice from the Departmental Solicitor and the Health and Safety Advisory Officer • Decide on the frequency of Incident Reports from Divisional Emergency Response Teams,(e.g.) typically at least every 2 hours at the start of an Emergency 	
11	Brief and agree an action plan with the Divisional Roads Manager/s for the management and coordination of the emergency	
12	Provide regular briefings to the Deputy Secretary and Strategy, Equality and Governance Branch (SEG), where appropriate	
13	Provide appropriate contact information if different from the scheduled divisional emergency contact details	
14	Maintain an Incident Log	
15	Ensure all staff responding to the emergency complete their Check Lists and Incident Logs	
16	Stand down the emergency response or reduction in Level	
17	Request regular updates on the management of the recovery phase	

Responsibilities of the DIVISIONAL ROADS MANAGER (or designated substitute) – SILVER / GOLD Commander

General:

- Ensure all (DfI) Roads Divisional arrangements are in place to meet the requirements of the (DfI) Roads Emergency Response Plan
- Manage and co-ordinate (DfI) Roads `s response in a Catastrophic/Serious Emergency
- Participate in **Incident Management Team** meetings (Level 3) to ensure that an optimum Agency/Divisional approach to strategic decisions in relation to the emergency is being taken
- Consider and identify your training needs (refer to Annex G)

Catastrophic / Serious Emergency Check List (Level 3 or 2)

	DUTIES OF THE DIVISIONAL ROADS MANAGER	Tick Box
1	Record time of notification	
2	Implement (DfI) Roads Emergency Response Plan	
3	Liaise with counterparts in PSNI and other participating agencies/organisations to agree strategic decisions in relation to the emergency	
4	Obtain a basic brief from the Network Maintenance Manager to include: situation on the ground, lead agency, actions that have already been taken and additional ones that will be required	
5	Assess Division`s position in respect of the emergency: <ul style="list-style-type: none"> • Identify key issues that need to be addressed to restore the service • Its effect on the delivery of essential services • Inform the organisations that should be responding and are not already attending 	
6	Advise the Director of Network Services of the emergency and agree appropriate emergency Level	
7	Set-up the Divisional Emergency Response Centre and manage the operational, technical and incident reporting matters dealt with at the centre	
8	Establish and head the Divisional Emergency Response Team and agree appropriate representation with regard to the nature of the emergency	
9	Brief the Divisional Emergency Response Team and nominate members to carry out the following tasks: <ul style="list-style-type: none"> • Appoint a media spokesperson • Ensure that the Press Office is informed and kept advised of developments • Agree a line to take in dealing with the public, public representatives and media • Nominate a single point of contact to receive updates from (DfI) Roads staff responding on the ground • Consider issuing individual phone numbers for direct communication from specific organisations and ensure your staff give priority to these numbers • Set up a cost code for the emergency • Set up a list, including start and finish times, of staff engaged in the emergency • If required, make up a staff rota including methods of mobilisation • If required, call on additional support staff to provide assistance 	

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	<ul style="list-style-type: none"> • Ensure that proper arrangements are made for breaks from work, refreshments and psychological support – these services may be provided by District Councils • Make a list of emergency equipment required • Confirm the availability of emergency equipment • Allocate resources to affected areas as appropriate • Ensure that adequate emergency telecommunication systems are in place • If (DfI) Roads is the Lead Agency consider how to advise the public • Ensure that appropriate general information is issued by the telephone operators, (e.g.) (DfI) Roads are responding and the road will be reopened at...hrs • Ensure all decisions taken by the Divisional Emergency Response Team are communicated to all operational staff, Incident Management Team and DfI Roads Incident Desk 	
10	Implement action plans agreed by the Incident Management Team for the management and co-ordination of the emergency	
11	Provide appropriate contact information if different from the scheduled Divisional Emergency Contact Details	
12	Ensure incident reporting procedures are strictly adhered to and updates provided as the emergency develops or as requested by the Incident Management Team	
13	Maintain an Incident Log	
14	Ensure all staff responding to the emergency complete their Check Lists and Incident Logs	
15	Stand down the emergency response or reduction in Level	
16	Manage the recovery phase	

**Responsibilities of the NETWORK MAINTENANCE MANAGER
(or designated substitute) – SILVER / GOLD Commander**

General:

- Manage the overall operational response and upward reporting arrangements and give technical/operational advice internally and externally during an emergency
- Participate in **Divisional Emergency Response Team** meetings to ensure that an optimum Divisional response is being taken in relation to the emergency
- Ensure that a schedule of designated emergency officers and contact details is maintained, and changes notified to the (DfI) Roads-HQ Liaison staff
- Liaise with the appropriate (DfI) Roads Operation & Maintenance ((DfI) Roads (O&M)) Area Engineer, to ensure that emergency plant and equipment is ready and available at depots
- Ensure that a list of plant and equipment is requested from the (DfI) Roads (O&M) engineer twice a year and a copy sent to (DfI) Roads-HQ.
- Ensure that Emergency Telecommunications Systems are available and tested regularly
- Ensure that management and operational staff are aware of the guidelines for dealing with requests for assistance (these guidelines are detailed in Chapter 4 of (DfI) Roads ERP (Part1))
- Consider and identify your training needs (refer to Annex G)

The Network Maintenance Manager will not normally be called upon for a Level 1 Emergency

Catastrophic / Serious Emergency Check List (Level 3 or 2)

	DUTIES OF THE NETWORK MAINTENANCE MANAGER	Tick Box
1	Record time of notification	
2	Obtain a basic brief on the situation from the Section Engineer(s) / other staff responding on the ground	
3	If required, send the initial Incident Report of the brief provided by the Section Engineer to the DfI Roads Incident Desk during ‘normal working hours’ or the Lead Communicator ‘out of hours’	
4	Assess the situation to determine the scale, scope and nature of the emergency	
5	Determine the Level of the emergency response based on the information received	
6	Determine whether there is a risk to personnel attending the emergency and take appropriate action to mitigate the risk	
7	Brief the Divisional Roads Manager of the situation on the ground and confirm the Level of the Response	
8	Carry out the tasks designated by the Divisional Roads Manager – a number of the Divisional Emergency Response Team tasks may fall to the Network Maintenance Manager	
9	If required, assume the role of the (DfI) Roads Flood Team member with operational as well as upward reporting responsibilities	
10	Maintain an Incident Log	
11	Ensure all staff responding to the emergency complete their Check Lists and Incident Logs	

Responsibilities of the SECTION ENGINEER (or designated substitute) – SILVER / BRONZE Commander

General:

- Manage either the operational response on the ground (Bronze), or give technical/operational advice internally and externally during an emergency (Silver)
- Participate in **Divisional Emergency Response Team** meetings to ensure that an optimum Divisional response is being taken in relation to the emergency
- Consider and identify your training needs (refer to Annex G)

Level 1 Emergency Check List

	DUTIES OF THE SECTION ENGINEER	Tick Box
1	Record time of notification	
2	Alert Supervisor	
3	Alert CONTROL	
4	Alert emergency squad/s	
5	Determine Level of emergency response based on information received	
6	Request additional staff and equipment from (DfI) Roads (O&M) as necessary	
7	Where applicable inform other agencies / organisations who may need to respond	
8	Maintain an Incident Log	
9	Ensure all staff responding to the emergency complete their Check Lists and Incident Logs	
10	Obtain a basic brief on the situation from the Supervisor(s)	
11	Confirm the Level of the emergency response with the Network Maintenance Manager	
12	Confirm the Level of the emergency response with the Supervisor(s)	
13	Implement the (DfI) Roads Emergency Response Plan ((DfI) Roads ERP)	
14	Mobilise and head the Divisional Emergency response Team if required	
15	Ensure incident reports are sent by the Section Office <ul style="list-style-type: none"> • Incidents that occur during normal working hours – send to the DfI Roads Incident Desk and copy to the Network Maintenance Manager • Incidents that occur outside normal working hours – send ‘follow up’ report or Nil response to the DfI Roads Incident Desk by 09:30 the following morning and copy to the Network Maintenance Manager 	
16	Establish a line to take in dealing with public representatives and the media	
17	Record time of arrival on site (only if required) Assess the situation and determine the perceived risk to personnel: <ul style="list-style-type: none"> • Is the site safe? • What type of incident?- e.g. road traffic collision, flooding, chemical • Is the road closed? • Should the road be closed? • Is the road passable with care in both directions? - specify number of lanes closed 	

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	<ul style="list-style-type: none"> • Is a diversion or traffic control required? • How many casualties involved? • How many people affected? • How many properties affected? • List the type and location of any known hazards • Identify any other potential risks to the health and safety of staff and public, (e.g.) damage to structures, major traffic disruption • List additional emergency plant and equipment required • Determine whether extra personnel are required and if so, how many? 	
18	Ensure that operational squads and contractors, emergency plant, equipment and materials are deployed	
19	Call in additional operational and support staff to provide assistance	
20	Consult with responding officers of other agencies / organisations present on site, taking account of the priorities for the response and avoiding any duplication	
21	Continually communicate the status of the incident and provide updates to the Network Maintenance Manager	

Level 3 and 2 Emergency Check List

	DUTIES OF THE SECTION ENGINEER	Tick Box
1	Record time of notification	
2	Alert Supervisor	
3	Alert CONTROL	
4	Alert emergency squad/s	
5	Determine Level of emergency response based on information received	
6	Request additional staff and equipment from (DfI) Roads (O&M) as necessary	
7	Where applicable inform other agencies / organisations who may need to respond	
8	Maintain an Incident Log	
9	Ensure all staff responding to the emergency complete their Check Lists and Incident Logs	
10	Obtain a basic brief on the situation from the Supervisor(s)	
11	Record time of arrival on site (only if required) Assess the situation and determine the perceived risk to personnel: <ul style="list-style-type: none"> • Is the site safe? • What type of incident? - e.g. road traffic collision, flooding, chemical • Is the road closed? • Should the road be closed? • Is the road passable with care in both directions? - specify number of lanes closed • Is a diversion or traffic control required? • How many casualties involved? • How many people affected? • How many properties affected? • List the type and location of any known hazards • Identify any other potential risks to the health and safety of staff and public, (e.g.) damage to structures, major traffic disruption 	

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	<ul style="list-style-type: none"> • List additional emergency plant and equipment required • Determine whether extra personnel are required and if so, how many? 	
12	Brief the Network Maintenance Manager of the situation on the ground in order that the Network Maintenance Manager can send the Incident Report	
13	Inform the Lead Communicator of the incident and request that a general report be issued to the Media, if out of hours	
14	Confirm the Level of the emergency response with the Network Maintenance manager	
15	Confirm the Level of the emergency response with the Supervisor(s)	
16	Ensure that operational squads and contractors, emergency plant, equipment and materials are deployed	
17	Call in additional operational and support staff to provide assistance	
18	Consult with responding officers of other agencies / organisations present on site taking account of the priorities for the response and avoiding any duplication	
19	Continually communicate the status of the incident and provide updates to the Network Maintenance Manager or nominated point of contact	
20	Report back to the Network Maintenance Manager or nominated point of contact, if another organisation takes the lead role	
21	If approached by the media, refer to the nominated Media Spokesperson on the Divisional Emergency Response Team	

**Responsibilities of the SUPERVISOR or designated substitute -
BRONZE Commander**

General:

- Supervise the operational response on the ground and provide incident reports to Line Management
- If required, participate in **Divisional Emergency Response Team** meetings to ensure that an optimum response is being taken in relation to the emergency
- Be aware of the procedure for accessing stores and depots outside normal working hours.
- Be familiar with the location, layout and arrangements in neighbouring Depots and Offices so that these facilities may be used if required.
- Consider and identify your training needs (refer to Annex G)

Emergency Check List for ALL Emergencies

	DUTIES OF SUPERVISOR	Tick Box
1	Record time of notification	
2	Alert CONTROL	
3	Alert emergency squad(s)	
4	Determine Level of emergency response based on information received	
5	Request additional staff and equipment from (DfI) Roads (O&M), as necessary	
6	Where applicable inform other Agencies/ organisations who may need to respond	
7	Maintain an Incident Log	
On Arrival at Site (Levels 1, 2 and 3)		
8	Record time of arrival on site	
9	Assess the situation and determine the perceived risk to personnel: <ul style="list-style-type: none"> • Is the site safe? • What type of incident?-(e.g.) road traffic collision, flooding, chemical • Is the road closed? • Should the road be closed? • Is the road passable with care in both directions? - specify number of lanes closed • Is a diversion or traffic control required? • How many casualties involved? • How many people affected? • How many properties affected? • List the type and location of any known hazards • Identify any other potential risks to the health and safety of staff and public, (eg.) damage to structures, major traffic disruption • List additional emergency plant and equipment required • Determine whether extra personnel are required and if so, how many? 	
10	Confirm the Level of the emergency response with appropriate Section Engineer	
11	Deploy operational squads and contractors, emergency plant, equipment and materials	

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12	Report your assessment to the Section Engineer – basic brief of the situation on the ground	
13	Confirm to the Section Engineer the number of operational squads and/or contractors responding	
14	Outside normal working hours, inform the Lead Communicator as soon as possible, if the incident is either weather related or particularly newsworthy (Level 1 only)	
15	If approached by the media, refer to the nominated Media Spokesperson on the Divisional Emergency Response Team (Level 3 and 2 only)	
16	Consult with responding officers of other Agencies / organisations present on site taking account of the priorities for the response and avoiding any duplication	
17	Continually communicate status of incident and provide updates to appropriate Section Engineer	
18	Where appropriate set up a 'rendezvous point'	

Responsibilities of the EMERGENCY SQUAD / FIRST RESPONDER(s)

General:

- Be available to respond out of hours on a rota basis throughout the year or on a catch-as-catch-can basis.
- Be aware of the guidelines for dealing with requests from the PSNI and other Blue Light Services. These guidelines are detailed in Chapter 4 of (DfI) Roads ERP (Part1).

The primary response to Catastrophic Emergencies is normally provided by the Emergency Services, with appropriate backup from other public service organisations.

Advice to the public at the scene of the incident is normally provided by the PSNI.

Emergency Check List

	DUTIES OF THE EMERGENCY SQUAD / FIRST RESPONDER(S)	Tick Box
1	Record time of arrival on site	
2	Survey the scene and assess the situation to determine the location, scale, scope and nature of the emergency: <ul style="list-style-type: none"> • Is it safe to approach the incident? • What type of incident? - (e.g.) road traffic collision, flooding, chemical • Is the road closed? • Should the road be closed? • Is the road passable with care in both directions? - specify number of lanes closed • Is a diversion or traffic control required? • How many casualties involved? • How many people affected? • How many properties affected? • List the type and location of any known hazards • Identify any other potential risks to the health and safety of staff and public, (e.g.) damage to structures, major traffic disruption • Advise CONTROL on safe access routes and rendezvous points • List additional emergency plant and equipment required • Determine whether extra personnel are required and if so, how many? 	
3	Report this information back to CONTROL and indicate the initial Level of response that will be required	
4	Report back to CONTROL what other Agencies/ organisations should be responding	
5	Make initial contact and co-ordination arrangements with other services arriving on scene	
6	Maintain responsibility for directing and coordinating the (DfI) Roads response until relieved of this duty by a Supervisor or Section Engineer	
Section Engineer will not be required for a Local Level emergency		
7	Maintain an Incident Log	

Responsibilities of the EMERGENCY CONTROL CENTRE TELEPHONE OPERATORS (CONTROL)

General:

- Be available to respond 24/7 throughout the year
- Be aware of the guidelines for dealing with requests from the PSNI and other Blue Light Services. These guidelines are detailed in Chapter 4 of (DfI) Roads ERP (Part1).

The primary response to a Catastrophic Emergency is normally provided by the Emergency Services, with appropriate backup from other public service organisations.

Emergency Check List

	DUTIES OF THE TELEPHONE OPERATORS (CONTROL)	Tick Box
1	Record time and brief details of all communications including exchanges with First Responder/s (emergency squad)	
2	Assess the information reported by First Responder/s <ul style="list-style-type: none"> • Is it a Local Level emergency? For Flooding emergencies • Is it a (DfI) Roads ‘Flooding Hotspot’? • If it is not a (DfI) Roads ‘Flooding Hotspot’ contact the appropriate Lead Agency 	
3	If the Emergency is Level 1 or above, alert the client (normally Section Engineer or Supervisors) and pass on the following information received from First Responders <ul style="list-style-type: none"> • Situation report/s including location, scale, scope and nature of emergency • Extra manpower required • Requests for additional emergency equipment – (Client to confirm what equipment is available within depots) • Requests for other Agencies / Organisations to respond 	
4	Use contact lists to raise additional manpower	
5	Inform additional personnel reporting for duty of additional emergency equipment required and its location	
6	As the incident develops, continue to record and communicate further information received to the appropriate client and staff on the ground	
7	Notify other Agencies / Organisations as necessary	
8	When communicating with the public, ensure that the “line to take” has been approved by the appropriate Section Engineer or his deputy	

**Responsibilities of the Head of (DfI) Roads Operation and Maintenance
((DfI) Roads (O&M)) (or designated substitute)**

General:

- Ensure that all (DfI) Roads Operation & Maintenance arrangements are in place to meet the requirements of the (DfI) Roads Emergency Response Plan
- If required, participate in Incident Management Team meetings (Level 3) to ensure that an optimum Agency/Organisation/ Divisional approach to strategic decisions in relation to the emergency, is being taken
- Ensure Divisional Arrangements are made in advance for emergency plant and equipment to be available at short notice (i.e. borrowed, hired or bought)
- Maintain a stock of emergency materials at all times
- Maintain an inventory of emergency plant and equipment
- Ensure Area Engineers confirm twice yearly with the appropriate Network Maintenance Manager that:
 - Operational telecommunications systems are sufficiently robust to handle the demands of a Catastrophic Emergency
 - Emergency plant and equipment is maintained in good working order at Depots 24/7
 - Emergency plant and equipment is fuelled and accessible, with keys readily available
 - A list of emergency plant and equipment and associated key holders is held at the appropriate CONTROL, and
 - Provide each of the Network Maintenance Managers with a copy of the list
- Ensure that (DfI) Roads (O&M) management and operational staff are aware of the guidelines for dealing with requests from the PSNI and others. These guidelines are detailed in Chapter 4 of (DfI) Roads ERP (Part1).

Catastrophic / Serious Emergency Check List (Level 3 or 2)

DUTIES OF THE HEAD OF (DfI) ROADS Operation and Maintenance		Tick Box
1	Ensure that the appropriate (DfI) Roads (O&M) Area Engineer participates at the Divisional Emergency Response Team meetings and carries out the following tasks:	
2	Make up a staff rota including methods of mobilisation	
3	Retain a list, including start and finish times, of staff engaged in the emergency	
4	Take account of ongoing health, safety and welfare provision of staff ensuring that proper arrangements are made for breaks from work, refreshments and psychological support	
5	Be prepared to direct resources from programmed work to emergency response at the request of the Client	
6	Facilitate when necessary, the army, the emergency services and other responding agencies accessing the resources held in (DfI) Roads Depots and stores - such arrangements shall only be authorised and made by the (DfI) Roads (O&M) Area Engineer or their supervising officers	

Responsibilities of the EMERGENCY LIAISON OFFICER (ELO) OR DEPUTY ELO

ELO: SPTO Network Maintenance ((DfI) ROADS-HQ)

Deputy ELO: HPTO Network Maintenance ((DfI) ROADS-HQ)

General:

- Revise, maintain and review the (DfI) Roads Emergency Response Plan.
- Ensure the (DfI) Roads Emergency Contact list and the Emergency Services and Utilities Contact list is updated twice a year
- Ensure that the list of phones with Mobile Telecommunications Privileged Access Scheme – (MTPAS) – (formerly Access Overload Control (ACCOLC)) capability is updated as required by Strategy, Equality and Governance Branch (SEG).
- Manage the DfI Roads Incident Desk
- Ensure a Lead Communicator Rota is in place 52 weeks of the year
- Check that reports sent to the DfI Roads Incident Desk and those issued by the Lead Communicator adhere to the Incident Reporting Procedures
- Participate in Incident Management Team meetings as requested
- Arrange specialist emergency training for Gold, Silver and Bronze Commanders
- Participate in emergency exercises and request relevant (DfI) Roads Divisional staff to attend
- Ensure that the telecommunication systems at (DfI) Roads-HQ are sufficiently robust to handle a Level 3 Emergency
- Determine which photocopying and office facilities will be used during the emergency
- Check the operation of all equipment listed in Annex E
- Consider and identify your training needs (refer to Annex G)

Catastrophic / Serious Emergency Check List (Level 3 or 2)

	DUTIES OF THE ELO and Deputy ELO	Tick Box
1	Record time of notification	
2	If requested, prepare the Incident Management Centre, assemble and brief staff regarding facilities	
3	If requested, set up telephone numbers to be used at the Incident Management Centre for: <ul style="list-style-type: none"> • A single point of contact to receive updates from divisions • Direct communication from specific organisations 	
4	Ensure mobile telephones with MTPAS – (formerly ACCOLC) capability are identified and held in accessible locations with batteries fully charged	
5	Manage the DfI Roads Incident Desk and check that incident reports are received as agreed by the Incident Management Team from the Divisional Emergency Response Team	
6	Make arrangements for emergency access to Clarence Court outside normal office hours for members of the Incident Management Team	
7	Maintain an Incident Log	

Responsibilities of the LEAD COMMUNICATOR

General:

- Be available to respond ‘out of hours’ on a rota basis 52 weeks of the year
- In winter, scan the Winter Service Database and other information sources to compile the Media Report
- In summer, be in reactive mode, available to receive information by telephone from (DfI) Roads Divisional staff
- Act as the initial contact point for other responding Agencies/ Organisations and Media enquiries about individual incidents ‘out of hours’.
- Consider and identify your training needs (refer to Annex G)

Level 1 Emergency Check List Outside Normal Working Hours

	DUTIES OF LEAD COMMUNICATOR	Tick Box
1	Record the time of notification	
2	Issue e-mail reports to the media on significant widespread incidents. These guidelines are detailed in Chapter 5 of (DfI) Roads ERP (Part1): Incident Reporting Procedures	
3	If required, act as the initial Flood Team member in an Inter-Agency flooding event	
4	Act as the Flooding Spokesperson, if (DfI) Roads is the Lead Agency	
5	Maintain an Incident Log	

Catastrophic /Serious Emergency Check List (Level 3 or 2) Outside Normal working Hours

	DUTIES OF LEAD COMMUNICATOR	Tick Box
1	Record the time of notification	
2	Report to the Media once the initial report of the emergency is received from the Network Maintenance Manager	
3	Direct any further enquiries or requests for assistance from other Agencies / Organisations or the Media to the Divisional Roads Manager or nominated member in the Divisional Emergency Response Team	
4	Provide a single point of contact for all divisions	
5	Pass on information received from other Divisions to the appropriate Divisional Emergency Response Team	
6	Notify the other members of the Flood Team that the appropriate Network Maintenance Manager has assumed the role of the (DfI) Roads Flood Team member with operational, as well as upward reporting, responsibilities	
7	Maintain an Incident Log	

Managing the Emergency Response

Prioritisation of Response

(DfI) Roads shall seek to restore normality to the road network as quickly as possible and shall provide assistance requested by the police and other Blue Light Services at the earliest opportunity having regard to the following:

Safety Considerations

- Personal safety of (DfI) Roads staff or contractors.
- Safety of road users.

Protection of property, plant and equipment

- Protection of Government property, plant and equipment (e.g. hospitals and schools).
- Protection of private property.

Prevention of traffic and commercial disruption

- Access to (DfI) Roads depots.
- Access to hospitals, ambulance stations, fire stations etc.
- Access to power stations.
- Access to ports, airports, bus depots and principal railway stations.
- Motorways & Trunk Roads.
- A Class roads and arterial routes.
- Main town centre thoroughfares.
- Access to main fuel depots, major industrial and commercial areas.
- B Class roads.
- Other classes and estate roads.
- Car parks.

(DfI) Roads does not normally make any charge to provide assistance to the Emergency Services.

Civil Disturbance

(DfI) Roads personnel are not responsible for resolving Public Order offences that occur on public roads; (i.e.) when a member(s) of the public deliberately causes the closure of any section of the public road by obstructing the free passage of road users, or by otherwise presenting a danger to them. Such incidents are the responsibility of the Police.

Chemical, Biological, Radiological and Nuclear (CBRN) Attacks

Terrorist attacks, especially those involving chemical, biological, radiological or nuclear materials, have potential to create problems on a scale that exceeds that of any foreseeable natural or accidental emergency. Inter-agency management arrangements for such incidents would focus on both the Police strategic level management group (for the direct response to and investigation of the incident) and the Crisis Management Group (for strategic public service management).

(DfI) Roads would rely heavily on the advice received from the lead organization.

Arrangements for Staff Working Shifts

Account must be taken of the ongoing health, safety and welfare provision of staff responding to the emergency ensuring that proper arrangements are made for rotation of staff, breaks from work, refreshments and psychological support. If there are to be shift changes, systems for ensuring that incoming shift staff and those covering for others can be briefed about the situation, must be provided. Briefing systems include:

- Whiteboards that are regularly updated with key information
- Verbal presentations
- Written situation reports and briefings

The aim shall be to ensure that new staff can quickly grasp what has happened, what issues are current and what still needs to be done.

Early Stages

The early stages of an emergency incident are often chaotic and coordination and information flow may be very difficult. Coordination of the operational response at this stage is not a simple matter. Operational staff shall consider the following actions:

- Advise the public that an emergency response has been initiated and that calls for assistance are being responded to on a priority basis.
- Give priority attention to phone lines that bypass public numbers.

(DfI) Roads is not equipped to handle or remove:

- Dangerous chemicals or biological waste.
- Debris resulting from a CBRN attack
- Debris resulting from damage to plant belonging to other agencies/ organisations/ utilities – this particularly applies to gas and electrical plant where it may be dangerous to approach the area
- Burning or smouldering debris until it has been fully extinguished.
- Abandoned or burning or burned out vehicles.
- Blood or body parts
- Evacuating stranded motorists

Where attacks are made on personnel or equipment in a particular location, (DfI) Roads shall not carry out further work within that area until it is safe to do so.

Incident Log

An Incident Log is a record of events kept by individual members of staff and shall include:

- Check List
- Messages passed within (DfI) Roads and to and from other organisations
- Decisions taken (and why)
- Information and instructions issued
- Discussions / meetings and any actions arising

Verbal, written and electronic communications need to be recorded, filed securely and accessible.

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In the short term Incident Logs may be used to prepare briefings and, in due course, provide material for discussion at debriefs. In the longer term they may be needed to justify expenditure and bid for additional funds, report to Assembly Committees or the NI Audit Office and be produced for an inquiry, investigation, or legal action that may follow the Emergency. No records, no matter how informal, shall be destroyed.

Multi-Agency Response

(DfI) Roads has developed effective liaison links with other organisations involved in emergency response. These organisations include:

- Rivers Agency and NI Water – development of Flooding Best Practice Guidelines
- Police – development of Joint Protocol for the Management of Catastrophic Incidents on the Strategic Road Network
- Statutory Undertakers – Northern Ireland Electricity, British Telecom, Phoenix Natural Gas, Translink, Royal Mail
- Other agencies within DfI and the Civil Service
- NI Direct - Flooding Incident Line
- Councils

External and inter-agency emergency coordination arrangements are achieved through:

- The maintenance of the Emergency Contact Lists twice yearly
- Participation at various groups including
 - Flood Liaison Group
 - Flood Strategy Steering Group
 - Infrastructure Emergency Planning Forum
 - Emergency Planning Steering Group headed by SEG on behalf of DfI
 - Local Resilience Forum
- Participation at Flooding Debriefs

We have a number of arrangements in place to facilitate the co-ordination and management of a Multi-Agency Response during an emergency. However, not all organisations will be involved in the response to the same extent, and therefore some may be managing their organisational response at strategic level where others are managing at operational level only.

To ensure Inter-Agency Management is effective staff may need to attend regular management meetings or resolve issues and provide reports by telephone, (e.g.) Flood Team members.

Business Continuity

Each business area shall strive to carry out their essential business during the emergency period and be responsible for identifying and maintaining these services. Adequate arrangements must be made to do this and, depending on circumstances, business areas may have to prioritise the services that they provide and concentrate on the most critical ones during a period of disruption. Business continuity plans (including the Winter Service Systems Business Continuity Plan) contain a range of measures that (DfI) Roads can put in place in order to reduce the impact of disruption to its safety related essential services in the event of a civil emergency. These services require an immediate (DfI) Roads response and include: Winter Service, Emergency Response and Incident Reporting.

4. Incident Reporting Procedures

Overview

Our Incident Reporting Procedures set out how an emergency incident shall be reported (Table 2), the role of the Lead Communicator, DfI Roads Incident Desk staff and other key role players in the Divisions.

Incident reports shall be concise, factual reports of the incident that can be produced quickly.

Information on all Catastrophic (Level 3) and Serious (Level 2) Emergency Incidents shall be identified and fully captured. However, the system is only designed to capture around 90% of Significant and Minor (Level 1 and Local Level) Incidents, as 100% reliability would require disproportionate resources in Divisions.

During Normal Working Hours

A **DFI Roads Incident Desk** has been established in (DfI) Roads Headquarters, Belfast.

Its function is to assess incident reports received from Divisions and to forward them to the Private Office, Press Office and other senior managers. The initial report to the DfI Roads Incident Desk should be made by the (DfI) Roads Divisional staff member who is best placed to report on the emergency – usually SPTO / HPTO or above.

Pro forma for reporting to the Incident Desk are contained in Annex F.

The DfI Roads Incident Desk will not normally be editing or re-formatting the Divisional report, unless it is necessary to collate several reports about a widespread incident such as flooding or a snow event.

Emergencies that occur ‘during normal working hours’ shall be reported to the DfI Roads Incident Desk, as soon as possible.

Outside Normal Working Hours

Emergencies that occur ‘out of hours’ shall be reported to the Lead Communicator for collation and onward transmission.

(N.B.) Each affected (DfI) Roads Section Office is to send a ‘Follow-Up’ incident report to the DfI Roads Incident Desk (copied to Network Maintenance Manager) no later than 09:30hrs on the next working day.

A Lead Communicator will be available out of hours 52 weeks of the year to:

- Report to the media on significant widespread incidents – widespread flooding, storms or abnormal road closures.
- Act as the initial contact point for media enquiries about individual incidents
- In the event of a Catastrophic emergency, direct the media to the Divisional Roads Manager or the nominated Media Spokesperson

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In summer (May to September) the Lead Communicator will be in reactive mode, available to receive information by telephone from Divisional staff that have been called out to an emergency. Reports to the media (on flooding for example) shall be sent as soon as the information is collected from Divisions.

In winter (October to April), the Lead Communicator will be in proactive mode, scanning the Winter Service Database and other information sources to compile the 'Media Report'.

The Media Report on road conditions across the province is sent electronically to the broadcast media in the morning, prior to the start of rush hour traffic.

Follow-up Reports

Follow-up reports, such as Adverse Weather Situation Reports, shall be e-mailed direct to the DfI Roads Incident Desk by each affected Section Office and copied to the Network Maintenance Manager.

These 'follow-up' reports should contain information about an incident that has occurred 'out of hours'. The report or a 'nil response' should be sent to the DfI Roads Incident Desk by 9:30am on the next working day. If a report or a nil response is not received by that time, it will be assumed that 'No problems exist' in those areas and this will be reported upwards accordingly.

Weather Monitoring and Warnings

A key component of a successful multi-agency flood plan is the monitoring of and response to severe weather warnings and the resultant flooding as a result of the severe weather.

The Met Office monitors the weather 24/7 and 365 days per year. On some occasions, severe weather events are identified which may bring a risk to life and / or property and which will necessitate some form of multi-agency flood response.

The **National Severe Weather Warning Service** (shortened to **NSWWS**) is a service provided by the [Met Office](#) in the [United Kingdom](#). The purpose of this service is to warn the public and emergency responders of severe or hazardous [weather](#) which has the potential to cause danger to life or widespread disruption. This allows emergency responders to put plans into place to help protect the public and allows the public to make necessary preparations.

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National Severe Weather Warning Service (NSWWS) – (continued.)

(DfI) Roads receives ALERTS and WARNINGS of severe weather from the Met Office National Severe Weather Warning Service (NSWWS). The Warnings are issued by the Met Office to a ‘central server’ in (DfI) Roads-HQ and distributed automatically from the server to (DfI) Roads staff on a Met Office (NSWWS) distribution list – which includes Divisional Roads Managers (DRMs); Network Maintenance Managers; Lead Communicators; Section Engineers (WS Duty Controllers) and Deputy Section Engineers; (DfI) Roads (O&M) Operations Managers and Area Engineers; PPP Unit staff in (DfI) Roads-HQ and the Traffic Information and Control Centre, etc.

Types of Warnings

Warnings are issued for [severe weather](#) which is expected to arrive in the next 5 days. They are issued in response to five different weather elements: [Rain](#), [Snow](#), [Ice](#), [Fog](#) and [Wind](#). Two types of warnings are issued: **ALERTS** are issued for severe weather that is expected more than 24 hours ahead and **WARNINGS** are issued when the weather is expected in the next 24 hours.

Outside Normal Working Hours

The use of e-mail ‘outside normal working hours’ does not guarantee that National Severe Weather Warnings will be read, so procedures are in place whereby the Met Office Public Weather Service Advisor for Northern Ireland provides an ‘Out of Hours service’, where they advise Emergency Responders and key Government personnel of forecasted severe weather by text (i.e.) Amber or Red. In (DfI) Roads, Network Maintenance Principals and the Emergency Planning Officer receive these texts and then escalate appropriately according to need. Maintenance Principals escalate operationally within Divisions and the Emergency Planner appropriately reporting upwards as and when required.

Typical (DfI) Roads Response to Severe Weather Warnings

Divisions shall consider the following actions as far as is practical:

- Put relevant staff on Special Alert over the period of the warning as advised by (DfI) Roads-HQ
- Advance removal of leaves and debris from drainage outlets / culverts at potential flooding trouble spots
- Confirm readiness of tree cutting equipment and supplies of sandbags
- Ensure relevant staff have Flooding Contact Details for NI Water and Rivers Agency
- Ensure relevant staff have an updated copy of the Flooding Hotspots Register so that complaints can be quickly directed to the relevant Agency
- Consider calling in additional emergency telephone operators
- Good upward reporting to Duty controllers (during Winter Service) and Lead Communicators
- Ensure that each affected Section Office sends a follow-up snow or flooding / storm damage report to the DfI Roads Incident Desk (copied to Divisional PPTO Maintenance) no later than 09:30hrs. If a report is not received by that time, it will be assumed that ‘No problems exist’ in those areas and this will be reported upwards accordingly. This requirement is to enable the DfI Roads Incident Desk Team in (DfI) Roads-HQ, Belfast, to collate the Incident Reports from Divisions, about a widespread incident and forward the overall report to senior management and DfI Press Office.

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Table 2: Incident Reporting Procedures

Level of Incident	Severity / Description	Reporting Action	
		Incidents 'outside working hours' Lead Communicator, Contact: 079 0997 2519	Incidents 'during normal working hours'
3	Catastrophic Very serious and exceptional incidents	<ul style="list-style-type: none"> ▪ Contact DRM / NMM ▪ DRM / NMM immediately contacts Duty Press Officer (pager 076 9971 5440) who decides whether to inform the Minister through the Private Secretary ▪ DRM / NMM decides whether to advise Deputy Secretary and Director of Network Services ▪ Send follow-up Incident Report no later than 09:30hrs next working day as indicated in next column. SEG must be informed 	<ul style="list-style-type: none"> ▪ Send report via e-mail marked 'Urgent Level xx Incident Report' to DfI Roads Incident Desk, with copy to DRM. ▪ Notify TICC, if main roads are closed. <p>DfI Roads Incident Desk assesses report and forwards to:</p> <ul style="list-style-type: none"> - Minister's Traveling PS - Private Office - Permanent Secretary - Deputy Secretary - Director of Network Services, - DRMs - Press Office - TICC - Lead Communicator - Strategy, Equality and Governance Branch (SEG) <p style="color: red;">Notify Strategy, Equality and Governance Branch (SEG) of the Incident.</p> <p style="color: red;">Notify Strategy, Equality and Governance Branch (SEG), if Regional Level 'Conference Calls' have been initiated.</p> <p>Contact Details: DfI Roads Incident Desk (Normally staffed 09:00 to 17:00) Roads.IncidentDesk@infrastructure-ni.gov.uk 028 9054 0454</p> <p>Traffic Info & Control Centre (TICC) Operational Hours 07:00 to 21:00 Mon – Friday 09:00 – 17:00 Saturday. TICC.TrafficControlOperator@infrastructure-ni.gov.uk 028 9025 4532</p>
2	Serious Serious disruption to services		
1	Significant Significant 'roads-related newsworthy' incidents	<p>Weather Related</p> <ul style="list-style-type: none"> ▪ <u>Winter</u>: advise Lead Communicator (LC) for inclusion in WinterWatch early morning e-mail Media Report ▪ <u>Summer</u>: phone LC who issues special e-mail Media Report ▪ If required, LC sends flooding report to Flood Team members ▪ Each affected (DfI) Roads Section Office sends 'follow-up incident report' to DfI Roads Incident Desk (copied to NMM) no later than 09:30hrs next working day as indicated in next column. <p style="color: red; text-align: center;"><i>In all 'Significant, Serious or Catastrophic Category Incidents, (DfI) Roads must liaise with SEG who must consider activating the MERP</i></p> <p>Other</p> <ul style="list-style-type: none"> ▪ Phone Lead Communicator, who issues special e-mail Media Report ▪ Send 'follow-up Incident Report' 	<p style="color: red;">Notify Strategy, Equality and Governance Branch (SEG) of the Incident.</p> <p style="color: red;">Notify Strategy, Equality and Governance Branch (SEG), if Regional Level 'Conference Calls' have been initiated.</p> <p>Contact Details: DfI Roads Incident Desk (Normally staffed 09:00 to 17:00) Roads.IncidentDesk@infrastructure-ni.gov.uk 028 9054 0454</p> <p>Traffic Info & Control Centre (TICC) Operational Hours 07:00 to 21:00 Mon – Friday 09:00 – 17:00 Saturday. TICC.TrafficControlOperator@infrastructure-ni.gov.uk 028 9025 4532</p>
Local	Minor Incidents that require action and reporting at Divisional level only.	<ul style="list-style-type: none"> ▪ Divisional procedures only 	<ul style="list-style-type: none"> ▪ Divisional procedures only

6. Training, Exercising and Debriefing

Training

Special awareness training will be provided to all Gold, Silver and Bronze Commanders that have roles in the implementation of the (DfI) Roads Emergency Response Plan and will take full advantage of multi-agency training opportunities. New staff will be trained as soon as is practicable and retraining will take place regularly or whenever a need is identified. It will be the responsibility of Emergency Liaison Officer to arrange specialist training and it will be the responsibility of constituent business areas to avail of this training. Normal job training is appropriate to cover the emergency response of (DfI) Roads (O&M) industrial staff.

Exercising

Under the DfI Major Emergency Response Plan, a 'tabletop exercise' shall take place once a year and a 'live exercise' shall be completed every three years as necessary. It is also proposed that a 'Multi-Agency Flooding exercise' to practice response arrangements shall take place as necessary. These exercises will involve appropriate (DfI) Roads staff and it is the responsibility of constituent business areas and (DfI) Roads-HQ to participate in them. The Emergency Liaison Officer shall coordinate any necessary arrangements.

The exercise Calendar, which is on the Central Emergency Planning Unit website, needs to be kept up to date with all exercises being run by the Department. Details of emergency planning exercises arranged by (DfI) Roads must be notified to Strategy, Equality and Governance Branch (SEG). To assist in this process, Divisions must inform the Emergency Liaison Officer of any planned training exercises arranged by their staff.

Debriefing

Following an Emergency where (DfI) Roads took the lead , (e.g. widespread snow event), the Divisional Roads Manager shall convene a meeting of (DfI) Roads staff that were involved in the incident at Bronze and Silver level, including other agencies / organisations, to discuss lessons learned and to document 'best practice'. The Emergency Liaison Officer shall ensure that the outcomes from this process are incorporated into a revision of the Major Emergency Response Plan.

Following an incident or test exercise where another agency/body took the lead, Emergency Liaison staff from (DfI) Roads-HQ and nominated (DfI) Roads Divisional Representatives shall attend a debrief with the objective of identifying lessons learned, so that the (DfI) Roads Emergency Response Plan may be revised by the incorporation of them into the document.

Validation of the plan will be facilitated through consultation and discussion, and ultimately approval by the Network Services Board. The plan shall be revised accordingly in light of any validation process.

7. Glossary of Terms

Each organisation uses its own terminology. In some cases, the same word can have different meanings for different organisations. The following represents the most common use of terms.

MTPAS (Mobile Telecommunication Privileged Access Scheme) is a procedure for prioritising access to the mobile telephone networks for privileged persons (members of emergency services are designated at a local level) – a facility for approved members of staff , who require access to the mobile telephone network in the event of the network being overloaded during an emergency. It replaced Access Overload Control Capability (ACCOLC).

Central Emergency Planning Unit (CEPU) – a unit within the office of the First Minister and Deputy First Minister that promotes the development of Civil Protection arrangements in the public sector in Northern Ireland.

Civil Contingencies Group (CCG(NI)) - is the strategic co-ordination group and as such is responsible for setting the overarching strategy for the NI Administration’s response to the emergency. CCG(NI) directs the response and commits the resources across the NICS.

Conference Call – A conference call is a telephone call in which several people can talk to each other at the same time. Conference calls are designed to allow individuals or individual Organisations to provide information to multiple people participating in the call.

Control – the authority to direct strategic and tactical operations, which carries with it a responsibility for the Health and Safety of those involved.

CONTROL – the Emergency Control Centre Telephone Operator.

Cost Code – a number set up specifically for an emergency to capture the total expenditure of a (DfI) Roads response.

Crisis Management Group (CMG) – the Northern Ireland central government top-level strategic management group in a Catastrophic Emergency.

District Council – any one of the 11 local councils in Northern Ireland, including those normally called City or Borough Councils.

Divisional Emergency Response Centre - a room in Divisional Headquarters where tactical management staff meet to consider the Divisional Response to a Level 3 or 2 Emergency.

Divisional Emergency Response Team - implement and coordinate the Divisional Emergency Response.

DfI Press Office - also known as the Information Office, provides a comprehensive communications service to the Minister and the Department, including press services and support for internal communications strategies.

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Emergency – an incident or occurrence that requires an immediate response to bring the situation under control and restore normality; and which can threaten the Health or Safety of those involved, responders and people in the surrounding area.

Emergency Liaison Officer – a Senior Professional and Technical Officer at (DfI) Roads-HQ that promotes and develops Emergency Response policy and procedure.

Emergency Officer – a Professional and Technical member of staff required to respond in the event of an emergency.

Essential Services / Business – key services that maintain the viability of each business area during a period of disruption and ensure that the public, customers and suppliers continue to receive an acceptable level of service. For (DfI) Roads, this normally would mean ensuring that roads are safe for all road users, (e.g.) closing roads in consultation with the police and signing and guarding as necessary.

Executive Information Service – a unit within the office of the First Minister and Deputy First Minister that coordinates and provides a media service to all government departments.

First Responder (Emergency Squad) – first (DfI) Roads member/s of staff to respond on the ground.

Flooding Best Practice Guidelines – a framework document for Rivers Agency, Water Service and (DfI) Roads to co-ordinate their response to flooding emergencies.

Flooding Officer – an officer designated by each of the responding agencies (namely Rivers Agency, Water Service and (DfI) Roads) to act as a Liaison Officer in the event of a Flooding Emergency and who will initiate contact between Organisations.

Flood Team – a team formed when contact is established between two or more Agencies responding to a Flooding Emergency.

Flooding Spokesperson – an officer designated by the Flood Team to liaise with the Media / Press Office for the duration of an Inter-Agency Flooding Response. (Rivers Agency shall supply a Flooding Spokesperson unless the Flooding Emergency is clearly the responsibility of another Organisation).

Flooding Hotspots – a list of problematic flooding locations throughout Northern Ireland, which denotes the Lead Agency / Organisation at each location.

Flooding Incident Line - provides the public with one point of contact to report that their property is flooded or flooding.

The single number – **0300 2000 100**, is available 24 hours a day, seven days a week and will provide a service to the citizen, where they can call and report a flood.

The Citizen will not have to decide which organisation to ring and will not have to contact the Rivers Agency, (DfI) Roads or NI Water - this will be done for them. When they ring, a member of staff will take all relevant details and contact the appropriate Organisation on their behalf. This is a non emergency number, so if Callers are in danger, they are asked to call the Emergency Services on 999.

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Incident Management Centre – a room in (DfI) Roads-HQ where strategic management meet to consider the (DfI) Roads response to a Major Emergency.

Incident Management Team – the (DfI) Roads strategic management group for a Level 3 Serious or Catastrophic Emergency.

Lead Communicator – There are currently 6 (DfI) Roads Lead Communicators who operate on a rota basis. They must be

- Available to respond ‘out of hours’ on a rota basis 52 weeks of the year;
- Proactive during Winter with the issue routine Media Reports;
- Reactive in summer and if necessary issue the Media Report;
- Act as the initial contact point for other Responding Agencies/Organisations and Media enquiries about individual incidents ‘out of hours’ (eg.) Flooding, high winds, traffic collisions / roads closed, etc; and
- Act as (DfI) Roads’s ‘Out of Hours’ Flood Spokesperson.

The (DfI) Roads Lead Communicator prepares an early morning report to the Media, informing them of road conditions and potential problems

Lead Department/Agency – The organisation that is chiefly responsible for providing the response to an emergency and for the coordination of the input of other responding organisations.

Line To Take – a pre-prepared statement that staff can read in advance of a Media interview or Media query.

Media Spokesperson – an officer appointed by the Divisional Roads Manager to liaise with the Media / Press Office for the duration of a Level 3 or 2 Emergency.

Network Services Board – the top-level (DfI) Roads Strategic Management Group responsible for operations.

Normal Working Hours – Monday to Friday from 09:00 hours to 17:00 hours.

Operational Management - the control and coordination mechanism for the direct operational response to an emergency. Also called ‘**Bronze Command**’.

Private Office – a unit within DfI that acts as an interface between Departmental officials and the Minister and provides a quality service to other Ministers, elected representatives and the public.

Rendezvous Point – an identified control point in close proximity to an emergency where responders can meet (including representatives from other responding organisations) to receive initial briefings and help control and coordinate the operational response.

(DfI) Roads (O&M) Area Engineer – the line manager (Senior Professional & Technical Officer) responsible for the day to day operation of (DfI) Roads’s Operation & Maintenance Organisation within each of the four Divisions.

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Section Office – any one of the 17 local (DfI) Roads offices that cover the same geographical boundary as the District Councils.

Strategy Equality and Governance Branch (SEG) - this is a branch within the Strategy Communication and Change (SCC) Division.

SEG contains Equality and Emergency Planning (EEP) which is the central contact for DfI Civil Contingency issues. EEP supports Business Areas in a Lead Government Department (LGD) situation; and the Departmental Emergency Management Group (DEMG) in a LGD/MERP/Corporate BCP situation.

EEP owns and maintains the Department’s Strategic Plans (ie.) Corporate Business Continuity Plan; Major Emergency Response Plan and the associated Communications Aid.

Strategic Management – the control and coordination mechanism for providing strategic policy support to a Serious or Catastrophic Emergency. Also called ‘**Gold Command**’.

Support Staff – Administrative staff required to respond in the event of an emergency.

Table Top Exercise – a training exercise, not normally carried out in 'real time', which takes account of a chosen scenario (e.g. prolonged bad weather) and is aimed at staff involved in our emergency response service.

Tactical Management - the control and coordination mechanism for providing tactical support to the operational response. Also called ‘**Silver Command**’.

Telecommunications – includes the public switched telephone network, internal networks such as those managed by the Northern Ireland Civil Service and the Police Service (eg. radio telephone), mobile telephone networks and data links for fax, electronic mail and communications between computers.

TEO - The Executive Office.

Utility – a statutory undertaker who retains apparatus in a road or street.

Winter Service Database – a database system that allows appropriate members of (DfI) Roads Winter Service staff to enter, view and update information regarding Winter Service and which also facilitates the compilation and mailing of Media Reports.

8. ANNEXES

- Annex A (DfI) Roads Emergency Contact Lists
- Annex B Emergency Services and Utilities Contact Details
- Annex C Incident Management Team
- Annex D Divisional Emergency Response Team
- Annex E Check List of equipment required for the Incident Management Team and the Divisional Emergency Response Team
- Annex F Pro forma for Reporting to DfI Roads Incident Desk
- Annex G Staff Training Needs
- Annex H Met Office Weather Definitions and Information
- Annex I Civil Contengencies Group (NI) - CCG(NI) - “Civil Emergency - Definitions and their Application”
- Annex J Instructions for a Telephone Conference Call

Annex A: (DfI) Roads Emergency Contact Lists

1. Insert Annex A here.
2. (DfI) Roads Emergency Contact Lists are issued twice a year for update by Divisions.
3. These lists are issued by (DfI) Roads-HQ to the (DfI) Roads Divisional Emergency Planning Representatives for distribution internally to key (DfI) Roads staff, within their respective Divisions only.
4. Any significant changes during the year should be reported to (DfI) Roads-HQ.

Annex B: Emergency Services and Utilities Contact Details

1. Insert Annex B here.
2. The Emergency Services and Utilities Contact Details are issued by (DfI) Roads-HQ (with the (DfI) Roads Emergency Contact Lists), to the (DfI) Roads Divisional Emergency Planning Representatives for distribution internally to key (DfI) Roads staff, within their respective Divisions only.

Annex C: Incident Management Team

Incident Management Team

The Incident Management Team will be formed at Clarence Court, Belfast for a Level 3 Emergency and be headed by the Director of Network Services (Incident Manager).

The team consists of the (DfI) Roads Board supported by Emergency Liaison staff at (DfI) Roads-HQ and shall undertake the following actions:

- Confirm with the Permanent Secretary and the Divisional Roads Manager that a ‘**Level 3 Emergency**’ has been declared
- Take executive responsibility for the response to the emergency and long term recovery measures
- Prioritise actions and resources
- Take account of ongoing health, safety and welfare provision of staff ensuring that proper arrangements are made for rotation of staff, breaks from work, refreshments and psychological support
- Obtain, coordinate and disseminate all information and data about the emergency including ministerial briefings and statements
- Consult all organisations with an interest in the emergency
- Agree on the advice and instructions to be issued to the public
- Nominate a Media spokesperson and agree on the statements and key messages given to the Media
- Provide the necessary finance
- Appoint other members of staff onto the Incident Management Team as required

The Incident Management Centre shall be a specially designed and designated area in Clarence Court, with all essential communications equipment, which can be staffed to provide high level management of the Emergency, comprehensive support and advice to (DfI) Roads Divisional staff during a Level 3 Emergency.

Annex D: Divisional Emergency Response Team

Divisional Emergency Response Team

Divisional Emergency Response Teams are responsible for the implementation and coordination of the (DfI) Roads Emergency Response within their Division and to restore normal service. Depending on the actual or potential impact of the emergency, the team shall consist of all or several of the following members of staff:

- Divisional Roads Manager.
- Network Maintenance Manager.
- Section Engineer/s.
- (DfI) Roads (O&M) Area Engineer/s
- Supervisor/s.
- Administrative support staff

The Divisional Emergency Response Team, headed by the appropriate Commander (Divisional Response Manager), shall meet as necessary during the emergency response.

The Divisional Emergency Response Centre shall be a specially designed and designated area in the Divisional HQ with all essential communications equipment that, in an emergency, can be staffed to provide comprehensive support to operational staff at the scene.

Additional centres may be provided at other suitable sites within the Division at the direction of the Divisional Response Manager.

Following an Emergency Incident, the Divisional Emergency Response Team members involved shall meet and discuss any lessons learned and document best practice.

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Annex E: Check List of typical equipment required for the Incident Management Team and the Divisional Emergency Response Team

It is the responsibility of each (DfI) Roads Division to prepare their own list.

LIST OF EMERGENCY PLANNING EQUIPMENT

RESOUCE PROFILE	DETAILS
A copy of the RSPPG_E035 ((DfI) Roads Emergency Plan)	A copy of the RSPPG_E035 is stored on the Departmental Intranet and a copy of the (DfI) Roads Emergency Response Plan (Part 1) is stored in the Master File for the (DfI) Roads Emergency Contact Lists, held in a locked cabinet in Room 2-31.
LAPTOPS	Most senior managers have their own laptop / blackberry. Two Laptops are available – (Office WS Laptop & EP SPTO)
3G	One Emergency Laptop available with 3G
DAB Radio (and spare batteries)	One held in a locked cabinet in Room 2-31
Network Points	Access to network in all rooms
Telephone Points	Telephone points in all rooms
Phone Lines	One Dedicated Line available in Room 4-13c
Mobile Phones	2 Mobiles available – E. Planning SPTO and Office Mobile
Mobile Phone Chargers	One in Room 2-31
Chairs and Tables	Multiple in Room 2-31
WhiteBoard (& pens)	One Whiteboard in Room 2-31(with pens)
Printer	Available in Room 2-31
Photocopier	Available in Store Room 2-30, via Room 2-31
Fax Machine	Available in Room 2-31
Printer	One Stand Alone Printer in Room 2-38
Stationary	A4 Hardback Notebooks (2no) for Incident Log ; pens, pencils; erasers; whiteboard markers; A4 Writing Pads; highlighters; stapler & staples; cellotape & dispenser; post-its & paper clips; binders; punch; printer cartridges; drawing pins & clips; paper for printers, photocopier and fax machine - Available in Room 2-31
Maps	One set of Ordnance Maps (1:10,000 scale) for N,S,E & W Divisions held in a locked cabinet in Room 2-31.
First Aid Box	Available in Room 4-13c
Torch (& spare batteries)	One held in a locked cabinet in Room 2-31
Extension Leads	Available in a locked cabinet in Room 2-31
Washing Facilities	Available on 2 nd Floor

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Annex F: Pro forma for Reporting to DfI Roads Incident Desk

1. Insert pro forma here. (These pro forma are located on Appendices Page 8 of the RSPPG_EO35 – (DfI) Roads Emergency Response Plan –[(DfI) Roads ERP])

Annex G: Staff Training Needs

Gold Commander

Gold or Strategic level management involves establishing policy, determining strategy, anticipating requirements and making senior command decisions. This level of management would be used only in very large or complex emergencies where there was a need to give support to the Silver Commander, prioritise the allocation of resources or determine strategic plans for the return to a state of normality.

Silver Commander

Silver or Tactical level management provides support for the operational response, including administration and staff management facilities, ensuring safety of operational staff and providing incident reports for senior management and press officers. A Silver Level Response is usually only necessary where there is more than one incident or site, where a particularly large or complex response is required or if decisions need to be taken as to priority and best means of proceeding.

Bronze Commander

Bronze Level management deals with the activities being undertaken at an incident site and is primarily task orientated. Many day-to-day incidents are dealt with at this level, without the need to invoke any other management arrangements.

Typical Training Courses

- Business Continuity management
- Decision Making in Emergency Management
- Leadership in emergency management
- Risk Management in Civil Protection
- Enabling recovery (return to state of normality)
- Multi-agency emergency response/Inter-agency management
- Working with the news media
- Communicating with the public (warning and informing)
- Resource management (prioritising/sharing/redistribution)
- Emergency Control Centre Operation
- Creating emergency plans
- Validating emergency plans
- Managing the care of people in an emergency
- Introduction to Civil Protection

Annex H : The New National Severe Weather Warning Service (NSWWS) from the Met. Office.

Help understanding the Warnings

Timescales

Warnings are issued out to five days ahead for the UK.

Types of warnings

There are now two types of warning:

- **Warnings** — issued up to 24 hours ahead;
- **Alerts** — issued more than 24 hours ahead.

Weather types

Warnings are issued for:

- rain;
- snow;
- wind;
- fog;
- ice.

Warning level

Warnings are based on a combination of:

- **likelihood** – How likely the event is to occur;
- **Impact** – The potential impact the expected conditions may have.

Colour of warnings

A combination of likelihood and impact is measured against a matrix to give each warning a colour:

- red;
- amber;
- yellow.

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An example of the matrix used to define the warning colour is shown below. In this case, an event with a high likelihood and medium impact would result in an amber warning.



The matrix information showing how a warning was assigned its colour will be available for all warnings via the ‘View Warning Assessment’ option. However, you don’t need to view this level of detail if you don’t want to. You can simply use the following guidance for each colour:

Green	No severe weather
Yellow	Be aware
Orange	Be prepared
Red	Take action

Chief Forecaster’s assessment

The Chief Forecaster’s Assessment explains why the warning has been given the colour it has, as well as indicating where any uncertainties lie.

The following table provides examples of the level of disruption that might be experienced at each of the impact levels (high, medium, low) and for each weather element (rain, snow, etc.). It also provides some general advice to try and mitigate the impacts. Note that weather assessed as having a “Very Low” impact may still have some minor impacts.

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	Very Low	Low	Medium	High
Impact and advice applying to ALL SEVERE WEATHER	The weather is not expected to have any noticeable impacts but there may be some minor issues e.g. when travelling some extra care may be needed on occasions and there may be some disruption to outdoor events.	BE AWARE and ensure you access the latest weather forecast for up to date weather information. Expect some minor delays due to slower traffic. Outdoor events may be disrupted or cancelled.	BE PREPARED. Take precautions where possible and ensure you access the latest weather forecast. BE PREPARED for some disruption to normal daily routines. Travel only if well prepared and BE PREPARED for longer journey times.	TAKE precautionary ACTION and remain extra vigilant. Follow orders and any advice given by authorities under all circumstances. Ensure you access the latest weather forecast. EXPECT significant disruption to normal daily routines. Avoid all non-essential journeys. If you must make a journey carry emergency food/ clothing/ blanket etc.
Impact and advice associated with RAIN	Some flooding of low lying fields, recreational land and car parks but little or no disruption to travel. Wet road surfaces and possibility of ponding water leading to difficult driving conditions. Take extra care when driving in affected areas.	Localised flooding of low lying fields, recreational land and car parks. Flooding of a small number of homes and businesses. Wet road surfaces and possibility of ponding water, especially in known trouble spots. Local disruption to travel — longer journey times. Water on roads — drive according to the conditions encountered.	Some flooding of homes, businesses and transport links possible. Disruption to travel likely. Disruption to gas, electricity, water supplies and telecoms. Some evacuations may be required. Be prepared to protect yourself and your property.	Widespread flooding of property. Severe disruption to travel. Loss of gas, electricity, water supplies. Significant disruption to communities. Evacuation expected. Significant risk to life. Take action to protect yourself and follow the advice of the emergency services.
Impact and advice associated with WIND	Debris dislodged and some branches removed. Perhaps some very limited travel disruption. Difficulties on some prone routes e.g. cross winds on exposed or high level roads.	Some branches or trees brought down. Localised travel disruption. Localised problems for high-sided vehicles on prone routes. Drive with care, especially on exposed routes. BE AWARE of possible debris being blown around.	More widespread tree damage & other debris, slates etc dislodged from roofs. Some minor structural damage possible. Risk of injury from flying debris. BE PREPARED for some travel disruption e.g. closed bridges. Potential for some localised interruptions to power.	Widespread structural damage, e.g. roofs blown off, mobile homes overturned, power lines brought down. Risk to personal safety from flying debris. Potentially widespread and/or prolonged interruptions to power. Expect widespread transport disruption due to e.g. roads blocked by fallen trees.
Impact and advice associated with FOG	Some localised non-persistent fog affecting limited geographical areas. Take extra care when driving in affected areas. There may be some very limited impact on road transport.	More widespread, locally dense fog affecting significant areas of the country but not persisting beyond 1 - 2 days. Some airports may close for short periods. Take extra care when driving in affected areas. Journeys through affected areas may take longer than usual.	Widespread and dense fog affecting large areas of the country including a number of major airports and/or ports. The fog is persistent and may last for many days in some areas. BE PREPARED for some travel disruption. Take great care if driving and BE PREPARED for increased journey times. BE PREPARED for delays at affected airports and/or ferry ports	N/A

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<p>Impact and advice associated with SNOW</p>	<p>Small amounts of snow lying on roads and pavements so some slippery road surfaces possible. Traffic may move generally slower than normal. Take extra care when walking, cycling or driving in affected areas.</p>	<p>More widespread snow lying on roads and pavements but road networks generally open. Care needed with only localised travel disruption. Problems mostly confined to usual prone areas. Take extra care when walking, cycling or driving in affected areas. Journeys through affected areas may take longer than usual.</p>	<p>Widespread snow with a number of road closures, others passable only with care. BE PREPARED for some disruption to road, rail and air transport with difficult driving conditions likely and longer journey times.</p>	<p>Widespread deep snow with many roads closed or impassable. Roads likely to become impassable with high risk of drivers becoming stranded. Significant disruption to road, rail and air transport. Risk to personal safety. Expect significant disruption to normal day to day life as a result of transport issues, school closures etc. Avoid making unnecessary journeys.</p>
<p>Impact and advice associated with ICE</p>	<p>Localised icy stretches on some untreated roads and pavements are possible. Take extra care when walking, cycling or driving in affected areas.</p>	<p>More widespread icy stretches on untreated roads and pavements but road networks generally open. Take extra care when walking, cycling or driving in affected areas. Journeys through affected areas may take longer than usual.</p>	<p>Widespread black ice, some roads passable only with care. Possibility of road collisions and significant increase in slips & falls.</p>	<p>N/A</p>

CIVIL EMERGENCY – DEFINITIONS AND THEIR APPLICATION

Purpose

1. The purpose of this paper is to clarify what is meant by the terms ‘civil emergency’ and ‘major incident’ and the application of these. It is important that these terms are clearly understood and applied by emergency responders to aid shared understanding of the magnitude of a situation being faced; the need for enhanced working arrangements; and to facilitate an appropriate multi-agency response.

Definitions and Application

2. A civil emergency is defined in NI as ‘**an event or situation which threatens serious damage to human welfare, the environment or the security of Northern Ireland or the UK as a whole**’ (Northern Ireland Civil Contingencies Framework - NICCF).
3. The core elements of this are firstly that it covers **actual or anticipated situations** ie threat of damage. Anticipated in this context refers to an imminent emergency or a developing situation. Secondly that **damage must be serious** - it does not refer to minor day to day type incidents that organisations deal with within their normal operational procedures and resources. Damage would be deemed to be serious if:
 - the emergency would be likely seriously to obstruct an organisation in the performance of its functions; or
 - if it is likely that the organisation would consider it necessary or desirable to act to prevent, reduce, control or mitigate the emergencies effects, or otherwise take action; and
 - would be unable to act without changing the deployment of its resources or acquiring additional resources.
4. Thirdly the definition is concerned with **consequences rather than cause** or source covering a broad spectrum of impacts ie human welfare, the environment and security. It therefore applies to a wide range of scenarios including adverse weather, severe flooding, animal diseases, terrorist incidents and the impact of a disruption to an essential service or critical infrastructure.
5. This definition as set out in the NICCF is incorporated into each of the CCG(NI) Protocols to provide context across the delivery of civil contingencies functions. The NICCF notes that the definition should be adopted by public service organisations.

Updated January 2019

6. A civil emergency can range from a local level incident to one having an impact across NI and beyond. In the NI context there are two broad categories of emergency. These are:
 - Local Level – emergencies where the outcomes are such that the response can be delivered entirely by organisations operating sub-regionally; and
 - Strategic Level (Government) - emergencies where the extent or severity of the impacts are such that strategic level intervention and co-ordination by government is required.
7. Strategic Level emergencies are split into three levels dependant on how government delivers the co-ordination. These are:
 - Level 1 – Significant – An emergency is focussed on one or two sectors but is of sufficient severity to require government intervention. The Lead Government Department co-ordinates.
 - Level 2 – Serious - The extent or severity of an emergency is such that a number of sectors may be impacted, a large number of local, sub-regional and regional organisations are involved in delivering the response and strategic level co-ordination is required. The Executive Office (TEO) will co-ordinate through activation of the NI Central Crisis Management Arrangements (NICCMA).
 - Level 3 – Catastrophic – An emergency has, or threatens a catastrophic impact on NI and/ or on the rest of the UK. TEO will facilitate strategic co-ordination through NICCMA and UK wide co-ordination will be delivered through activation of the Cabinet Office Briefing Room arrangements.
8. Another term often used to describe such situations is a ‘major incident’. A major incident is defined in NI as **‘an event or situation requiring a response under one or more of the emergency services’ major incident plans** (NICCF).
9. While this term is often used interchangeably with the term ‘civil emergency’ they are not actually synonymous although both concern significant events with serious consequences. The difference is that while the civil emergency definition describes the overall situation, the major incident definition concerns what this actually means for the organisation in question in terms of invocation of their emergency arrangements. It is possible therefore, that a number of responders but not all may declare the situation as a major incident for them requiring activation of their emergency arrangements. This is dependent on the particular circumstances of the emergency being faced at the time.
10. It does not automatically follow that declaration of a major incident by an organisation means the circumstances meet the criteria for a civil emergency however in many cases an emergency will be a major incident and vice versa.

Updated January 2019

11. Cabinet Office is currently reviewing the definition of major incident and has proposed the revised definition below to link it more closely to a civil emergency and that it would concern emergency responder organisations rather than just emergency services. The proposed new definition is **‘a severe event or situation, with a range of significant impacts which requires special arrangements to be implemented by one or more emergency responder organisation’**. Cabinet Office further proposes to accompany the definition with the following notes on characteristics of a major incident:

- a major incident is beyond the scope of normal operation or business -as-usual;
- a major incident is likely to involve serious harm, damage or risk to human life or welfare, essential services., the environment or security of the UK;
- the severity of impacts associated with a major incident are likely to constrain or complicate the ability of emergency responders to manage the incident;
- a major incident is likely to require a multi-agency response, rather than just a single agency response, which may include multi-agency support to a primary responding agency.

12. TEO consulted CCG(NI) and SCEP members about these proposals and it was clear from responses that the general reaction to the proposals was positive. The use of the term ‘primary responding agency’ as at the bullet point above was queried where it was suggested that Lead Agency was the commonly used term. It was also pointed out that there may be occasions albeit limited where the situation being faced may only be a major incident for a single organisation although this could still require multi-agency support to that organisation. TEO has provided a NI response to Cabinet Office accordingly.

Concerns and Clarifications

13. TEO is aware of a number of concerns and confusions about these definitions and their application. In the interest of clarity members should be aware that:

- Emergencies can be actual or imminently anticipated.
- Multi-agency co-ordination groups either at local or strategic level can form in anticipation of an emergency.
- By forming a multi-agency co-ordination group under the ‘CCG(NI) Protocol for Multi-Agency Co-ordination of Local Level Response and Recovery’ or the ‘CCG(NI) Protocol for the NI Central Crisis Management Arrangements’, or in escalating the response under the ‘CCG(NI) Protocol for Escalation of the Multi-Agency Response’ it is implicit that responders consider they are dealing with an actual or anticipated emergency. The Chair could however declare that they are convening to deal with a civil emergency if such a declaration would be deemed to be helpful. The purpose of the group is to co-ordinate the various aspects of the response which includes sharing information, determining priorities and considering best use of the collective resources.

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- Just because one or more responder organisations declares a ‘major incident’ in terms of what the emergency means for them, does not mean all must do so. They can however still offer multi-agency support.
- In the most extreme cases Government has generic emergency powers legislation available to it. These powers which include the power of direction are an option of last resort only to be used where existing provisions are insufficient to prevent, control or mitigate the emergency. There should be no expectation that Government will agree to use the emergency powers and all emergency planning must assume that they will not be used.

Decision Required

14. CCG(NI) is asked to:

- (i) note the current definitions of civil emergency and major incident and their application;
- (ii) ensure they incorporate these into their emergency management arrangements and practices;
and
- (iii) note the proposal for a revised Major Incident definition and that following conclusion of this work by Cabinet Office the Executive Office will incorporate any new definition into NI civil contingencies doctrine.

TEO
June 2016

Annex J : Instructions for a Telephone Conference Call

TELEPHONE CONFERENCE CALL

The BT MeetMe account should be used during an emergency situation where a conference call between officials at different locations including at home, and on mobile phones, is required.

How to participate in a conference call.

- (DfI) Roads-HQ will organise a conference call and provide time slot for call.
- (DfI) Roads-HQ will contact each participant either by text, call or email to advise a conference call is to be set up and to seek confirmation of availability.
- This will be followed by a text to all required participants providing them with the dial-in number **[0800 917 1956]**, participant code **[23249231]** and the date/time at which the ‘conference’ will take place.
- At the pre-arranged time (DfI) Roads-HQ will dial the BT MeetMe dial-in number **[0800 917 1956]** and enter their Chairperson’s code **[27133861#]***.
The Chair then waits for participants to join in.
- Once a participant dials in **[0800 917 1956]** they will be asked for the participant code **[23249231#]*** and an automated message will ask the participant to record their name. The participant is then connected to the ‘conference’.
- To leave the ‘conference’ participants should put the phone down. Once a participant leaves the ‘conference’ an automated message will advise the other ‘conference’ participants of this.

* NB: It is essential to enter # after the Chairperson / Participant code in order to complete the connection.