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Incident controller training

Supporting documents
Emergency plan and incident controller procedure for site

Extended toolbox talk

Incident controllers and emergency plans

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All Shanks sites have an emergency plan, and incident controllers to ensure that the plan is carried out correctly and maintained/up to date. This course looks at:

- Emergency plans
- Incident controller duties

Emergency plans

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Shanks emergency plans have four main components:

- Incident controller procedure
- Employee emergency procedure
- Emergency services information
- Site map to accompany the emergency plan

Taking each in turn…

Incident controller procedure

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Lists different types of emergency and what incident controllers need to do

- **All incident controllers need inducting on the procedure**
- **Fairly generic, but needs customising to site specifics**

BARKING - OPERATING PROCEDURE
FIRE, EMERGENCY AND INCIDENT CONTROLLER PLAN

Denotes change - new document

PURPOSE

To ensure that Incident Controllers are aware of the procedures to follow in the event of an emergency or incident on site.

INCIDENTS

The following have been identified as potential "incidents" which could occur:

- ✓ Fire
- ✓ Bomb Threat
- ✓ Protestors / Mass trespass
- ✓ Injury – requiring assistance of emergency services
- ✓ Break In
- ✓ Power Cut

CONTACTING THE EMERGENCY SERVICES

The decision to alert the Emergency Services will, in most cases, be taken by an Incident Controller.

Out of hours incidents may dictate that the decision is made externally, either way this plan is to be adhered to at all times.

The most important thing to remember when contacting the Emergency Services is to give as much information/detail about the incident as you can; this should include;

- ✓ Speaking clearly and slowly **DO NOT PANIC**
- ✓ The information that you give at this stage is critical, therefore try to obtain as much information about the incident as you can prior to making the call
- ✓ The full and correct postal address including the postcode is essential, **IG11 0BA** (see Emergency Services Information). Once this information is given machines/appliances are mobilised. Any additional information will then be passed on whilst en route to the incident.
- ✓ Tell the operator what has happened & the nature of the incident
- ✓ What is involved
- ✓ Whether people are unaccounted for or missing (if known at this stage)
- ✓ Any hazards associated with the incident (take into account the surrounding area of the site)
- ✓ Any restrictions on access to the premises

If you feel that after you've made the initial call you have forgotten to give a vital piece of information to the Emergency Services call back this information is vital.

The Incident Controller must always take the control of any incident.

Shanks personnel should be contacted in accordance with the contact checklist once the Emergency Services have been contacted.

Employee emergency procedure

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Gives the basics to employees on what to do in an emergency:

- Display on noticeboards and round site
- Induct employees on the procedure (operational sites)

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EMPLOYEE EMERGENCY PROCEDURES

In the event of an incident please follow the procedure below

FIRE

- On discovering a fire, sound the alarm by breaking the glass on the nearest "Break Glass Call Point." Do not wait, or seek advice – JUST SET THE ALARM OFF
- Only use a fire extinguisher if you are trained in its use.
- On hearing the alarm, evacuate via the nearest fire escape to the FIRE ASSEMBLY POINT on the site access road
- DO NOT stop to collect personal possessions – go straight out
- If you are operating a machine when you hear the alarm push an emergency stop and then leave the area immediately
- If you are operating an item of plant (forklift etc) or a vehicle (van, lorry etc) if it is safe to do so drive into the yard as far away from the building as possible and then get out (leave the keys) and go to the assembly point. BUT, do not put yourself at risk – if in doubt get out and go to the assembly area
- NOTE – the green break glass points open the security doors if you do not have a security card with you – SO YOU DO NOT NEED TO STOP TO GET ONE

INJURY/INCIDENT

- Contact a first aider immediately.
- Report the injury to your manager.
- Incident report forms are kept in the administration office.

PROTEST/DEMONSTRATION

- Contact the site manager and/or the Communications Manager Austen Lees - 07773 813 210 immediately.
- Do not put yourself at risk in trying to resolve the situation.
- Do not talk to the media.

INCIDENT CONTROLLERS	FIRST AIDERS
Barry Cook – offices Sue Poston - offices	Paul Welshman – warehouse Sue Poston - office

NEVER PUT YOURSELF AT RISK – IF IN DOUBT EVACUATE TO THE ASSEMBLY AREA IMMEDIATELY
NEVER FIGHT FIRES UNLESS YOU'RE TRAINED TO DO SO
GREEN BREAK GLASS POINTS OPEN SECURITY DOORS

Emergency services information

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Basic information for the emergency services on the site and any hazards

- **Generic, but needs local numbers etc adding**
- **Kept in box just outside reception or clearly indicated**

Emergency Services Information

Shanks
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Unit 1
The Invicta Centre
Alfreds Way
Barking
IG11 0BA

Normal Operating Hours
5 am – 5.30 pm (weekdays)

EMERGENCY INCIDENT TEAM AND OUT OF HOURS CONTACTS:

NAME	MOBILE	HOME PHONE	RESPONSE TIME
Barry Cook (Site Manager)	07712 076043	01708 454957	30 Minutes
Sue Poston	07743 490551	0208 984 1239	15 Minutes

SERVICES:

Water Services – Contact Tele No: 0845 782 0111 (AC 608155690013)

- ✓ Nearest Hydrant shown on site plan attached (near A13 at entrance road to estate)
- ✓ Water Stop Valve shown on attached plan

Electrical Services – Contact Tele No: 0800 068 5523 (AC 129675087890)

- ✓ Mains Isolation point is shown attached plan (fire switch on front side of building as shown on plan)
- ✓ Power is supplied to the site via a substation located on the A13 side of the site
- ✓ Note – there are various items of static plant on site. All of these are locked-off out of work hours. Isolation switches are on control panels alongside plant

Environmental Agency: Contact Tele No: 0800 807 060

Landlord: Out of Hours Contact 0800 587 5872

HAZARDOUS MATERIALS ON SITE:

Medium quantities of diesel are stored in the self bunded fuel tank in the enclosure next to the site road entrance (see site plan attached).

Small quantities of hazardous substances, such as paints etc, are located in the caged store (see site plan).

Vehicles and mobile plant are stored on site (in warehouse building) out of works hours. These are all diesel and tanks may contain fuel.

Wastes are stored on site (mainly paper) both in the halls and in the compactor near sites yard entrance

Site map

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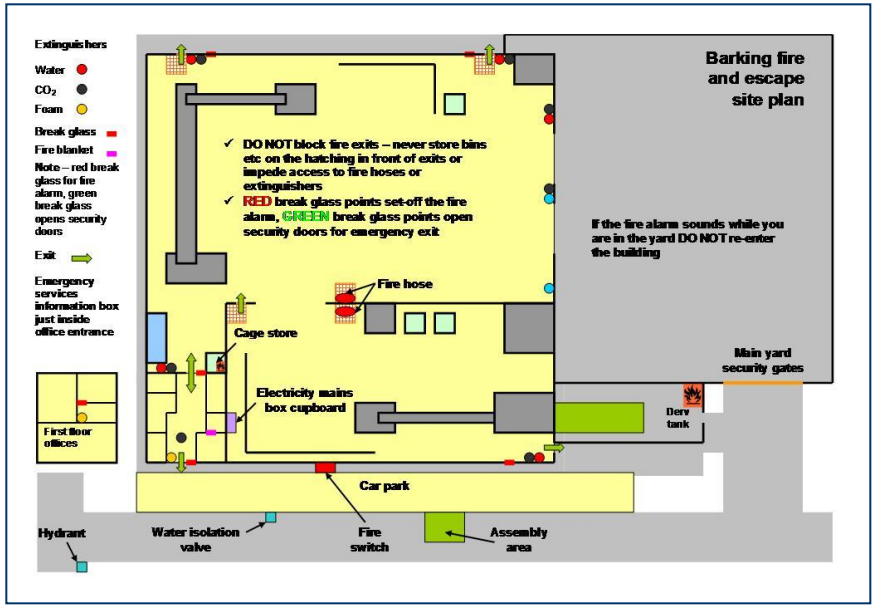
Include everything which may be of use:

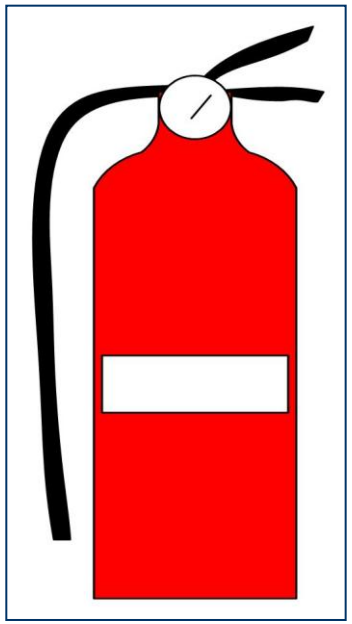
- Extinguisher and fire hose locations
- Exits and escape routes
- Isolation points (electricity, gas and water)
- Nearest hydrant
- Locations of any hazardous substances



Keep in the emergency services information folder – is your site map clear and does it include everything it should?

Tips for plans

- use another site's plan as a base – make sure you customise it
- Keep a copy of the whole plan in the emergency services folder
- Some sites also keep their fire log in the folder
- Make sure you update contact lists
- Safety Department has images of signs etc you can use on site maps etc



Major incidents

The following ‘events’ have been identified as potential ‘major’ incidents which could occur:

- Fire
- Major liquid spillage
- Bomb threat
- Protestors / mass trespass
- Injury requiring the assistance of the emergency services

Incident controller

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The Incident Controller (or most senior controller on site) must take control and the first decision to be made is whether to contact the emergency services

BUT, also remember that relevant Shanks personnel will need informing

- Shanks personnel should be contacted as per the contact checklist once the emergency services have been called (you may want to delegate this as you are going to be busy – but be sure they know what to do and say)

Logging it

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You must keep a log of major incidents – this should include:

- **Actions you take (such as contacting emergency services, taking a roll call, delegating contact of Shanks contacts etc)**
- **Events as they occur, such as when a fire was first discovered, when fire brigade arrived etc**
- **This must include the time you did each action/each event occurred**
- **Use a note pad (keep one in the emergency services pack) – and keep it as a record**

Contacting the emergency services

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When contacting the emergency services provide as much information as you can and remember:

- **Speak clearly and SLOWLY**
- **Give the full and correct postal address with post code – you may need to stay on the phone to guide the emergency services to you**
- **Outline the nature of the incident**
- **Are there any missing persons?**
- **Any hazards associated with the incident**
- **Any restrictions on access to premises**

Arrival of the services

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Meet the emergency services at the site entrance (or nearest safe area – make sure they know where to meet you) and:

- Hand over the emergency plan folder and any drawings/maps of site
- Hand over signing in books for both visitors and staff (missing persons?)

Some sites use a coloured/signed hard hat, hi-vis with legend on it etc to identify the controller – this is useful during any hand-over (see later)

Questions

You will be asked a series of questions by the emergency services, including:

- **Are all persons accounted for?**
- **If people are missing where and when they were last seen?**
- **The location of any casualties?**
- **What has happened?**
- **What's involved (hazardous substances etc)?**
- **What has been done prior to the emergency services arriving?**

Use your note book to prompt your replies

Change of controllers

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If the Shanks incident controller changes (eg if a more senior person arrives) a formal hand-over will be necessary:

- **Brief the new controller on what has happened**
- **Hand-over any documents, note book etc**
- **The emergency services MUST be informed and they will want to record the hand-over**
- **Passover any identifying clothing such as hi-vis with legend, marked hard hat etc**
- **NEVER just leave the area without making sure that a hand-over is complete and understood**

Incident controller

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It is important that an incident controller remains with the emergency services throughout the duration of the incident

- To provide information as it may be required
- To act as the single contact point between Shanks and emergency services – this is critical to avoid confusion
- In the case of a large incident you may need to remain in the Incident Command Unit

One tip is to have a couple of ‘runners’ who can phone people for information etc

Fire emergencies

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Fire is the most obvious major incident:

- Sound the alarm by using the break glass call points if in the vicinity and safe to do so
- If contacted or on hearing the alarm, take control of the incident and organise an evacuation
- If the fire cannot be tackled quickly using a fire extinguisher, it becomes a MAJOR fire and the fire brigade must be called
- All employees and visitors must be directed to the fire assembly point – and must stay there (no sneaking off to the shops etc)
- Pick up the signing in book and emergency plan on exiting the building

Fire emergencies

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- Assess the adequacy of the assembly point - wind direction, size of incident etc
- Carry out a roll call of employees and visitors and report missing persons immediately to the fire brigade on their arrival
- Check with employees that everyone is out of the building
- Instruct all personnel to remain at the assembly point until told otherwise by the incident controller or the emergency services (again no sneaking off home etc until released by the emergency services)

Liquid spillage

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- For minor spillage (< 5 litres) clean-up immediately and correctly dispose of
- If the spillage is major (> 5 litres), the incident controller will isolate the affected area
- Attempt to identify the source of the spillage
- Contain the spillage using absorbent materials, mobile bunds etc (be aware of fumes – do not put yourself at risk)
- Cone/tape off the area. Material should be disposed of at a suitably licensed facility
- The EA/SEPA must be informed
- Re-open the affected area when assessed by site management

Bomb threat

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Bomb threats are rare, but do happen…

- If via a phone call try to keep them talking and take down details – if safe to do so
- Instruct all personnel to leave the building taking their personal belongings (not like a fire – the police will ‘deal’ with any bags etc)
- Contact the emergency services
- Contact neighbours at risk
- All personnel must be directed to the assembly point (carry out roll call etc)
- Instruct all personnel to remain at the assembly point until told otherwise by the incident controller or the emergency services

Protestors and mass trespass

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Again rare, but has occurred

- The site manager must be informed of the incident immediately
- The police should be contacted if the situation cannot be resolved or damage is being caused
- Never put yourself at risk and never use force
- Contact the Communications Manager from the contact list in the emergency plan
- Follow instructions from the Communications Manager

Injury emergencies

- Call a first aider immediately
- If necessary, contact the ambulance services
- If a serious injury contact Safety Department to establish whether the HSE need to be informed (RIDDOR is criminal law)
- Follow Shanks standard incident reporting and investigation procedure
- If injury is to a member of the public or ‘news worthy’ contact the Communications Manager (see contact list)
- If a serious injury contact senior manager
- If in doubt contact Safety Dept for advice

Tips and duties

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Incident controllers duties are not just confined to dealing with incidents:

- **Is the site emergency plan up to date?**
- **Is the emergency services pack in the right place and easy to get at?**
- **Always keep a log of the incident and record everything (use a note book – put one in the emergency services pack for use)**
- **As incident controller you are Shanks link to the emergency services – what they do may depend on you**

- Stay calm
- Answer all questions asked by the emergency services
- NEVER become a victim yourself – incident controllers are not heroes or professional rescuers
- Record everything – at the end of an incident you should have a log with times of what happened