

Manor Royal Business District, Crawley

Incident Response Plan: “Operation Diamond”

BUSINESS VERSION



THIS PLAN IS AVAILABLE ON THE MANOR ROYAL WEBSITE – www.manorroyal.org

IF YOU HAVE BEEN NOTIFIED THAT OPERATION DIAMOND HAS BEEN INVOKED AND YOU HAVE NOT READ THIS PLAN – PLEASE GO STRAIGHT TO SECTION 5.

Version control number V 2.00



Sussex Police
Serving Sussex



West Sussex
Fire & Rescue Service



PART 1

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3. Manor Royal Business District Aerial Photograph and Zonal Maps
4. Basic Business Continuity Plan template

SECTION 1 Introduction

This plan has been produced to support action that can be taken before, and action that can be taken on activation of the plan once an incident has occurred.

Fundamental to successful control and co-ordination of these incidents will be the liaison between all responding agencies and the companies on the Business District.

Inter agency and Business District co-operation will be essential in bringing the event to an early conclusion and limiting the impact on the normal working of the Business District. The Business District will respond at the tactical level and have in place a means of communication between the lead responding agency and the companies involved on the Business District.

The chair of the Manor Royal Business Group (MRBG) will be the lead response officer dealing with the incident supported by the Manor Royal Business District Manager, if on site during the incident.

There may be initial needs by the responding agencies in terms of

- Local knowledge
- Identification of potential hazards
- Assets which may be of use including people to support the cordons
- Appropriate venues from which to coordinate the multi-agency response

In general the police will be the lead agency until such time as it is identified that another agency is better placed to fulfil this role

Upon activation of Operation Diamond, business volunteers will be required to help form the following two groups:

Manor Royal Business District Communication Co-ordination Group (MRBD-CCG)

Manor Royal Business District Tactical Command Group (MRBD-TCG)

Manor Royal Business District Tactical Command Group (MRBD-TCG)

- No fixed location
- Formed from senior managers of companies affected
- Responsible for managing resources and are in a position to commit the resources of their companies to help tackle incident i.e. welfare assets, people and resources.
- Appoint and task Operational staff, as necessary, to implement tactics, ensuring that actions taken by Operational staff are co-ordinated, coherent and integrated with plans of the Emergency Planning Group
- Plan and co-ordinate how and when a task will be undertaken and ensure those expected to carry out that task are adequately briefed.
- Assess prevailing risks and resource requirements (staff, equipment etc.);
- Ensure that issues that may impact on the economic environment to include supply and distribution; small businesses and the workforce

Manor Royal Business District Communication Co-ordination Group (MRBD-CCG)

- Located at one or more of the Public Information Points
- Headed by Manor Royal Business District Manager or other contact
- Responsible for collation of Incident Action Cards and other information from businesses and Emergency Services
- Responsible for information sharing to MRBD-TCG, Emergency Services and all businesses using communication mediums available at time.

SECTION 2 - ISSUES TO BE CONSIDERED BY THE BUSINESS DISTRICT AND OPTIONS

Traffic management

The Manor Royal Business District Tactical Command Group (MRBD-TCG) and emergency responders will be required to work with businesses to identify what restrictions there are in place in managing the incident and, if prolonged, how traffic can be managed around the Business District to increase access to parts which at present are restricted.

Options:

- Re- routing of fire hoses and equipment
- Providing limited timed access to certain premises if safe
- Identifying any events / large scale movements of vehicles that are likely to take place and managing this accordingly (e.g. Building Works etc)
- Identifying lorry storage facilities with appropriate toilet and food accessibility to reduce the risk of the surrounding roads (A23 / M23) etc being affected
- Staffing road access points to determine which deliveries are allowed into certain areas of the Business District to allow business as usual for those not affected whilst at the same time redirecting those affected away from the area

Warning and informing

There will be a need for timely and accurate information to be passed to those affected and a multi agency response may be required involving the lead responding agencies, Crawley Borough Council / West Sussex County Council, the Business District companies, utilities and any other agency involved depending on the nature of the incident.

Options

- Manor Royal Business District Communication Coordination Group (MRBD-CCG) will be setup to manage the information through to those that need it on the Business District. All Information required in the response phase will be separated from that required in the aftermath – i.e. health related advice / issues for those involved need to be managed by a separate group from those looking to the future and having the opportunity to plan
- All emails from the Manor Royal Business District Manager or Manor Royal Business District Communication Co-ordination Group (MRBD-CCG) will be in the form of a set template with the MRBD Logo and include the words “Operation Diamond” in the subject line.
- Information for dissemination should be sent to Manor Royal Business District Manager or lead contact by email, telephone or at a Public Information point. Lead contact to be declared on initial notification.
- Public information points (PIP) will be established to satisfy the needs of the employees, suppliers and customers of the businesses on the Business District.
- If the incident involves serious injury / death to a number of people on the Business District, all communications will be sensitive of this information.

SECTION 3- AN INCIDENT HAS OCCURRED ON THE BUSINESS DISTRICT – HOW WILL THIS BE DECLARED?

The Emergency agencies responding to a major incident will work to common strategic goals. This describes what they are collectively trying to achieve and forms the generic strategy that all organisations should be seeking to achieve.

- Saving and protecting life
- Containing the emergency - limiting its escalation or spread
- Relieving suffering
- Protecting property
- Providing the public with information
- Maintaining critical services
- Maintaining normal services at an appropriate level
- Protecting the health and safety of personnel
- Safeguarding the environment
- Facilitating investigations and inquiries
- Promoting self-help and recovery
- Restoring normal services as soon as possible
- Facilitate recovery of the community and environment
- Evaluating the response and identifying lessons to be learned

Types of major emergency

Major emergencies can be considered under two broad headings:

Sudden impact – happen suddenly and without warning such as a serious transport or industrial accident.

This is the classic major emergency scene that requires an immediate, pre-determined response from the emergency services. Local Authorities and voluntary organisations are required to provide support to the emergency services at or near the scene. Notification of a major emergency will usually come from West Sussex County Council's Duty Emergency Planning Officer, but may come direct from the Police or Fire and Rescue Service. The Council will activate its cascade callout, provide assistance as requested and consider additional and future requirements. The Emergency Centre will be established to co-ordinate requests and messages, and the Emergency Committee convened to make policy decisions.

Slow onset- start as small or localised incidents, develop with time and can affect a wide area, such as severe weather, flooding or epidemic.

This type of emergency may involve some degree of warning and preparation. There is often less of an obvious centre to the incident and less need or opportunity for the formal system of cordons, incident officers and so on. The response is more likely to be focused on local authorities than on the emergency services. It is likely that the response will initially be managed by one department. As the incident grows, it will request the help and support of additional departments and if the incident continues to escalate, a larger co-ordinated Borough response will be required. The Emergency Centre will be established to co-ordinate requests and messages, and the Emergency Committee convened to make policy decisions.

Remember – an emergency is handled, wherever possible, through the extension of normal day-to-day arrangements.

Deal with the response, regardless of the cause.

Plan triggers

This plan will be activated in the following circumstances:-

- A. Where the MRBG is notified that a major incident has been declared.
- B. A localised incident develops or threatens to develop beyond the response capabilities of the company dealing with it.
- C. A localised incident develops or threatens to develop that will prevent the company from maintaining its essential day-to-day work.

Activating the plan due to:-

Plan trigger A:

MRBG will:

1. Start a log of the incident
2. Inform the Chair of the MRBG
3. Activate its cascade callout
4. Confirm which local authority will take the lead role (if more than one involved)
5. Send an incident liaison officer to the Incident Control Point
6. Confirm location of the Emergency Centre
7. Provide support to the emergency services

Plan triggers B and C:

The MRDB will:

1. Start a log if not already done
2. Activate part or all of its cascade callout as decided by the MRBG
3. Send an incident liaison officer to the incident Control Point if not done earlier
4. Liaise with WSCC's and Crawley BC's Duty Emergency Planning Officer
5. Inform neighbouring businesses as appropriate; and
6. Provide support as required

DECLARATION

“Operation Diamond” can be declared if the Emergency Services, or a MRBG member believes the activation of the plan will meet any of the criteria laid out above.

WHO CAN DECLARE

- MRBG Chair, Business District Manager or member of the Business District.

DECLARATION ACTIVATION PROCESS

When one of the parties has requested the activation of Operation Diamond, liaison will then be held with the lead responding agencies to determine whether to activate depending on the circumstances which include time of day, likely duration of the incident and the effect it is or potentially will have on the Business District.

There are three types of declarations:

DECLARATION ONE: STAND BY

A situation or threat which may imminently lead to the declaration of an incident.

On receipt of a “standby” notification companies must take any steps they deem appropriate to ensure their readiness to respond to a full declaration should it occur.

Where an incident occurs with little or no warning it may be that there is no opportunity for a ‘Stand By’ declaration and it is immediately considered a major incident.

The warning phase allows organisations to pass on information to each other and the public before an emergency occurs so they can prepare to respond. If an emergency is anticipated or a small incident is expected to grow, the responding organisation will notify other potential responders. The Environment Agency and Meteorological Office also have a responsibility to pass information about flood and severe weather warnings to the public.

The initial response phase aims to deal with the first effects of the incidents and will predominantly involve a response from the emergency services. Manor Royal companies will have less of an involvement during the first phase, providing support to the emergency services as required.

DECLARATION TWO: MAJOR INCIDENT

An incident has occurred which meets the definition of a major incident and requires an Business District response.

The consolidation phase mitigates the effects of the emergency by ensuring measures are put in place to provide resources for the continuing response and for making sure critical services can continue to be provided. Manor Royal companies will become more involved during this phase, providing support arrangements for the local and wider community.

DECLARATION THREE: STAND DOWN & RECOVERY

The situation has stabilised to a stage where an incident response is no longer required or likely to be required

The recovery phase encompasses the physical, social, psychological, political and financial consequences of an emergency. Recovery planning must start from the beginning of any response. Organisations and communities need to plan, manage and undertake those activities that will facilitate the rehabilitation of the community and restoration of the environment as rapidly as possible. As time goes on, involvement from local authorities gradually increases and emphasis switches to recovery and rehabilitation. The lead for the response will pass from the emergency services to the lead local authority.

WHO WILL BE NOTIFIED?

Where an incident is declared then the accompanying notification should include the following information (if possible)

- Who by
- An overview of the incident
- Incident location and access routes
- What is required by the responders from the Business District if anything
- If Business District action is required, then
 - o At what location
 - o In what capacity
 - o In what timescale
 - o Whether any specific skills or equipment is required

- Where the Public Information Points and Manor Royal Business District Tactical Command Group (MRBD-TCG) will be located

WARNING AND INFORMING

There is no one way to warn and keep companies involved and/or informed of the incident and therefore the options available at the time may include:

1. Business District website (www.manorroyal.org), local authority websites and related social media channels
2. Email networks (including Community Resilience & Security Network, Manor Royal Business Watch Intranet, local business networks / organisations).
3. Public Information Points at pre determined locations (i.e. Town Hall, The Hawth, The Base, City Place etc)
4. BBC and other local radios

PART 2

BUSINESS CONTINUITY: Preparing your business

Please note:

If you would like assistance on the preparation of a Business Continuity Plan for your business, contact:

Crawley Borough Council (Emergency Planning)
The Town Hall,
The Boulevard,
Crawley,
West Sussex,
RH11 1UZ.

www.crawley.gov.uk
01293-438000

Contact details also available online at www.manorroyal.org

SECTION 4 – PREPARING YOUR BUSINESS PRIOR TO AN INCIDENT TAKING PLACE

Please take a moment to answer the following questions about your current Business Continuity plans:

Question	Yes / No
Have you an agreed alternative location for your staff to assemble if they are unable to get on to the Business District at any time of the day?	
Have you an agreed alternative location for your staff to assemble if they are unable to get off of the Business District at any time of the day?	
Have you identified a “buddy” location you could go to, to make use of their facilities in contacting those identified in (2)?	
If you have to vacate your premises in an emergency, have you identified what information / equipment you and your staff would want to take with you in order to minimise any business continuity you may experience – that would include customer and supplier details as well as contact details of your staff?	
Do the staff know what to do if they hear on the local radio or other media that the Business District or the part affecting your premises is cordoned off?	
Have any of the staff got children at a nursery off the Business District and how would they collect those children if they can’t get to the premises?	
Have you got a safe close down procedure if you had to vacate the premises so that when you left it was safe and resumption would be as quick as possible after returning? This should include the switching off of electricity and gas.	
Can you set up a suitable process away from your premises in order to operate as best you could in the circumstances of being refused access to your premises for 24 hours or longer?	
Have you identified any security issues that might be relevant if you had to vacate the premises in an emergency and the appropriate solution to them?	
Have you identified what you would do with your staff if they can not get into the premises? (sent home, sent to alternative premises etc)	
If you rely on lorry deliveries, have you identified where those lorries can be parked if access to the Business District is denied pending a return to your premises?	
Have you identified a way of prioritising those lorries if a small number are allowed access whilst other parts of the Business District are still cordoned off?	
Have you got a method of informing the Fire and Rescue service of any additional and relevant hazards that you may have on the premises that they are not already aware of?	
Do you have details of your insurance with you off site in case they are required and you cannot access the site?	
Do you know what your insurance covers you in relation to lost production?	

MRBD partners, will also be asked the following questions so companies may wish to have this information available where possible. It is recommended that this is put into an additional appendix document that can be downloaded and used on site

Anyone still inside building	Location, Age, Name
Where did the incident start	What’s involved
Location of any hazards	Flammables, Pits, Voids, LISP’s and restricted areas
Location of services (gas/electricity)	Isolated
Location & type of any cylinders	Type, Quantity, Contents, Size
Location of any asbestos	Asbestos Register
What process do you use	Hazards involved, isolated
Is there a site information pack	Site plan, contact details, salvage plan

SECTION 5 – WHAT TO DO WHEN NOTIFICATION HAS BEEN RECEIVED THAT AN INCIDENT HAS TAKEN PLACE

Once Operation Diamond has been invoked and businesses have been notified – affected businesses are requested to complete the Incident Action Card, shown in Appendix 1 or telephone persons listed in the Emergency Contact List (Section 6).

INCIDENT ACTION CARDS TO BE RETURNED AS PER METHOD DESCRIBED ON THE FRONT OF THE CARD.

PLEASE ALSO REFER TO ZONAL MAP TO IDENTIFY YOUR BUILDING AND CORRESPONDING ZONAL NUMBER / COLOUR.

SECTION 6 – EMERGENCY CONTACTS

Contact name	Company	Contact Details
	GAS	
	Electricity	
	Water	
	Insurance	
	Hospital	
	Local Authority	
	Manor Royal Business District Manager	
	Crawley Borough Emergency Planning Officer	
	Local Police	

IF INCIDENTS OCCUR OUTSIDE OF WORKING HOURS, THE ABOVE CONTACTS MAY NOT BE AVAILABLE. IN THAT INSTANCE THE LEAD EMERGENCY SERVICES RESPONDENT WILL BE THE KEY CONTACT FOR ENQUIRIES.

This emergency contact list needs to identify key stakeholders with an ability to take action and direct suitable and sufficient resources.

Appendix 1:

MANOR ROYAL BUSINESS DISTRICT INCIDENT CARD

FOLLOWING OPERATION DIAMOND ACTIVATION

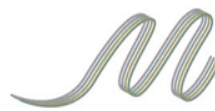
PLEASE TAKE A MOMENT TO COMPLETE THE FOLLOWING FORM AND EMAIL OR DROP OFF TO THE PUBLIC INFORMATION POINT OR EMAIL PROVIDED, INCLUDING info@manorrooyal.org

Single Point of Contact for Today		Business Location	
Business Name		ZONE	
Telephone Number		Mobile Number	
Email address			
Time Completed		Date Completed	

Are any of your staff affected by incidents, if so how?
Are any of your deliveries affected by incident, if so how?
Are there any other issues that are affecting your organisation in the immediate / next 24-hour period?



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BUSINESS DISTRICT

Appendix 2: COSHH warning signs

IF YOU HAVE SUBSTANCES THAT ARE HAZARDOUS TO HEALTH ON YOUR PREMISES YOU MUST PROVIDE INFORMATION TO ALL USERS.

THIS INCLUDES FIRST RESPONDERS OUT OF HOURS



Corrosive substances



Radiation hazard



Oxidising materials



Acetylene gas hazard



Flammable Gas hazard

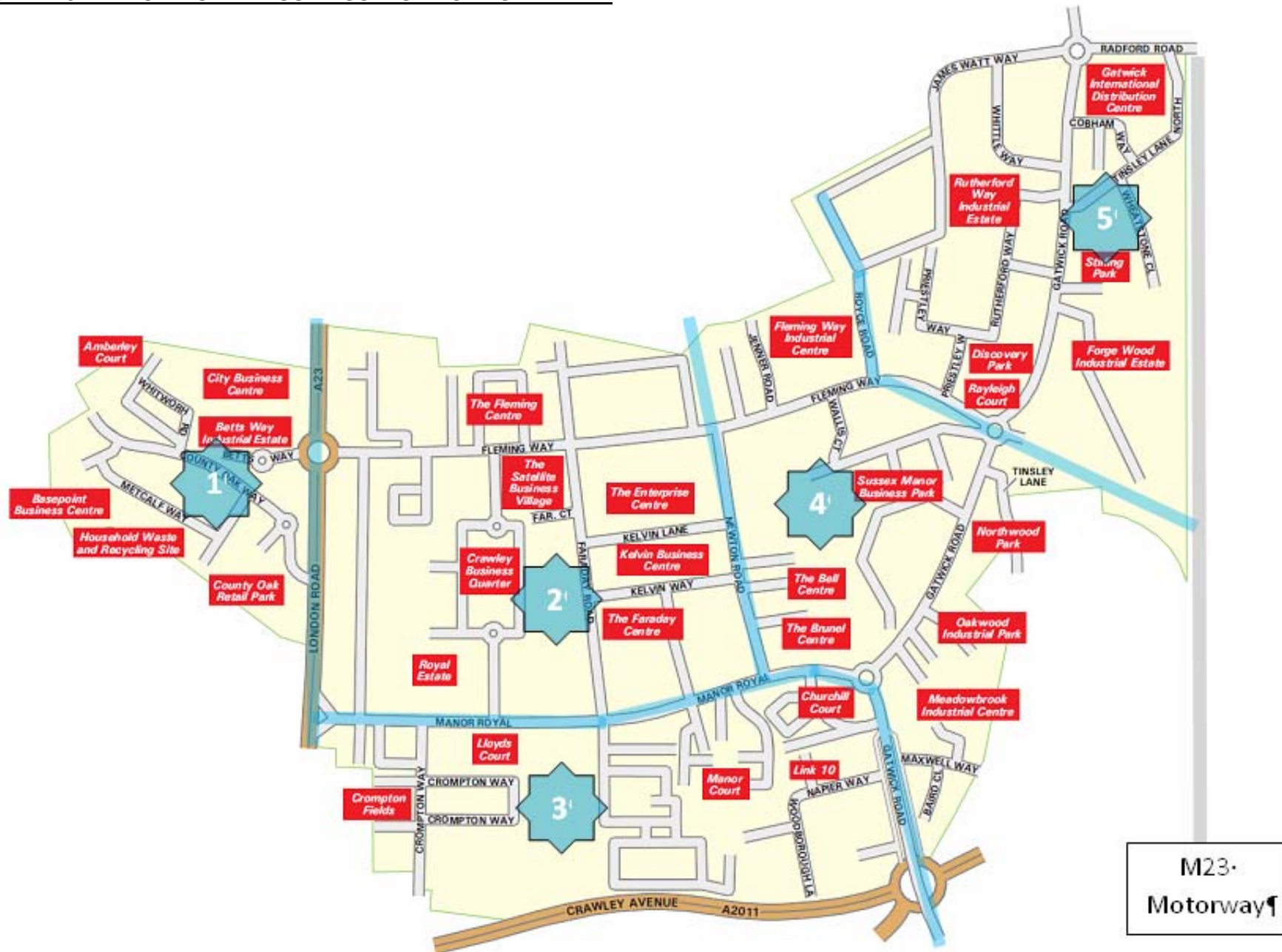


Environmental Hazards

APPENDIX 3 MAP 1: MANOR ROYAL BUSINESS DISTRICT AERIAL PHOTOGRAPH



APPENDIX 3 MAP 3: MANOR ROYAL BUSINESS DISTRICT ZONAL MAP



*Insert
Business Logo*

Insert name of company

Business Continuity Plan

Date: _____

Introduction

Aim of this Plan

To prepare this business to cope with the effects of an emergency.

Objectives

- To define and prioritise the Critical Functions of the business
 - To analyse the emergency risks to the business
 - To detail the agreed response to an emergency
 - To identify Key Contacts during an emergency

Business Impact Analysis

Critical Function:	
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Affect on Service:

Time	Affect on Service:
First 24 hours	<ul style="list-style-type: none">•••
24 – 48 hours	<ul style="list-style-type: none">•••
Up to 1 week	<ul style="list-style-type: none">•••
Up to 2 weeks	<ul style="list-style-type: none">•••

Resource Requirements for Recovery:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours			<ul style="list-style-type: none">••••	<ul style="list-style-type: none">••••
24 – 48 hours			<ul style="list-style-type: none">••••	<ul style="list-style-type: none">••••
Up to 1 week			<ul style="list-style-type: none">•••	<ul style="list-style-type: none">•••

Critical Function Priority List

Priority	Critical Function
1	
2	
3	
4	
5	
6	
7	

This list can be used during an emergency to assist your decision making when compiling an Action Plan as to which function needs to be reinstated first.

Make sure you know the following:

Location of Gas cut off	
Location of Electric cut off	
Location of Water cut off	
Location of Hazardous substances	

Hazard Analysis Table

Risk Matrix Score

A = HIGH Likelihood and HIGH Impact

B = LOW Likelihood and HIGH Impact

C = HIGH Likelihood and LOW Impact

D = LOW Likelihood and LOW Impact

Hazard	Impact	Mitigation in Place	Mitigation possible	Risk Matrix Score
Flooding (Example)	<ul style="list-style-type: none"> • HIGH 	<ul style="list-style-type: none"> • No 	<ul style="list-style-type: none"> • Yes 	B
IT Failure				
Loss of electricity				
Fire				

Emergency Response Checklist

For use during an emergency

- Start a log of actions taken:

- Liaise with Emergency Services:

- Identify any damage:

- Identify Functions disrupted:

- Convene your Response / Recovery Team:

- Provide information to staff:

- Decide on course of action:

- Communicate decisions to staff and business partners:

- Provide public information to maintain reputation and business:

- Arrange a Debrief:

- Review Business Continuity Plan:

