NATIONAL EMERGENCY RESPONSE FRAMEWORK ELEMENTS

EXAMPLE
EMERGENCY RESPONSE MANGEMENT COURSE FRAMEWORK
(PERO-P)

AND

TRAINING MODEL QUESTIONNAIRE

for

UKOPA
July 2007

Presented by

THE FIRE SERVICE COLLEGE

DRAFT FOR DISCUSSION

National Emergency Response Framework Elements

The following is a suggested list of elements to be included within a national framework. This document forms the basis for further discussion and the elements suggested do not form a definitive or recommended list.

We would recommend that these elements are discussed before the October meeting of UKOPA in order to ensure that the correct communication and contractual protocols have been established.

The main framework elements should include:

A.   Planning and Preparation

1. Planning and Preparation Procedures and Processes
1.1 Definition of Corporate Responsibilities under the Legal Framework including the following:
1.1.1   Civil Contingencies Act 2004
1.1.2   COMAH Regulations 1999
1.1.3   Pipeline Safety Regulations 1996
1.1.4   Possible forthcoming responsibilities under Critical Infrastructures Legislation (E.U. Directive)
1.1.5   Responsibilities under other legislation e.g. Health and Safety, Environmental etc.
1.2 Community Risk Register
1.3 Risk and Threat Assessment

2. Risk and Threat Assessment Criteria and Precautionary Measures
2.1. Level of risk – assessment incs:
2.1.1. Corporate, International, national, regional, local risk
2.1.2. Personnel and community risk
2.1.3. Business continuity risk
2.1.4. Brand & customer loyalty
2.2. Threat assessment
2.2.1. Nature of threat
2.3. Corporate Standards, Precautionary Measures and Planning
2.3.1. Operation protocols
2.3.2. Corporate standards – H & S, Environment, etc.
2.3.3. Security Plan
2.3.4. Emergency Response Plan
2.3.5. Business Continuity Plan
2.3.6. P.R. Management Plan

3. Resource Needs, Assessment of Capability and Development
3.1. Resource requirements
3.2. Nature of Resources and Facilities Available or to be developed
    3.2.1. Timescale to bring to effect
    3.2.2. Maintenance Schedules
    3.2.3. Resource testing

4. Personnel - Needs, Assessment of Capability and Skills Development
4.1. Method of assessment and capability of personnel
4.2. Clarification of roles and responsibilities
4.3. Individual skills requirement
4.4. Development of individual and team skills

5. Process Development and Testing Criteria
5.1. Corporate command structures
5.2. Cohesive Planning with Emergency Services and Government Agencies
5.3. Testing of Emergency Response and Business Continuity Plans
5.4. Nature of on-going exercises
5.5. Review criteria

B.   Event Notification

6. Awareness of Event Notification Preparation, Process and Procedures
6.1. Document requirements, mapping, journey plans etc.
6.2. Key locations, possible assets, risks and liabilities
6.3. Access to incident
6.4. Environmental concerns
6.5. Communication with other responders
6.6. Recording of actions and decisions throughout the event

C.   Incident Operations and Risk Assessment

7. Operational requirements – working with emergency services to establish:
7.1 Casualty prioritisation plan
7.2 Public protection plan
7.3 Establishment of escape routes
7.4 Establishment of incident command structure
7.5 Staging area, isolation perimeter, hot zone
7.6 Protective equipment requirements
7.7 Information centre
7.8 Working with other responders.
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8. Risk Assessment Criteria – Develop the ability to conduct a thorough risk assessment and communicate with other responders inc:

8.1 Size and nature of hazard
8.2 Product involved
8.3 Nature of the incident
8.4 Exposures/risk/damage potential
8.5 Environmental considerations
8.6 Impact of weather conditions
8.7 Isolation/incident duration time
8.8 Potential damage assessment

9 Inter Agency Cohesion – Guidance related to:

9.1 Methods of communication across command structures and services
9.2 Provision of technical information
9.3 Observation of P.R. protocols

D. Event Continuation and Community Impact

10 Environmental and Community Impact – Awareness of:

10.1 Environmental clean-up consequences
10.2 Need to establish communication protocols and facilities
10.3 Methods of processing information - in and out
10.4 Processing compensation claims

11 .Post Event Legal Obligations and Resources – Guidance as to Possible Legal Implications and Resource Requirements

11.1 Legal assessment criteria
11.2 Resources allocation
11.3 Public enquiry process and resource requirements

12. Brand Risk – Awareness of Possible Impact on:

12.1 Threat to brand
12.2 PR management procedures

13. Personnel Risk – Post Injury Guidelines as to the:

13.1 Management of liability and reputation

14. Business Risk – guidelines to manage:

14.1 Business continuity process
14.2 Possible adverse consumer reaction

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PERO(P)
PERO –PRACTICAL
EXAMPLE COURSE FRAMEWORK

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Course frameworks can be customised to suit individual corporate requirements. Practical scenarios can be extended and classroom content restricted - for those who already understand the theoretical content - and to maximise practical content.

In order to model a programme to suit individual corporate requirements an appropriate questionnaire has been enclosed.

DESIGNED FOR:

- Those persons from the Pipeline Industry with responsibility for initial response at incidents (field responders).

- Those responsible for central control of such incidents (incident controllers/managers).

- Third party observers – inc. planners and management who wish to assess their emergency planning capability and procedures..

AIM

To provide delegates who are responsible for pipeline response with the skills and knowledge to safely and effectively deal with an incident and provide support to other emergency services.

OBJECTIVES

Planning and Preparation

- To understand the main elements of the national and corporate emergency response planning process and procedure.

- To understand event preparation requirements.

Event Notification

- To initiate an incident management system in accordance with the Emergency Plan.

- Understand the roles and responsibilities of all company incident responders, emergency services and agencies.

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Operational Requirements

- To survey the incident and determine the products involved, the type of incident and the likely quantities involved.

- To be able to conduct and communicate an adequate risk assessment inc. identifying the likely behaviour of a material.

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- To recognise the need for scene control procedures including roles and responsibilities

- To asses the need for protective clothing and emergency decontamination procedures,.if required.

- To be able to prioritise objectives in accordance with the process

- Select the options available for a given response objective.

- Recognise whether the level of response provided is appropriate for implementing each option.

- To provide the correct level of information to other incident controllers and emergency services in order for them to correctly assess potential threat and resource requirements.

Continuation and Long Term

- To understand the environmental implications of the event and clean-up campaign.

- To understand the importance of recording events and decision criteria.

Example Framework 1

DAY -1 Classroom Options

Can Include:

- **Emergency planning awareness** – interactive presentations and discussions on the reasons and importance for pre-planning and emergency response.

- **Understanding the roles of other agencies and services** - the roles of the emergency services and the environment agency and how the delegate fits into this relationship.

- **Introduction to the corporate emergency planning process** – description of the national guidelines and corporate emergency planning process its command structure and operational objectives and its cohesion with that of the emergency services. Importance of P.R. Plans and Business Continuity Plans - Case studies.

- **Roles and responsibilities of Incident Controllers –** description of the legal and operational responsibilities of IRs' – including communication, risk assessment and operational responsibilities.

- **Floor plan exercises** – Designed to test the strategic and tactical approach for a given simulation.

- **Product behaviour identification** – Session conducted by a College chemist in a laboratory to give an overview of the properties and behaviour of selected chemicals includes practical demonstrations and risk assessment analysis.

- **Personal protection instruction** – into the use and wearing of protective clothing (and breathing apparatus) and also basic decontamination procedures.

DAY 2 - Use of the Command and Control Suite with the Incident Ground to Emulate Incident Ground/Control Room Activity and/or the Computer Simulation Suite

Practical Options

- **Content is mainly based on practical exercises** and use of **the command and control suite, incident ground or simulation suite.**

- **The command and control suite** can be used by planners and policy makers in cooperation with FSC instructors to control and observe simulated exercises based on the customers operational environment and emergency planning process.

- **Interchangeable role plays** provide opportunity to gain mutual understanding, thus improving communication in the event of an actual incident.

Use of the Computer Simulation Suite (optional)

- **Use of the computer simulation suite to emulate those incidents that cannot be easily simulated by other facilities, provides opportunities for syndicate working.**

- **A computer simulation model will take 4-6 weeks to develop but can be subject to variation for use by UKOPA members.**

PRESENTATION

Highly realistic practical exercises and demonstrations with interactive debriefs. With optional lectures, syndicate work, delegate centred discussions.

COURSE STAFF

Senior Fire Service College Officers with extensive operational experience and senior fire and safety personnel from industry. Representatives from government agencies.

VENUE

The Fire Service College, Moreton-in-Marsh, Gloucestershire, GL56 ORH, ENGLAND

CERTIFICATION

On completion of this course delegates will receive The Fire Service College Emergency Response Course Certificate.

DURATION

Two days residential.

Constructing an Emergency Response Training Model –

Questionnaire

Outline Brief

What are your desired outcomes? E.g.

- Do you wish to assess current processes and/or delegates capability?
- Which areas do you wish to particularly improve?

Inputs
Corporate Criteria

- Nature of your legal obligations
- Your current business continuity protocol
- Current corporate process standards and level of attainment
- Operational environment
- Environmental policy

Business Continuity Issues

- What is the effect on customers, corporate profits, local economy, and nationally and international domains.

Process Development and Testing

- Your current command structure
- Level of current co-hesive planning with other agencies
- Current testing and assessment process
- Status and frequency of on-going exercises to maintain readiness
- Review process in response to changing requirements

Incident Responders– Preparation

- Level of preparatory information and documentation
- Other equipment and tools used by incident responders
- Roles and responsibilities
- Priority actions in the event of an incident

Risk Assessment and Considerations

- Dynamic risk assessment criteria
- International, national and local impact
- Environmental impact
- Health and safety priorities particularly regarding incident team personnel
- Possible effect on local community
- Damage to brand

Emergency Plan

- Existing emergency and contingency planning scenarios
- Inc. plan for dealing with the Press and media.

Resource Assessment

- Nature and quantity of resources

    - Personnel
    - Equipment
    - Communication
    - Incident Control
    - Specialist Vehicles

- Resource Maintenance and Testing Criteria

Personnel Development and Assessment Criteria

- Roles and responsibilities of emergency controllers
- Assessment criteria
- Team management and leadership requirements