



Isle of Man Government

Reiltys Ellan Vannin

MAJOR INCIDENT RESPONSE PLAN



Title of Document:	Isle of Man Government Major Incident Response Plan (MIRP)
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Revision History

Revision Date	Version	Summary of Change	Changes made by	Authorised by	Date
1 Nov 2019	1	Initial Issue	Jane Kelly	CEO DHA	1 Nov 2019
1 Apr 2022	2	Removal of Si-rens, CoMIN Directive, Helpline, Flood Management Division, Public Health	Jane Kelly	CEO DHA	1 Apr 2022

Distribution

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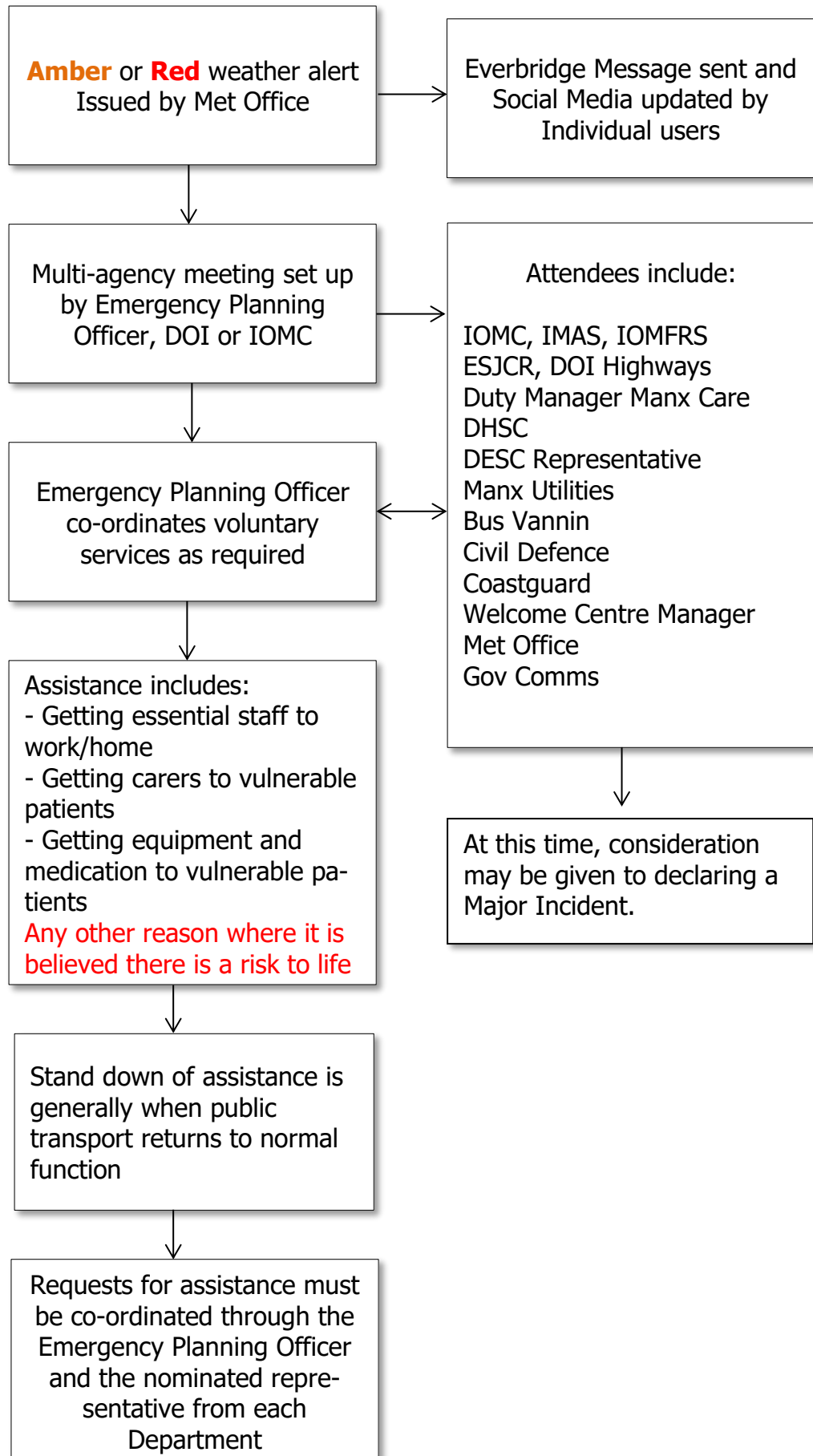
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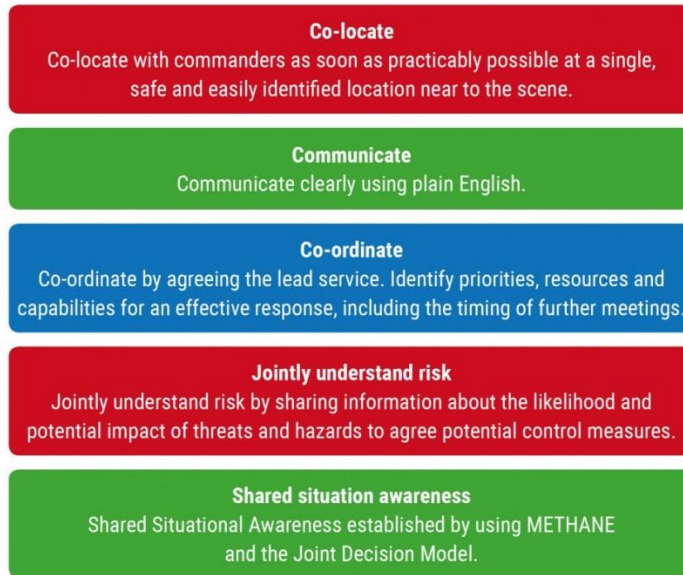
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PROTOCOL FOR ADVERSE WEATHER

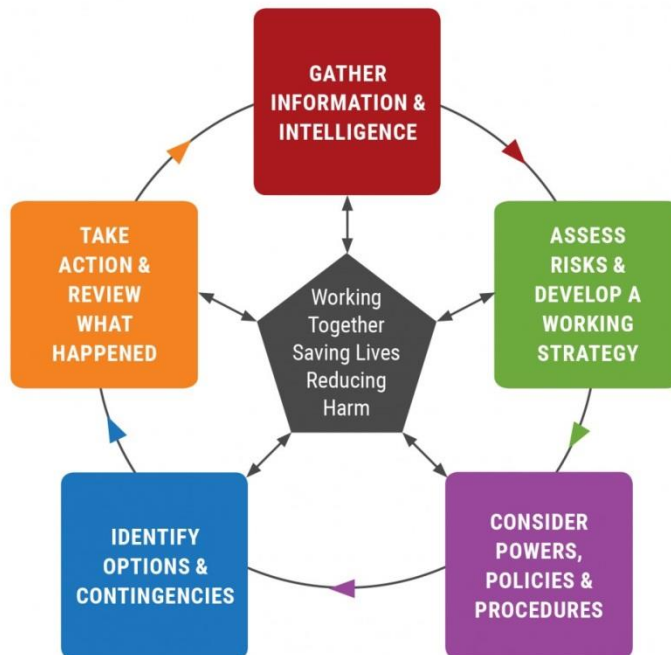


JESIP AIDE MEMOIRE

Principles for Joint Working



Joint Decision Model



METHANE

Each responder agency should send a M/ETHANE message to ESJCR as soon as possible. The first resources to arrive on scene should send the M/ETHANE message so that situational awareness can be established quickly. The information received through multiple M/ETHANE messages will gradually build to support shared situational awareness in those responding to the incident and ESJCR.

M	MAJOR INCIDENT	Has a major incident or standby been declared? (Yes / No - if no, then complete ETHANE message)	<i>Include the date and time of any declaration.</i>
E	EXACT LOCATION	What is the exact location or geographical area of the incident?	<i>Be as precise as possible, using a system that will be understood by all responders.</i>
T	TYPE OF INCIDENT	What kind of incident is it?	<i>For example, flooding, fire, utility failure or disease outbreak.</i>
H	HAZARDS	What hazards or potential hazards can be identified?	<i>Consider the likelihood of a hazard and the potential severity of any impact.</i>
A	ACCESS	What are the best routes for access and egress?	<i>Include information on inaccessible routes and rendezvous points (RVPs). Remember that services need to be able to leave the scene as well as access it.</i>
N	NUMBER OF CASUALTIES	How many casualties are there, and what condition are they in?	<i>Use an agreed classification system such as 'P1', 'P2', 'P3' and 'dead'.</i>
E	EMERGENCY SERVICES	Which, and how many, emergency responder assets and personnel are required or are already on-scene?	<i>Consider whether the assets of wider emergency responders, such as local authorities or the voluntary sector, may be required.</i>

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1.0 INTRODUCTION

The aim of the Major Incident Response Plan (MIRP) is to provide a framework for the Emergency Services, Government Departments, Statutory Boards and Voluntary Organisations in planning their response to any emergency which will impact the Isle of Man. It also provides members of the National Security Council or the Council of Ministers with guidance on their responsibilities under the Emergency Powers Act, 1936.

This plan is developed and owned by the Department of Home Affairs, exercising its powers under the Home Affairs Board Act 1981.

Every major incident is unique, generating different issues and demands and the information contained within this plan should be regarded as guidance. It is designed to offer a framework within which those who are responsible for the successful resolution of the incident are able to work together for maximum efficiency.

The MIRP also summarises the roles and responsibilities of organisations during a major incident and outlines how the responding agencies will work collectively for the overall benefit of the public.

The MIRP introduces the JESIP principles and the importance of joint working and although JESIP principles are based on the UK Civil Contingencies Act (2004), they are as relevant for the interoperability of joint resources on the island.

What is a Major Incident?

An event or situation with a range of serious consequences which requires special arrangements to be implemented by one or more emergency services, including voluntary services. A major incident is beyond the scope of business-as-usual operations, and is likely to involve serious harm, damage, disruption or risk to human life or welfare, essential services, the environment or national security.

1.1 Linked Documents

The Emergency Powers Act, 1936¹
JESIP Joint Doctrine²

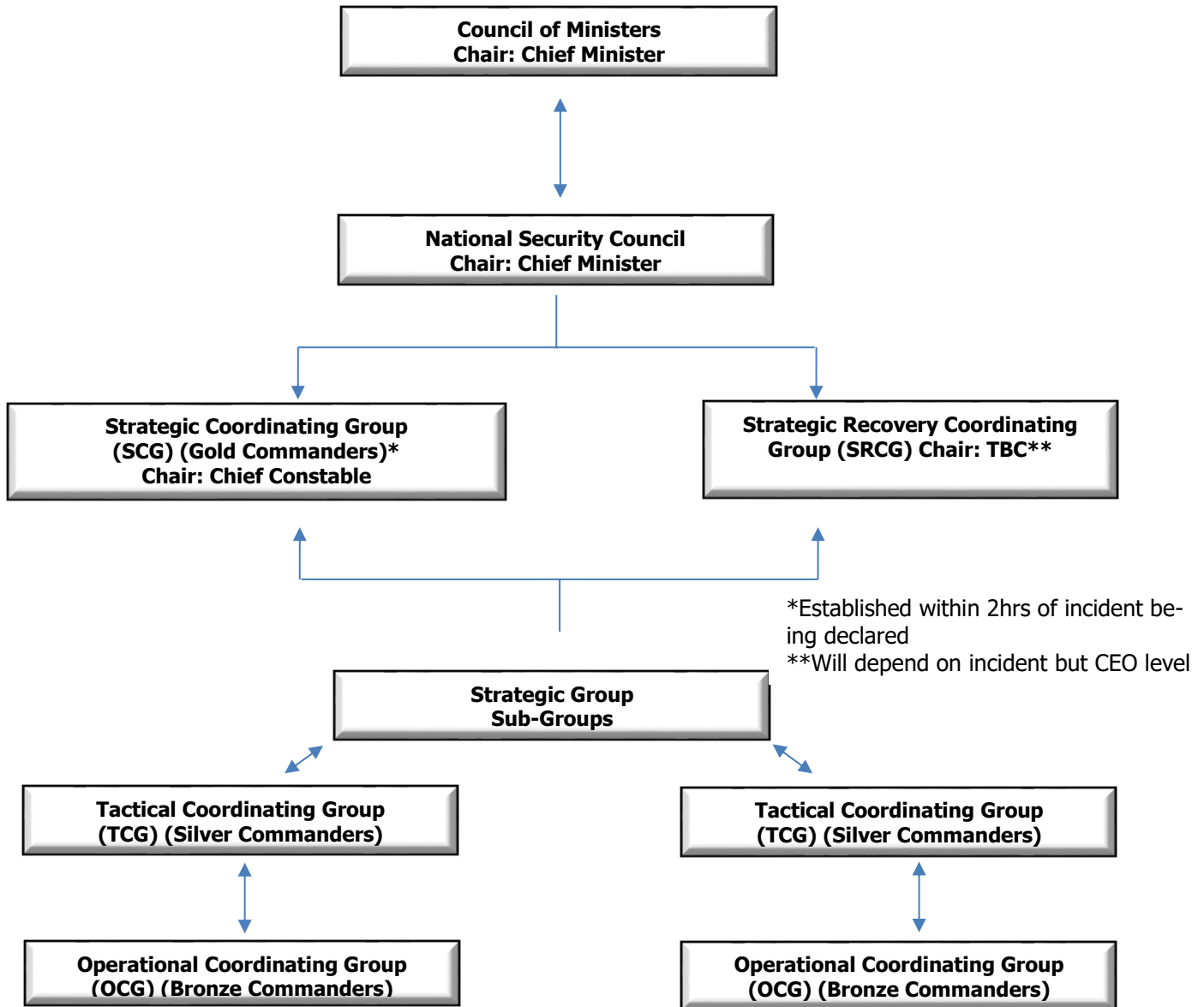
¹ https://www.legislation.gov.im/cms/images/LEGISLATION/PRINCIPAL/1936/1936-0001/EmergencyPowersAct1936_1.pdf

² <https://www.jesip.org.uk/doctrine>

2.0 COMMAND, CONTROL AND CO-ORDINATION

2.1

COMMAND FRAMEWORK



In order to achieve a combined and coordinated response to a major incident the capabilities of the emergency services must be closely linked with Government Departments and other services. The agreed framework ensures that all involved parties understand their role in a combined response and how the differing levels of management arrangement inter-relate.

The framework for this linkage must work irrespective of the cause or nature of the incident, but remain flexible to individual circumstances. The framework allows:

- Each agency to tailor its own response plans to interface with the plan of others;
- Ensures all parties involved understand their role in the combined response;
- Explain how the differing levels of management arrangements relate to each other;
- Retains flexibility of options to suit local circumstances.

The management of the response can be divided into three levels:

- **Operational Coordinating Group (OCG) Bronze Commanders**
- **Tactical Coordinating Group (TCG) Silver Commanders**
- **Strategic Coordinating Group (SCG) Gold Commanders**

The requirement to implement one or more of these management levels will be very dependent on the nature of the incident, but normally incidents will be handled at the operational level, only moving on to the tactical or strategic level should this prove necessary.

In its planning, each agency will need to recognise the three management levels, OCG, TCG and SCG and the functions to be undertaken. This will allow the integration of management processes across agency boundaries. It is not intended that the management levels necessarily predetermine the rank or seniority of the individual discharging the functions. If any one agency activates its major incident plans, then it may be necessary for others to start to activate their own plans in order to facilitate liaison.

It is characteristic of the command and control chain that it tends to be created from the bottom up. At the start of any incident, for which there has been no warning, the operational level will be activated first, with the other levels coming into being with the escalation of the incident, or a greater awareness of the situation.

2.2 Operational Coordinating Group – (OCG) Bronze Commanders

On arrival at the scene of an incident, the emergency services will take appropriate immediate measures and assess the extent of the problem, under the command of their respective supervisory officers. They will concentrate on their specific tasks within their areas of responsibility and act on delegated responsibility from their parent organisations until other levels of command are established. All this takes place at operational level and is the normal day-to-day arrangement for responding to any incident. It has to be stressed that the senior officers present from each service **must** liaise fully and continually together to ensure an efficient and combined effort and should adopt the JESIP principles. The Police will normally act as the co-ordinator of this response at the scene. Officers on the initial deployment of each emergency service should establish scene management as a joint process as soon as is practicable.

These arrangements will usually be adequate for the effective resolution of most incidents. However, for more serious incidents – requiring significantly greater resources – it may be necessary to implement an additional level of management. OCG's can be established at various locations if required if an incident is widespread or consecutive incidents are occurring.

2.3 Tactical Coordinating Group – (TCG) Silver Commanders

The tactical level of management is introduced in order to determine priority in allocating resources, to plan and co-ordinate when a task will be undertaken, and to obtain other resources as required. Most, but not all of the tactical functions will be discharged, close to the scene of the incident. A mobile command unit should be considered for this purpose to provide an area where representatives from each service can meet to co-ordinate their joint response. Some agencies will prefer to operate from their administrative offices, but will normally send a liaison officer to the scene to liaise with the tactical commanders. Planning must also take into account that there may be a number of individual scenes or in fact, no actual scene to attend, for example, where the incident is at sea.

When more than one agency is operating at Tactical Level, there must be consultation between the various incident officers. The Tactical Commanders should not become involved with the activities at the scene being discharged by the Operational Incident Officers, but concentrate on the overall general management. In order to ensure co-ordination, an inter-agency meeting must be held at regular intervals using the JESIP principles, attended by each Tactical Commander which is normally chaired by

the Police. A Major Incident Room is available at CDHQ and ESJCR for use by Tactical Commanders and the use of media should be encouraged for those not able to attend.

If it becomes apparent that extraordinary resources or expertise beyond the level of the Tactical Commanders are required, or should there be the need to co-ordinate more than one incident/scene, where Tactical Command has been established, it may be necessary to implement a strategic level of management, known as the Strategic Coordinating Group.

2.4 Strategic Coordinating Group - (SCG) Gold Commanders

Where the scale, impact or nature of the emergency requires multi-agency co-ordination at the strategic level, a Strategic Coordinating Group (SCG) will be formed. The purpose of the SCG is to take overall responsibility for the multi-agency management of the wider emergency and to establish the policy and strategic framework within which the lower levels of command and co-ordinating groups will work. The SCG will:

- Determine and disseminate a clear strategic aim and objective and review them regularly;
- Establish a policy framework for the overall management of the event and situation;
- Prioritise the requirements of the tactical tier and allocate personnel and resources accordingly;
- Formulate and implement media handling and public communication plans;
- Direct planning and operations beyond the immediate response in order to facilitate the recovery process.
- In conjunction with the Chief Secretary, determine the point at which political involvement is required

Ideally, the SCG should be based at an appropriate pre-planned location, with the following locations identified as suitable: the Major Incident Room, Civil Defence Headquarters, Tromode, Douglas, DHA Conference Room, DHA HQ, Tromode, Douglas or a suitable room at Central Government Offices, Bucks Road, Douglas. As soon as practicable a Strategic Recovery Coordinating Group (SRG) should be established which will operate alongside the SCG who will remain in overall control of the incident until full handover to the SRG at a suitable time.

2.5 Strategic Recovery Coordinating Group – (SRG)

Once the immediate response to the Major Incident is over, focus should turn to the recovery phase. Planning for recovery in a structured and collaborative manner is vital to ensure as rapid a return to normality as is practical. This phase can start while the response is still underway to the Major Incident itself.

To facilitate and coordinate the operation of agencies involved in the recovery process. In order to do this they should:

- Appoint a recovery coordinator/secretariat to support the SRG and sub-groups;
- Appoint a Chair;
- Consider membership of the group depending on the nature of the incident;
- Fully understand the remit of the role and educate members of the group, including ensuring adequate training (which may include 'mentoring' from agencies who have gone through similar emergencies in the past) is provided as required;
- Ensure the group is aware of the full recovery structure i.e. what groups are in place and their remits;
- Assign a communication lead within each Sub-Group;
- Ensure action planning and reporting mechanisms are in place to provide regular reports on recovery operations to the RCG and other relevant Sub-Groups and to other organisations that have a role or interest in the recovery process;

- Identify areas where decisions need to be made beyond existing policies and procedures, and advise on recommended options to the RCG for onward transmission to others i.e. CoMIN
- Disseminate information so that all concerned are aware of the steps being taken during the recovery process. For each decision or piece of information produced/received consider;
 - What might be the ripple effect of this decision/information?
 - Who else needs to be made aware of this?
 - Does the group need to do any more work as a result of this?
 - Does someone else need to carry out an action?
 - Provide a debrief report at the closure of the Group/Sub-Group detailing the expenditure committed, actions taken, lessons learnt and any recommendations.

2.6 The Chief Minister and the Council of Ministers

The role of the Chief Minister in time of emergency is clearly established in the Council of Ministers directive of March 1997.

From this document stems responsibility for ensuring that the principles of 'Duty of Care' and allied codes of practice are adhered to and fully implemented. Closely associated with all Emergency Operations is the inevitable financial commitment.

There are two distinct ways in which a major incident or a serious emergency would be dealt with, within the Isle of Man.

Initially, on being informed of a major incident, both the Minister of Home Affairs and The Chief Secretary will attend an identified location which they will use as the meeting room for the National Security Council. On arrival, the Minister will liaise with the Chief Constable or Chair of the SCG to be fully briefed on the incident. As a result of this briefing if they deem it necessary, both the Minister of Home Affairs and the Chief Secretary will obtain suitable persons to sit on the National Security Council (NSC) which will be chaired by the Chief Minister. The standing members of the Committee will attend, along with other Members, dependent on the nature of the incident. In any event, the Minister of Home Affairs will ensure that both The Chief Minister and The Council of Ministers are kept fully apprised of the situation.

The NSC would remain active in the event that a state of emergency was to be declared.

As an incident progresses, some of which could be of a very prolonged timescale, The Chief Minister may hold full Council of Ministers meetings in Government Office. The political involvement in the NSC may then permanently or temporarily be discontinued and appropriate Chief and Senior Officers continue to operate. The control of the NSC in this case would be passed to The Chief Secretary, who will keep The Chief Minister and the Council of Ministers fully apprised of the situation.

2.7 Roles of Politicians in a Major Incident

In a grave or prolonged emergency, political involvement is essential.

It is vital that all parties understand their roles. The initial management of a major incident lies in the hands of the emergency services, with each service having command of their own personnel. Command roles will depend on the nature of the incident although it is accepted that normally the Senior Police Officer will have overall control of the incident, except within the inner cordon where the Fire and Rescue Service could have overall responsibility depending on the nature of the incident.

The role of senior political members will be restricted in the initial stages of an incident and will be limited to receiving progress reports.

As the incident develops, the emergency services may need to call upon additional resources, for example, invoking Mutual Aid arrangements with North West Regional Emergency Services or requesting Military Aid.

Where existing Mutual Aid Agreements are in place, the principles of invoking Mutual Aid will be specified and agreed in advance. Political involvement will be limited to being notified that the Agreement is being invoked and support for any extraordinary costs being incurred.

Where Agreements are not in place, such as ad hoc requests for assistance or any non-standard deployment of Military Aid (i.e. excluding explosive ordnance disposal (EOD)) then individual Operational Commanders may be asked to sign indemnities and undertakings with potentially huge financial implications.

Where it is possible that expenditure at a major incident may lead to significant expenditure not anticipated within a Department's normal budget the following is in place:

- a) If the relevant Accounting Officer considers that resources, additional to those currently available, are going to deal with a major incident or emergency (as defined in this Plan and s.2A of the Emergency Powers Act 1936 respectively) they should advise their Minister and the Chief Financial Officer accordingly and seek their Minister's support for whatever action is intended.
- b) At the earliest possible opportunity the Department should assess the likely actual cost of those additional resources and determine whether such costs can be met out of existing votes or whether Tynwald approval for supplementary vote needs to be sought. Treasury should be kept informed of the likely or actual costs.
- c) If necessary, a supplementary vote should be sought by the Minister of that Department at the earliest opportunity.
- d) If the emergency is of a protracted nature the Minister concerned should keep the Treasury Minister advised of further developments that are likely to add significantly to the overall cost of the operation.
- e) Treasury authorises Departments to provide in advance letters of comfort to those agencies who are or may be called upon to assist the Isle of Man Government in dealing with such a major incident or emergency subject to the concurrence of the Financial Controller and the approval by the Attorney General's Chambers of the wording of such letters of comfort.

2.8 State of Emergency

Where specific emergency powers are required, the Attorney General's Chambers must be instructed by the Council of Ministers to draft tailored emergency regulations under the Emergency Powers Act 1936. The Regulations must be laid before Tynwald within seven days after being made and will not continue in force seven days after this, unless a resolution is passed by Tynwald to support their continuation.

The "Governor in Council" was introduced to the Isle of Man in its present form in 1980 by the Governor's General Functions (Transfer) Act 1980 and the Constitution (Executive Council) (Amendment) Act 1980 which inserted into the Interpretation Act 1976 the following definition: 'The Governor in Council' means the Governor acting on the advice and with the concurrence of Executive Council but not necessarily in the Council assembled.³

³ The Government Code, July 2016

2.9 Specific Roles in a Major Incident

2.9.1 Governor in Council

- Declares State of Emergency

2.9.2 Chief Minister

- Announces a State of Emergency

2.9.3 Minister for Home Affairs

- In absence of The Chief Minister, announces State of Emergency
- Attends National Security Council (NSC) (Conference Room at DHA or other location identified by the Chief Secretary) and convenes and Chairs NSC.

2.9.4 Other Ministers

- Those who are standing Members, attend the NSC, others attend as required.

2.9.5 Other Members of Tynwald

- Constituency welfare matters. Support of emergency services personnel.

2.9.6 The Chief Secretary

- Principal Advisor to NSC, attends meetings at DHA Conference Room or other location prepared by Chief Secretary's Office.
- Provides secretariat and loggists for the minuting of meetings and recording and communicating decisions.
- Advises CoMIN/COG of decisions taken.
- Advises Chairman when NSC can be stood down.

2.9.7 Chief Financial Officer

- Financial Advisor to the Strategic Coordinating Group and NSC if formed.

2.9.8 Chief Executive Officer, Department of Home Affairs

- Acts as Liaison Officer between Strategic Coordinating Group and Chief Secretary (who will attend NSC).
- If NSC not activated, attends Strategic Coordinating Group if invited by SCG Chair, who is normally the Chief Constable – depends on nature of incident and advice required.

2.9.9 Other Chief Executive Officers

- Attend Strategic Coordinating Group if invited by Chair – depends on nature of incident and advice required.

- Attend if invited to NSC by Chairman – depends on nature of incident and advice required.

2.9.10 Finance Officer, Department of Home Affairs

- Attends Strategic Coordinating Group if invited to document the financial implications of policy decisions that have been taken and provides regular updates to the Chief Financial Officers. In the absence of CEO or Deputy CEO from DHA, the Finance Officer will act as their Deputy and liaise between Strategic Coordinating Group and the Chief Secretary.

2.9.11 Policy Decision Making Loggist

- Throughout an emergency, many decisions will be made at differing levels. It is important that not only the decisions are recorded, but also the reasons why specific decisions were made or discounted at a particular time. The decisions will be recorded in a manner that could be produced to any inquiry that may occur following the emergency.
- It is the responsibility of the Chief Secretary to provide secretarial support for NSC ensuring that accurate decision logs are maintained.
- A number of staff throughout Government are trained as loggists and they can be called on to provide loggist support for both TCG and SCG Commanders. Each department should maintain a current list of trained loggists.

2.10 COUNCIL OF MINISTERS' DIRECTION ON EMERGENCY PLANNING 1997 – (currently under review)

2.10.1 Emergencies

The term emergency covers a wide range of incidents or situations ranging from small scale events falling within the purview and competence of a single service through to a disaster which might require the mobilisation of a substantial portion of the resources of the Island (and whatever external resources are available) and which might, in an extreme situation, necessitate a declaration of a state of emergency.

The term disaster is commonly understood by the general public as meaning a great misfortune or calamity. In the context of emergency planning, a useful working definition of a disaster is any event (happening with or without advance warning) causing death or injury, damage to property or the environment or disruption to the community, which because of the scale of its effects cannot be dealt with by the emergency services and the insular authorities as part of their day-to-day responsibilities.

A substantial emergency, whether or not it qualifies as a disaster, will normally require a combined response (i.e. a response involving several services) and will comprise of two phases:

- The Relief Phase and;
- The Recovery Phase.

The two phases are of indeterminate length and the transition from Relief Phase to Recovery Phase is likely to be gradual.

2.10.2 The Relief Phase

Immediately following the emergency, the relevant emergency services will be mobilised. Ordinarily, the Police will assume overall control, but this will depend on the nature of the emergency. The Relief Phase is concerned with questions of life-saving, rescue and containment of the emergency and it ends when all rescues have been effected, life threatening circumstances have needed, the emergency has been contained and the situation stabilised. Other Government services may be involved and these may include hospital services, environmental health services, specialist advice and labour and equipment provided from various sources. These services are likely to be mobilised at the request of the Emergency Services.

2.10.3 The Recovery Phase

The Recovery Phase follows the Relief Phase, albeit that the Relief Phase may not have finished. It is concerned with the aftercare of individuals affected by the emergency, restitution of public services and the restoration of normality. The aim so far as possible will be to make use of existing Departmental resources and structures but calling, in appropriate circumstances, on local authorities, voluntary organisations, businesses and community interests. In the largest-scale and longest-lasting emergencies, a political structure may need to be put in place to ensure appropriate liaison, co-ordination and direction.

2.10.4 Transition

There should be a smooth running transition from the Relief Phase to the Recovery Phase. Liaison between those responsible for recovery and the emergency services needs to be established and must continue through the Relief Phase to assist with the planning of the Recovery phase. As relief gives way to recovery, so those with recovery responsibilities will take overall control. The Recovery Phase will continue until the emergency is declared over and Departments with ongoing responsibilities will finish any residual tasks.

2.10.5 Emergency Plans

The aim of emergency planning is to provide those who may have to become involved in responding to an emergency with:

- A framework within which they can plan their response, and
- Guidance in the event of an emergency occurring.

The range of emergencies with which the Island might be confronted is such, both in scale and type, which no single plan aimed at meeting all possibilities, would be conceivable. The Island's approach to emergency planning is thus based upon a series of plans prepared at Department or Divisional level which might be regarded as components of an overall plan and different components, selected as appropriate, can be combined to meet each situation as it arises.

Under this concept, each division of a Department has a plan which can stand on its own if the emergency involves only that division and each Department has a plan which involves its various divisions, but which can stand alone if the situation involves only that Department. These individual component plans for divisions and Departments can be combined across Departmental boundaries to respond to a wider emergency or the circumstances of a developing situation.

This concept ensures that every part of government which may be called upon to respond to an emergency has in position a plan of response which will address:

- Interruptions in its own services and;
- The contribution it can make to a combined Government response.

The content of each plan will necessarily vary according to the role to be performed by the part of Government to which it refers. Nevertheless, each plan should include a number of key components, viz:

- The responsibilities of the Department or Division;
- Arrangements for the mobilisation of the Department or Division (both in and out of working hours);
- An inventory of the resources of the Department or Division;
- A list of contents within other Department or Divisions and the voluntary organisations and local authorities and private companies which may be able to assist.

Guidance to Departments and Divisions in the preparation of Emergency and Business Continuity Plans may be sought from the Emergency Planning Unit.

One copy of each Departmental and Divisional Emergency Plan must be lodged with the Emergency Planning Unit and updated as necessary. This is a responsibility of the Department or Division concerned.

In addition to the Department or Division plans, there is a need for:

A number of major plans, each of which is intended to provide a combined response to an identified potential emergency and which can be exercised regularly and activated readily. The potential emergencies for which plans will be prepared will be identified by the Minister for Home Affairs and the Emergency Planning Unit will be responsible for ensuring that the plans are prepared. These plans will include responses to:

- Nuclear Accident
- Serious Chemical Accident
- Air Disaster
- Maritime Disaster
- Major Fire
- Major Explosion
- Major Flooding
- Serious Outbreak of Disease (pandemic)
- Acts of Terrorism such as Aircraft 'Hijack' or taking of hostages
- Industrial disputes threatening the life of the Island e.g. shipping

An Isle of Man Government Emergency Planning Manual to assist those responsible for responding to a major emergency (particularly those not routinely involved in emergency planning). The Isle of Man Government Emergency Planning Manual will be prepared by the Emergency Planning Unit.

It will be a feature of a number of these major plans and the Isle of Man Government Emergency Planning Manual that they will involve the establishment of facilities and centres specifically necessary for dealing with the emergency which will require the identification and training of staff for functions outside their normal responsibilities.

All Departments are required to co-operate with the Emergency Planning Unit in the production of major plans and the Isle of Man Government Emergency Planning Manual.

Within the plans which are developed for providing a combined response to emergencies, it will normally be the case that the initial response will be by the emergency services. These include, depending on the circumstances:

Police
Fire & Rescue Service
Ambulance & Paramedic Service
Coastguard
Civil Defence Corps

Unless there are clear and obvious reasons to the contrary, the Police will assume operational command of the response.

It is the responsibility of other Government Departments to provide or facilitate:

- The total support of the emergency services and those engaged in the Relief Phase.
- A wide range of support services for the community.
- The recovery and return to normality of the community.
- Normal services at an appropriate level during the emergency.

2.10.6 Central Co-ordination and Control

Most emergencies will be dealt with by the emergency services, perhaps with a limited involvement of support services from Departments under the direction of line management, and relevant Ministers where appropriate, as an extension of normal responsibilities. However, where an emergency becomes sufficiently grave or is sufficiently prolonged, there will be a need for central co-ordination and control to deal with support services, media attention and recovery. A decision to establish central co-ordination will be taken by The Chief Minister or by the Minister for Home Affairs in the absence of The Chief Minister. Ordinarily, it will be the Chief Constable or a Minister whose Department is involved in the emergency who will recommend to The Chief Minister the need for central co-ordination in any given situation.

Central co-ordination will involve the establishment of *an Emergency Powers Committee which may or may not recommend the invocation of a State of Emergency under The Emergency Powers Act 1936 as amended.*

The Emergency Powers Committee will facilitate response and direction and implement such Emergency Powers as are deemed necessary in accordance with the provisions of The Emergency Powers Act 1936 as amended.

3.0 EMERGENCY PLANNING STRUCTURE

3.1 Diagram of Reporting Lines of Emergency Planning Groups



3.2 Emergency Planning Strategic Group

3.3 Role

The role of the Group is to ensure that:-

- i. the 1997 Council of Ministers Direction on emergency planning is implemented;
- ii. the Isle of Man adopts proportionate, effective and risk-based approach to emergency planning and to the provision of civil defence services, in a way that safeguards the community and the Island's basic infrastructure; and in doing this, to require the production of appropriate emergency and business continuity plans
- iii. set priorities for the delivery of emergency planning and civil defence services; and
- iv. to maintain oversight of the effectiveness of Government's approach.

3.4 Purpose

The Department of Home Affairs has responsibility for emergency planning in accordance with the Emergency Powers Act 1936, the Home Affairs Board Act 1981 and the Civil Defence Act 1955. The Isle of Man Constabulary has assumed responsibility for emergency planning.

An Emergency Planning Strategic Group has been established to assist the Constabulary in its emergency planning function and to provide strategic oversight and set priorities, manage performance and co-ordinate activity across the public sector vis-à-vis emergency planning preparation and ongoing improvement.

The Emergency Planning Strategic Group (the Group) will comprise representatives from Departments, Boards and Offices which would be responsible for service provision in the event of a national emergency along with a representative from the Chief Secretary's Office who would provide a conduit between the Group and Council of Ministers.

3.5 Membership

Membership of the Group comprises:

- Chief Executive Officer Department of Home Affairs (Chair)
- Chief Constable, Isle of Man Constabulary
- Superintendent, Isle of Man Constabulary
- Chief Executive, Department of Infrastructure
- Senior Director Manx Care
- Executive Director MUA
- Senior Officer Isle of Man Ambulance Service
- Chief Fire Officer, IOM Fire and Rescue Service
- Emergency Planning Officer DHA
- Director of Public Health
- Head of Government Comms
- Senior Director OCSIA
- Head of Communications Division DHA

Chief Executives may nominate appropriate officers to attend on their behalf.

As and when necessary, the Group may co-opt other stakeholders onto the Group.

Secretariat will be provided by the Department of Home Affairs.

3.6 Emergency Planning Tactical Group

3.7 Definition

The Isle of Man Emergency Planning Tactical Group is the senior management group for the coordination of emergency planning for the Isle of Man. It reports directly to, and is tasked by, the Emergency Planning Strategic Group, chaired by the Chief Executive of the Department of Home Affairs on behalf of the Chief Secretary.

The purpose of the Group is to ensure effective multi-agency collaboration in determining the response to emergency situations on the Island. In particular, the Group should deliver:

- a. the compilation and publication of a Community Risk Register and agreed risk profiles for the Island, through:-
- b. a systematic, planned and coordinated approach to encourage responders, according to their functions, to address all aspects of policy in relation to:
 - i. threat, risk and harm;
 - ii. planning for emergencies;
 - iii. planning for business continuity management;
 - iv. publishing information about risk assessments and plans;
 - v. arrangements to warn and inform the public; and;
 - vi. other aspects of the emergency planning process, including the promotion of business continuity management; and

- c. support for the preparation by all or some of its members of multi-agency plans and other documents, including protocols and agreements and the co-ordination of multi-agency exercises and other training events.

3.8 Aim

The overall aim is to ensure that there is an appropriate level of preparedness to enable an effective multi-agency response to emergencies which may have a significant impact on the Isle of Man.

3.9 Objectives

- Encourage and enhance resilience in the Isle of Man;
- Agree on joint strategies and policies relating to the Island's preparedness and response;
- Develop the Community Risk Register, and ensure it provides a robust basis for planning;
- Ensure that appropriate multi-agency plans, procedures, training and exercises are in place, and outstanding gaps identified;
- To develop an annual exercise plan to be agreed by the Emergency Planning Strategic Group;
- To provide reports for the Strategic Group on current threat levels, gaps in planning and progress on actions tasked;
- Co-ordinate the individual approaches and responsibilities of each organisation to ensure that they complement each other and dovetail with partners' arrangements.

3.10 Structure

The Group does not have a separate legal personality and does not have powers to direct its members.

The Group will have four scheduled meetings a year, with additional meetings as determined by its membership.

The Isle of Man Constabulary will chair the meetings and provide the minutes function for the Group.

3.11 Membership

The Group is made up of senior managers from the principal emergency planning and response organisations.

The following agencies are members of the group:

- Isle of Man Ambulance Service
- Isle of Man Fire & Rescue Service
- Isle of Man Constabulary (Chair)
- Emergency Services Joint Control Room
- Manx Utilities
- Department of Infrastructure
- Department of Environment, Forestry and Agriculture
- Public Health Directorate
- Emergency Planning Officer
- GTS
- OCSIA

3.12 Resilience Group (RG)

The Tactical Group will be supported by one operational support group, the Resilience Group (RG) which is chaired by the Emergency Planning Officer. This group will be tasked by the Tactical Group through the Emergency Planning Officer.

Multi-agencies on the Isle of Man are coordinated through the RG at operational level. The RG is not an organisation or legal entity but is a process for achieving multi-agency cooperation.

The RG meets bi-monthly and is an open invite to all emergency service responders, government departments, statutory bodies and other agencies involved in the RG. The aim of this group is to manage the working detail and discuss in advance proposals which will be taken to the Emergency Planning Tactical Group.

3.13 Resilience Group Members

Isle of Man Constabulary
Isle of Man Fire and Rescue Service
Isle of Man Ambulance Service
Isle of Man Coastguard
Isle of Man Civil Defence Corps
Department of Health and Social Care
Isle of Man Public Health Directorate
Government Analyst
Department of Environment, Food and Agriculture
Department of Infrastructure Highways Services Division
Manx Utilities Authority – Electricity, Water and Sewerage
Health and Safety Executive
Department of Infrastructure Public Transport Division
Department of Infrastructure Ports Division (Airport Section)
Department of Infrastructure Ports Division (Harbours Section)
Department of Infrastructure Flood Management Team
Manx Gas
Isle of Man Post Office
Emergency Planning Unit - Chair
Emergency Services Joint Control Room
Douglas Borough Council
Manx Petroleum
Ellan Vannin Fuels

As and when necessary, the Group may co-opt other stakeholders onto the Group.

4.0 EMERGENCY AND MAJOR INCIDENT

4.1 Definition of an Emergency and Major Incident

An emergency is defined under The Emergency Powers Act 1936 as -

An event or situation which threatens serious damage to human welfare in the Island or of a part of the Island
An event or situation which threatens serious damage to the environment of the Island or of a part of the Island
War, or terrorism, which threatens serious damage to the security of the Island or a part of the Island

An event or situation threatens damage to human welfare only if it involves, causes or may cause-

Loss of human life
Human loss or injury
Homelessness
Damage to property
Disruption of a supply of money, food, water, energy or fuel
Disruption of a system of communication
Disruption of facilities for transport
Disruption of services relating to health

An event or situation threatens damage to the environment only if it involves, causes or may cause -

Contamination of land, water or air with biological, chemical or radio-active matter
Disruption or destruction of plant life or animal life

The term emergency is used consistently throughout this plan to encompass all challenges that require the use of assets beyond the scope of normal operations and require a special deployment. The term "major incident" is commonly used by emergency services personnel to describe events or situations which would constitute an emergency as defined in the Emergency Powers Act, 1936, this is the threshold of event or situation that will initiate a response under their major incident plans.

The UK Cabinet Office Emergency Response and Recovery Publication defines a Major Incident as;

"An event or situation requiring a response under one or more of the emergency services' major incident plans".

The terms refer to the same threshold and for the purpose of this document the word "Incident" and "Emergency" are one of the same and are interchangeable.

4.2 Declaration of a Major Incident

A major incident may be declared by one or more of the emergency services, government departments or authorities who consider that any of the criteria outlined above has been satisfied.

Major Incident Standby should be used by responder organisations to highlight that there is potential for an incident to escalate. This can allow greater flexibility particularly where a major incident has been declared by only one responding unit. The ESJCR Supervisor will inform duty officers from the other emergency services of the dynamic situation. The Emergency Planning Officer (EPO) should also be informed and consideration will be taken to inform other supporting agencies.

4.3 Major Incident Notification

The nature of the incident will determine which organisations are contacted and the lead responder should request further assistance via the ESJCR.

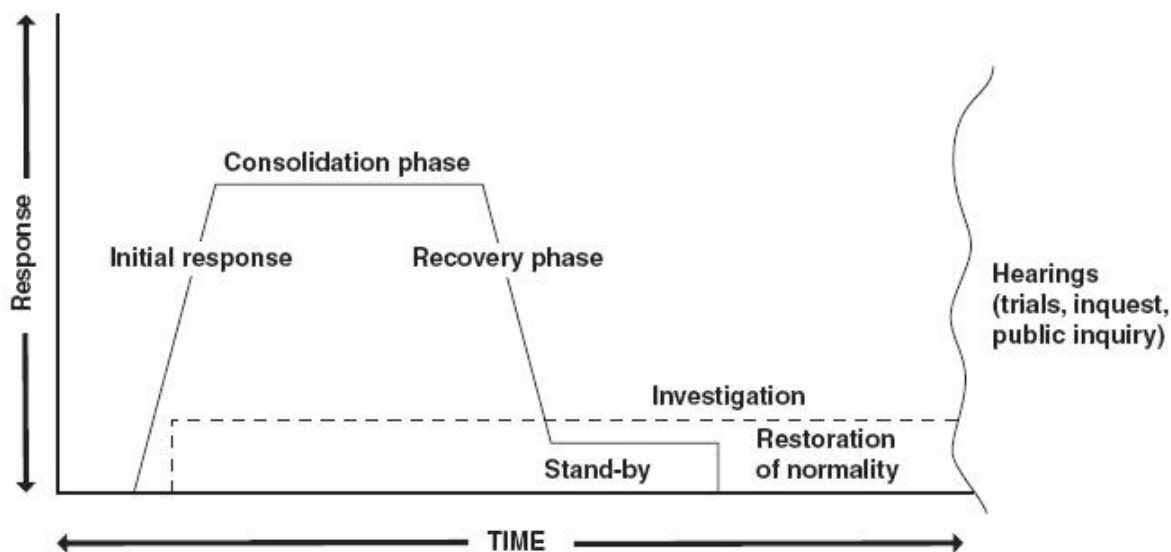
This can be requested for either when a Major Incident has been declared or is anticipated. Examples include:

- Forecasts of adverse weather
- Where the health of the public is at risk from any cause
- Significant road traffic collisions
- Incidents requiring evacuation of communities

4.4 Stages

Most major incidents can be considered to have 4 stages:

- Initial response;
- Consolidation phase;
- Recovery phase; and
- Restoration of normality.



Any response to an emergency must be a combined and co-ordinated operation whilst utilising well-ordered routines and systems. This response plan therefore, focuses on the effects of an incident and managing the response to it, not the cause. The Island’s emergency plans are built on carefully rehearsed procedures and the activities of different departments are integrated and co-ordinated through specific Major Incident Plans and their outline responsibilities.

Emergency response and recovery arrangements should be flexible and tailored to reflect circumstances, but will follow a common set of underpinning principles. These principles guide the response and recovery effort at all levels.

The police normally coordinate any response to a sudden impact incident which occurs with little or no warning. This impact is immediate and can increase rapidly.

Cabinet Office Responding to an Emergency – The UK Central Government Response - Concept of Operations⁴ lists 8 guiding principles which underpin the response to all incidents:

- **Preparedness**

All individuals and organisations that might have to respond to emergencies should be properly prepared, including having clarity of roles and responsibilities, specific and generic plans, and rehearsing response arrangements periodically.

⁴https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/192425/CONOPs_incl_revised_chapter_24_Apr-13.pdf

- **Continuity**

The response to emergencies should be grounded within organisations' existing functions and their familiar ways of working – although inevitably, actions will need to be carried out at greater speed, on a larger scale and in more testing circumstances during the response to an incident.

- **Subsidiarity**

Decisions should be taken at the lowest appropriate level, with co-ordination at the highest necessary level. Local responders should be the building block of response for an emergency of any scale.

- **Direction**

Clarity of purpose should be delivered through an awareness of the strategic aims and supporting objectives for the response. These should be agreed and understood by all involved in managing the response to an incident in order to effectively prioritise and focus the response.

- **Integration**

Effective co-ordination should be exercised between and within organisations and local, regional and national tiers of a response as well as timely access to appropriate guidance and appropriate support for the local, regional or national level.

- **Communication**

Good two-way communications are critical to an effective response. Reliable information must be passed correctly and without delay between those who need to know, including the public.

- **Co-operation**

Positive engagement based on mutual trust and understanding will facilitate information-sharing and deliver effective solutions to arising issues.

- **Anticipation**

In order to anticipate and manage the consequences of all kinds of emergencies, planners need to identify risks and develop an understanding of both the direct and indirect consequences in advance where possible.

5.0 RESPONDERS COMMON OBJECTIVES

All Agencies responding to a major incident will work to the following common objectives:

Saving and protecting life
Relieving suffering
Protecting property
Preventing escalation of the Major Incident
Maintain critical services
Safeguarding the environment
JESIP and the Joint Decision Model
Protection and preservation of scene
Joint response to media
Facilitate investigations and enquiry
Promotion of self-help and recovery
Joint debriefing

These common objectives should be achieved in conjunction with the primary roles and responsibilities of each emergency service.

Further more detailed information can be found in Section 6.0., but can be summarised as follows:

5.1 The Isle of Man Constabulary

The Constabulary co-ordinate the activities of all those responding at and around the scene of a major incident; this must be treated as a potential scene of crime and, subject to the actions necessary to save life must be preserved accordingly until formally confirmed otherwise. The Police will oversee investigations as necessary and will be responsible for gathering and processing casualty information. The Coroner of Inquests will, in conjunction with the Police, be responsible for investigating the cause of deaths arising from an incident and on their behalf the Police will have responsibility for identifying and removing the dead. The Police will coordinate the release of all information in conjunction with the Cabinet Office.

5.2 The Isle of Man Fire & Rescue Service (FRS)

The Fire & Rescue Service's first concern is to rescue people trapped in wreckage or debris and to prevent further escalation of the major incident by tackling fires and dealing with other immediate hazards. Consideration must be given to the environmental impact of the major incident.

5.3 The Isle of Man Ambulance Service (IMAS)

The Isle of Man Ambulance Service seeks to save life through effective emergency treatment at the scene of an incident and by transporting the injured – according to priority of injuries – to Hospital. They will activate an Incident Officer.

5.4 Isle of Man Coastguard

The Isle of Man Coastguard has responsibility for providing adequate manpower and equipment to respond to any lifesaving situation on or near the coastline of the Island. They are also a first strike response within DOI Harbours counter pollution and salvage response plan.

5.5 Her Majesty's Coastguard (HMCG)

HMCG carry out the co-ordination of offshore maritime SAR incidents on behalf of IOMCG via a MOU. The IOM Marine Operations Centre (MOC) is responsible for the initiation of SAR in Manx waters.

5.6 Isle of Man Civil Defence Corps

Under the management of the EPO, provide a corps of volunteers trained in a range of skills which can be called upon to assist the other emergency services and members of the public when required and provide a link with other voluntary organisations.

5.7 Isle of Man Government Departments and Statutory Boards

Their role is to support the emergency services in their immediate response and in the recovery phase, whilst maintaining all other essential services.

5.8 Volunteer Organisations

Consideration should also be given to utilising the following volunteer organisations in an emergency:

4 x 4 Driving Club
Motorsport Medical Services
St John Ambulance
Salvation Army
Samaritans
SARDA IoM

6.0 MAIN FUNCTIONS OF THE EMERGENCY SERVICES, GOVERNMENT DEPARTMENTS, STATUTORY AUTHORITIES AND VOLUNTEER ORGANISATIONS

This section sets out to outline the primary responsibilities of the emergency services, government departments, statutory departments and voluntary organisations. It is expected that each one will manage their resources to enable it to respond to any emergency within broad outlines and to have undertaken the appropriate detailed planning activity.

6.1 Isle of Man Constabulary

- Co-ordinate the activities of all responders at the scene through the Silver commander without affecting the specific responsibilities or statutory duties or other services
- Despatch units to the scene of any major incident, carry out initial reconnaissance and send M/ETHANE report if necessary
- Establish a Silver control at appropriate premises or a suitable mobile unit near to the scene and establish communications with Bronze Commander and Gold Command if established
- Maintain a log of events and action taken at the scene
- Maintain control and security of an incident site, providing for access and egress of other emergency services personnel
- Take steps to ensure the preservation of evidence for the purpose of any future investigation and as appropriate conduct the investigation
- Establish a Rendezvous Point and holding area for vehicles and resources called to the site
- With other Services, determine the need for evacuation and, if necessary, undertake this to an Evacuation Assembly Point at or near to site
- Evaluate risks and arrange for advice and warning to the public as necessary
- Establish a Casualty Bureau following set procedures and protocols
- Notify national and local press of telephone number
- Provide liaison officers at key locations
- Provide Hospital Liaison facility
- Provide Media Liaison Officer and take responsibility for briefing media
- Provide traffic management plan
- Provide officers to act on behalf of the coroner of Inquests
- Provide officers to assist staff at any emergency mortuary facility
- Provide body identification manager
- Ensure all human remains are correctly labelled and collected on site
- Arrange provisions of Family Liaison Officers
- Liaise with IOM Fire & Rescue Service, Civil Defence and IOM Coastguard concerning hill search
- Provide Crime/Scene Investigation
- Evaluation of Response Phase

6.2 Isle of Man Fire & Rescue Service

- The rescue and extrication of trapped casualties
- Prevent further escalation of the incident by tackling fires, containing and stabilising released chemicals and dealing with other hazardous situations
- Liaise with Police regarding the provision of an inner cordon around the immediate area to enable the Fire & Rescue Service to exercise control of entries
- Undertake dynamic risk assessments within the incident site and advise other Emergency Services of appropriate access and egress points. Supervise access to the incident area and ensure the safety of all personnel within the inner cordon
- Any situation that is or is suspected to be the result of terrorist action will remain under the control of the Police. The Senior Fire Officer present will liaise closely with the Police and take advice on when it is safe to continue operations
- Establish a Fire & Rescue command who will liaise with Police and Ambulance commanders

- Where possible ensure a liaison officer is dispatched to the Major Incident Room
- Provide Senior Officer attendance at SCG if established
- Advise all relevant services on contamination and restrict movement within suspected contaminated areas. In conjunction with the Ambulance Service, make provision for mass decontamination of casualties
- Liaison with Police to arrange CCTV coverage of incident site
- Liaison with Ambulance Service with regards to providing assistance at Ambulance holding points and priority evacuation of injured persons and assist Police with removal of fatalities
- Carry out salvage operations as appropriate
- Participate in investigations as appropriate and prepare reports and evidence of any subsequent enquiry
- Standby during the non-emergency recovery phase to ensure continued safety at and surrounding area of incident site if necessary
- Liaise with Police, Civil Defence and IOM Coastguard concerning hill search

6.3 Isle of Man Ambulance Service

- Declaration of Major Incident
- Communication of Major Incident alert to receiving hospital(s)
- In conjunction with ESJCR, ensure adequate resources are despatched to the scene
- Establish Incident Commander (Silver) on scene if available
- Ensure **where possible** a Tactical Commander (Silver) is despatched to the Major Incident Room, and a managerial resource from Manx Care attends the SCG if established
- Take command of all ambulance resources (including voluntary assets)
- Compile log of all key decisions
- Ensure safety of all Manx Care personnel at the scene
- Ensure regular liaison between other agencies on scene and follow instructions from the lead agency (e.g. Fire/Police Commanders)
- Ensure regular liaison/communication between the scene and Major Incident Room and SCG
Responsibility for establishing key points at scene:
 - Casualty Clearing Station
 - Casualty Loading Point
 - Ambulance Parking Point
- Ensure timely Triage is conducted at scene using pre-determined categories
- Ensure appropriate patient treatment is carried out at scene prior to transportation
- Ensure provision for most appropriate transportation methods to receiving hospital(s)
- Ensure that all IMAS personnel are appropriately de-briefed following a major incident

6.4 Isle of Man Coastguard

- Respond to search and rescue situations in area of coastline
- Liaise with Police, IOM Fire & Rescue Service and Civil Defence concerning hill search
- Liaise with UK and Irish Coastguard authorities via Marine Operation Centre
- Respond to suspicious object reports on beaches
- Respond to flooding and marine pollution emergencies
- Manage helicopter support from UK and Ireland
- Provide a presence in TCG and SCG, if required
- Ensure liaison with Commanders from other Emergency services
- Provide manpower to assist in any emergency situation
- Maintain a log of all actions
- Make a report on the completion of emergency

6.5 Isle of Man Civil Defence Corps

- Liaise with Police, IOM Fire & Rescue Service and IOM Coastguard concerning hill and inland search and rescue
- On the instruction of the EPU, set up and run Rest Centres until relieved by Manx Care staff
- Assist other emergency services by providing personnel, equipment and catering
- Provide a mobile control facility
- Respond to inland flooding and inland water pollution in accordance with Inland Pollution Plan
- Provide a Tactical Commander to ensure liaison with Commanders from other Emergency services at the RVP
- Carry out salvage operations for MNH
- Support IMAS with transportation of equipment and casualties
- Provide a corps of first aid trained personnel
- Provide a presence in TCG or SCG, if required
- Provide accurate records of decision making by Civil Defence commanders
- Ensure that all CD personnel are fully debriefed following a MI

6.6 Manx Care

- Manx Care will declare a Major Incident for Health Services
- To implement those parts of hospital contingency plans and procedures relating to:
 - A major emergency involving casualties
 - The immediate protection of patients and protective measures in respect of plant, premises and essential equipment in the event of an actual or potentially hazardous situation
- To provide Pre Hospital Medicine Teams complete with appropriate supplies and equipment, in response to specific requests from the Ambulance Strategic Commander
- To maintain communications, via ESJCR, with the Ambulance Incident Commanders at the scene of an emergency to liaise on matters relating to casualty evacuation
- To inform the Chief Executive, DHSC, or a nominated deputy of Manx Care's involvement in a major emergency
- To establish a hospital Major Incident Management Centre to act as the focal point for the co-ordination of the Hospital's response and for the consolidation and necessary dissemination of information
- To activate facilities and procedures for the mass decontamination of casualties who self-present at the Hospital, prior to entry to the Accident and Emergency Department in the event of an emergency known to, or suspected of, involving hazardous substances
- To activate procedures for the safe custody of the personal effects and property of casualties and, as appropriate, liaise with the Police on any requirements associated with procedures for the recording and preserving of items of evidence
- To consult and liaise with special reference laboratories, specialist Hospitals and centres and consultant colleagues regarding the treatment or relocation of casualties
- To alert the Blood Transfusion Service to the possibility of increased demand
- To assume the leading role in the acquisition of additional resources of all natures required by the Hospital in response to the emergency, as necessary calling on the assistance of other Health Trusts in the United Kingdom
- To assess the potential and make the necessary arrangements for the accelerated discharge or relocation of patients to increase bed availability for casualties or minimise any risk to which in-patients may be exposed
- In the event of the implementation of the accelerated discharge or relocation of patients, to co-ordinate the notification of relatives, respective General Practitioners and, as may be appropriate, Social Care
- To receive and provide facilities, including telephone for the Police Hospital Liaison Officer and ensure the speedy transmission of details to the Hospital Liaison Officer concerning the identity, general condition and location of casualties

- To receive relatives and friends of casualties and provide appropriate facilities, including access to telephones
- To receive accredited representatives of the news media, organise periodic briefings and press releases and provide appropriate facilities, including access to telephones in a coordinated way with the established media centre or Police Media Officer
- To establish a volunteer reception of members of the voluntary aid societies or individual volunteers, offering their services, confirming skills and allocating them to supporting roles as may be required
- In the event of a prolonged emergency, to organise relief for the Mobile Team(s) deployed by the Hospital
- Maintain a Major Incident Support Group who can provide psychological support to victims of trauma whether they are victims or responders of a Major Incident
- Where appropriate, to maintain liaison with the Director of Public Health on Noble's Hospital's immediate response to the emergency, implementing any contingency measures in accordance with the Director of Public Health's instructions and, as may be appropriate, seeking advice or assistance in relation to further action that may have to be taken
- To determine the appropriate time for the declaration of a Hospital 'Stand Down' following receipt of the Ambulance Service message: "Scene Evacuation Complete" or a notification that an actual or potentially hazardous situation has ceased
- To determine priorities for the work of the Hospital immediately following the incident
- With the declaration of a 'Stand Down', to notify the Chief Executive of DHSC or a nominated deputy, of all matters of significance e.g. the number of casualties treated, number of admissions and any discharge or relocation of patients
- In liaison with Emergency Planning Unit and Civil Defence, maintain plans and readiness for running of Rest Centres, if required
- Depending on emergency, have a 24hr call-out response for Duty Social Worker
- Co-ordinate role of Third Sector responders to an emergency

6.7 Isle of Man Public Health Directorate

- Public Health will participate in the Command, Control and Co-ordination process as previously described, and Chair the Health Advice Team, advising the SCG and any other agencies during an emergency.
- Public Health liaises with other jurisdictions and agencies with regards to national and international incidents (e.g. World Health Organisation/ Public Health England). Public Health will elevate international Public Health Hazards through Chief Officers and Cabinet Office and observe the level of threat posed to the local population, disseminating information as appropriate.
- Where appropriate, Public Health will obtain specialist information to disseminate and advise as required to local departments, agencies and private businesses.
- Public Health will contribute to any required post incident reporting mechanism.

6.8 Department of Environment, Food and Agriculture

- To provide appropriate senior management attendance at the Strategic Control Group if required
- To provide appropriate officer representation at meetings of any relevant advisory group, as convened through the Emergency Planning Committee
- To provide on behalf of Government, the co-ordination of matters relating to the protection of the Island's land, freshwater and sea resources and the implementation of activities required in respect of these matters

- To provide appropriate manpower/plant/equipment/support to assist other Government Departments with opening of public highways following severe storms or similar events
- To provide information regarding recovery measures required by local industry and commerce subsequent to and part of the emergency response
- To provide technical support and assistance to Government specifically in the areas of animal health including Aquaculture, Zoonotic disease, Public Health, Plant Health, Agriculture, Wildlife, Environment, Marine Environment, Fisheries and Forestry
- To provide scientific advice/interpretation, particularly in relation to emergencies such as a Nuclear Accident or Serious Chemical Incident, including 'translation' of technical information e.g. from external bodies
- To advise on significant air, water or land pollution incidents
- To provide specific advice on the public health aspects of chemical incidents; where necessary in liaison with Newcastle University Chemical Incident Service
- To advise on any Agriculture or Aquaculture counter-measure required and implement those as directed
- To provide information to enable an assessment of the location and types of agricultural foodstuffs within the Island
- To provide information to aid Agriculture, Horticulture and Aquaculture industries in the protection of their stocks
- To liaise and make arrangements with and support Departments or external organisations in respect of responses associated with animal, plant and allied human issues
- To respond to infectious disease and food poisoning outbreaks
- To implement any necessary response within Agriculture, Aquaculture or animal or plant related incident
- To provide airborne radiation monitoring data from fixed monitoring stations (Douglas, Ramsey & Snaefell)
- To provide food safety testing (chemical, microbiological and radiological)
- To provide drinking water quality testing (chemical, microbiological)
- To provide other material testing
- To act as the conduit to the UK Government Decontamination Service for all chemical, radiological or biological incidents involving serious contamination

6.9 Department of Infrastructure – Highway Services Division

The Highway Services Division provides the civil engineering 'direct labour' organisation for the Department of infrastructure and, therefore, has a number of works gangs and trades to call on to assist in any emergency. It has considerable civil engineering skills and equipment including tracked vehicles and excavators, all-terrain vehicles and four wheel drives. The Division has a wide range of skills including Civil and Mechanical Engineers as well as trades such as Electricians and Electronic Engineers.

The Highway Division maintains an ability to provide for a wide range of emergency responses that require construction or civil engineering type responses. It can also provide mobile, general labour under control through Tetra radio. It can also provide site cabins, huts and toilet facilities.

The means of arranging for assistance from the Highway Services Division is via the Duty Officer on 672000 (or in working hours, Ellerslie Control Room on 850000)

In a major emergency the Highway Services Division will seek to:

- Bring together an 'emergency' divisional management team to be responsible for co-ordinating the actions of the division and for contact with the main emergency co-ordination centre
- Provide a Liaison Officer at the Major/Incident Control Room
- Provide a Senior Divisional Officer to take charge of the work force at the scene of the emergency(s) who will be easily identified

- Maintain a means of communicating with all works gangs
- Look after the welfare and health & safety of all works gangs and other employees
- Provide an asset list of resources available
- Arrange such additional resources/assistance as may be required from commercial sources
- Maintain a log of all actions and expenditure
- Brief Chief Executive, Minister and Members as required
- Agree press statements with other Divisional Heads about Department involvement in an emergency with a coordinated response through the Comms Media Team or Police Media Officer
- Produce a report of divisional activities and recommendations on completion of the emergency

6.10 Department of Infrastructure – Ports Division (Airport Section)

Full details of the airport response are contained in the Isle of Man Airport Emergency Planning Manual.

- To produce and maintain an Emergency Plan in accordance with the requirement of CAA Publication CAP1168.

Specifically:

- To instigate the appropriate category of emergency and carry out the associated alerting action required to ensure all services are aware of the incident
- To be responsible for the initial response to the incident as far as Fire Fighting and Rescue is concerned and to manage the incident until the attendance of a senior officer of the IOM Fire & Rescue Service
- To make available the Airport Meeting Room as an Airport Incident Control for the use of all responding services
- To make available the Departure Lounge Building as a Casualty Clearing Station
- To make available designated areas of the Terminal Building for the reception of relatives and the Media
- To provide a representative at the subsequent Police co-ordinating committee in the event of a protracted incident
- If necessary, to impose Restriction of Flying Regulations in the vicinity of the incident or for any incident, whether aviation related or not, within Isle of Man Territorial Airspace
- The Airport Duty Manager will be responsible for ensuring that the Department of Infrastructure, Chief Executive, is aware of all details of the major incident
- To make the Airport available outside of normal operating hours in the event of a major incident on the Island or any incident which may affect National Security or National Interest

6.11 Department of Infrastructure – Ports Division (Harbours Section)

- Manage all Island Ports and coastline below high water mark
- Utilise resources to co-ordinate any marine search and rescue
- Manage marine pollution, stranding, salvage, flooding, sinking, fire, security or passenger related incident occurring around any port or within Manx Territorial Waters
- Receive all emergency information through Marine Operation Centre, Douglas
- Arrange for response and support activities of Isle of Man Coastguard and Harbour staff
- Provide manpower to assist as necessary
- Provide marine craft to assist as necessary
- Provide a Liaison Officer to attend Tactical or Strategic Coordinating Group, if required
- Liaise with the Isle of Man Fire & Rescue Service in any fire/chemical incident in or on Department property

- Liaise with the Isle of Man Constabulary in any security/crime incident in or on Department property
- Liaise with appropriate U.K. Authorities
- Maintain a log of all actions taken
- Provide Operational Commander
- Ensure liaison with Commanders from other emergency services
- Provide manpower to assist in any emergency situation
- Make a report on completion of emergency

6.12 Department of Infrastructure – Flood Management Division

The Flood Management Division has specialist staff providing: weather forecasts (Ronaldsway Met Office); tidal storm surge flood forecasts; flood modelling outputs including flood inundation and flood hazard maps to inform response plans; expert oversight of flood management.

In a major emergency the Flood Management Division will seek to:

- Provide a flood risk management specialist to attend the Major Incident Room and TCG or SCG, if required
- Provide information to the public on what they can do before, during and after a flood event
- Maintain a log of all actions and expenditure
- Brief Chief Executive, Minister and Members as required
- Maintain Meteorological Office services, providing 24/7 weather warnings of severe weather conditions likely to affect the response to any incident or event on the Island
- Issue flood warnings and ensure systems display current flooding information: Tidal storm surge flood forecasts, with an initial forecast of still water tide levels up to 36 hours in advance of serious tidal flooding. River flood forecasts (under development)
- Receive and record details of flooding
- Collect flood event data
- Participate in flood exercises
- Assist with the recovery process
- Commission post-flood event flood assessments

6.13 Department of Infrastructure – Public Transport Division - Bus Vannin

- Provide buses, mini-buses and drivers as requested in support of a declared major incident

6.14 Manx Utilities Authority (MUA) – (Electricity)

- Endeavour to maintain an electricity supply to customers, ensure the safety of the public and make every effort to protect the plant and equipment of the MUA
- Set up and maintain an Emergency Control Centre to ensure the speedy and accurate passage of information between the public, engineering staff and the ESJCR
- The Emergency Director or person with delegated authority will interpret those calls and assess the implications on the electricity supply system and the safety of the public
- When and where affected, the MUA will declare an incident or system emergency in accordance with the following definition:

An Emergency will arise when it is no longer possible to deal with the situation using normally available resources within a reasonable time. Examples of this are severe weather damage, natural disaster – flooding, gas escape/explosion, environmental issue, loss of assets or buildings, loss of supply, fatality or major injury or a situation that may attract outside interest.

- Provide any relevant expertise to assist in the handling of an emergency and will include representation at the declared Major Incident Room upon request by the Emergency Powers Committee
- Provide advance notification to the EPO of any actual or potential problems which could lead to any major disruption of supply

6.15 Manx Utilities Authority (Water and Sewerage)

- Endeavour to maintain a water supply and sewerage services to customers, ensure the safety of the public and make every effort to protect the plant and equipment of the MUA
- Set up and maintain an Emergency Control Centre to ensure the speedy and accurate passage of information between the public, engineering staff and the ESJCR
- The Emergency Director or person with delegated authority will interpret those calls and assess the implications on the water supply / sewerage system and the safety of the public
- When and where affected, the MUA will declare an incident or system emergency in accordance with the following definition:
 - *An Emergency will arise when it is no longer possible to deal with the situation using normally available resources within a reasonable time. Examples of this are severe weather damage, natural disaster – flooding, gas escape/explosion, environmental issue, loss of assets or buildings, loss of supply, fatality or major injury or a situation that may attract outside interest.*
- Provide any relevant expertise to assist in the handling of an emergency and will include representation at the declared Major Incident Room or Gold Command upon request by the Emergency Powers Committee
- Provide advance notification to the EPO of any actual or potential problems which could lead to any major disruption of supply
- Provide accurate and timely information which defines affected areas of disruption, including the severity and likely duration of the interruption to normal services
- Restore any unplanned disruption to the network operation as soon as possible
- Restore any unplanned disruption to the treatment operation as soon as possible
- Arrange emergency analysis of samples via the Government Laboratory and arrange emergency transportation of samples
- Provide timely and accurate scientific information and advice to support remedial action decisions
- Provide alternative bottled water supplies
- Arrange for tanks and tankered water supplies
- Arrange for separate water deliveries to sensitive populations
- In conjunction with Public Health Department, announce 'boil water' and 'water safe to drink' notifications

6.16 Telecom Providers

- To provide for appropriate senior management attendance in Gold Command
- The provision of such additional lines and other telecommunications equipment as may be necessary to link any Major Incident Room (ESJCR or COMBR) to outside agencies
- The provision of staff to locate and repair faults as requested by the EPO
- To make arrangements for liaison with British Telecom or any other outside agency, to ensure adequate communication links with the outside world
- Upon receipt of a verified written instruction from the Chief Constable, Chief Secretary, Chief Executive of the Department of Home Affairs or EPO or such other person authorised by a Police Gold Commander, Sure are to invoke the Mobile Telephony Priority Access Scheme (MTPAS) for mobile telephone users on a specified transmitter site, group or sites

or Island wide as instructed. The costs of invoking these procedures will be met by Government under the terms of their licence which gives the EPO the power to issue directions to Manx Telecom and Sure.

6.17 Emergency Planning Unit

- Manage central Government's Emergency Plans
- Ensure Emergency Services and supporting agencies are fully aware of all relevant Government Plans
- Attend major emergencies and organise any support required by the emergency services
- Ensure the readiness of Civil Defence to act in support of other emergency services
- To provide, where requested, emergency planning support for Government Agencies, including provision of a Strategic Coordinating Group suite at Civil Defence HQ, Tromode if required
- Liaise with IOMFRS, Police, Civil Defence and Coastguard concerning hill search
- Provide assistance/advice to Chief Secretary/NSC in times of emergency
- Attend Major Incident Room for Tactical Commanders and/or Strategic Commanders as required
- In the event of an incident involving an aircraft inform the Isle of Man Civil Aviation Administration (CAA) for accident and incident investigation
- Warn and inform the public using the Everbridge Mass Notification System
- Offer advice to Government Departments for Business Continuity Planning
- Manage and maintain lists of key personnel likely to respond to an emergency
- Coordinate volunteer organisations responding to emergencies
- Ensure that all Civil Defence personnel are appropriately de-briefed following a major incident
- Assist all other responding services as requested
- Ensure at least one live exercise is held annually in a joint environment for the emergency services

6.18 Emergency Services Joint Control Room (ESJCR)

- To provide a Communications Centre for call-taking, dispatch and logistical support for the Emergency Services on a 24/365 basis
- To ensure all matters requiring emergency or routine response are dealt with expeditiously and in a professional manner
- To receive information of an incident and mobilise the appropriate resource in accordance with pre-arranged contingency plans
- To provide initial information to designated personnel within each Emergency Service for internal cascade for call out purposes
- To adhere to Major Incident Guidelines as provided by the Emergency Planning Officer and Emergency Services in the form of Standard Operating Procedures
- To maintain an event log of the unfolding situation, on the ESJCR CAD system prior to, or independent of, any subsequent logs commencing at forward control points
- To resource additional staff to cope with the extra demand on ESJCR
- To provide a Major Incident Room, if required within Communications House for tactical management of Major Incidents/Events by designated Emergency Service Commanders or their nominated Deputies and, if appropriate, other public utilities
- To provide a fall-back facility should it become necessary to evacuate the ESJCR building, such facility to become the temporary communications centre until such time as the ESJCR becomes fully operational

6.19 The Treasury

- To provide appropriate senior management attendance in any designated emergency centre and also to provide proper representation at meetings of any advisory groups
- To make the necessary financial arrangements to support the Island's activities
- To provide staff resources, where available, in support of other Departments
- To make arrangements for liaison and support between the Island and appropriate organisations in respect of finance
- To provide any necessary reports on finance and expenditure as appropriate

6.20 Department for Enterprise

- In liaison with the EPU, in the event of an emergency evacuation, identify accessible accommodation
- Isle of Man Civil Aviation Administration – air accident and incident investigation

6.21 Department of Education, Sport and Culture

- In liaison with the EPU, in the event of an emergency evacuation, open schools and sports facilities if necessary to provide emergency shelter
- In liaison with the EPU, maintain a plan which can be activated in times of an emergency if a large scale evacuation is undertaken and the National Sports Centre is to be used as a Rest Centre

6.22 VOLUNTEER ORGANISATIONS

6.23 HOGG Motorsport Association

At the request of Duty Ambulance Officer, HOGG Motorsport Association will arrange the following:

- Implement a call-out system for members and ambulances with qualified personnel
- Maintain communication during an emergency
- Deploy members and ambulances as requested depending on the circumstances
- To support the work of the Ambulance Incident Officer

6.24 St John Ambulance

At the request of the Duty Ambulance Officer, St John Ambulance will arrange the following:

- To implement a call-out system for members and ambulances crewed with qualified personnel
- Deploy members and ambulances as requested, according to circumstances prevailing
- To support the work of the Ambulance Incident Officer and assist with staffing of emergency medical centres
- To provide welfare services as appropriate

6.25 Salvation Army

At the request of the EPU, the Salvation Army will where able:

- Provide catering facilities and limited accommodation depending on the circumstances
- Provide welfare services as appropriate
- When able support the Civil Defence Corps by providing volunteers to assist in the operation of the catering facilities and rest centre

6.26 Samaritans

At the request of the EPU, the Samaritans will arrange the following:

- Implement a call-out system for members
- Provide welfare services as appropriate
- Provide a limited number of staff to man a telephone help-line in either their premises or other specified premises, depending on the circumstances

7.0 MILITARY AID TO THE CIVIL AUTHORITIES

7.1 INTRODUCTION

The UK Ministry of Defence (MOD) provides support to the civil authorities for resilience and security in the UK. With few exceptions, MOD ministerial authority must be sought for any request for military resources under military aid to the civil authorities (MACA). Under the Government's integrated emergency management principles, our Armed Forces can expect to be involved in planning and preparation, responding to emergencies and in recovery tasks. The British Army's HQ North West provides a Joint Regional Liaison Officer (JRLO) as the principal point of contact for civil authorities, who is able to provide advice and support for all aspects of military aid.

7.2 UK Operations and MACA

Military planning for graduated responses to meet a wide range of contingencies in the UK is conducted under the umbrella title of 'UK Operations', whilst the activities of civilian agencies is encompassed within Integrated Emergency Management. MACA may be requested because the Armed Forces structure, organisation, skills, equipment and training can be of benefit in time of emergency to fill shortfalls in capacity, and to provide capabilities not held by civilian agencies. However, it should be understood that the Armed Forces are funded for defence purposes and the lead responsibility for dealing with civil emergencies clearly lies with IOM Government. With the exceptions of Search and Rescue and Explosive Ordnance there are no standing arrangements to provide a Service response of a particular nature to meet a civil contingency or emergency.

7.3 Principles of MACA

The provision of MACA is guided by four principles:

1. There is a definite need to act and the tasks our Armed Forces are being asked to perform are clear;
2. Other options, including mutual aid and commercial alternatives, have been discounted, and either
3. The civil authority lacks the necessary capability to fulfil the task and it is unreasonable or prohibitively expensive to expect it to develop one; or
4. The civil authority has all or some capability or capacity, but it may not be available immediately, or to the required scale, and the urgency of the task requires rapid external support from the MOD.

7.4 Funding Arrangements

With a few exceptions, MACA activity is not funded within the MOD budget and is conducted on a repayment basis. The basis of any financial charge may vary according to the nature of the assistance to which it relates. There are 3 charging levels: full costs, marginal costs and zero costs. Advice regarding the likely costs of a MACA activity will be provided by the JRLO.

7.5 Indemnity

Defence assistance should, where necessary, be safeguarded against risks through appropriate indemnity and insurance arrangements.

7.6 Request Procedures

In circumstances where military support is required, or in which there is a developing situation which might lead to such a request, the JRLO will facilitate military support, including drafting a MACA request in cooperation with the Isle of Man Government and emergency services. The Emergency Planning Officer will be the initial contact with the JRLO when directed.

More information can be found in the Joint Doctrine Publication (JDP) 02, UK Operations: the Defence Contribution to Resilience⁵.

8.0 SCENE MANAGEMENT

8.1 General Considerations

Collective management of the scene of a Major Incident is integral to the success of each Emergency Service fulfilling its primary roles and responsibilities. Officers on the initial deployment of each service should establish scene management as a joint process as soon as is practicable.

Every effort should be made to ensure that the Tactical Commanders hold an initial briefing (JESIP Principles). This will enable those Incident Commanders to determine the tactics for Command and Control of the incident, exchange operational information and detail anticipated requirements.

8.2 KEY PRINCIPLES FOR JOINT WORKING

8.3 Co-location

The co-location of commanders is essential to ensure they can perform the functions of command, control and coordination face-to-face. This should be done as soon as possible, at a jointly agreed location at the scene that is known as the Forward Command Post (FCP). This allows them to establish jointly agreed objectives and a coordinated plan, resulting in more effective incident resolution.

It is important that commanders and key roles are easily recognisable and should wear role specific tabards.

8.4 Communication

Sharing and understanding information aids the development of shared situational awareness, which underpins the best possible outcomes of an incident. ESJCR and command posts must ensure that critical information is passed to local commanders and that this information is shared between responders. Information should be passed free of acronyms to ensure understanding across different agencies.

8.5 Coordination

⁵ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/591639/20170207_JDP02_Resilience_web.pdf

Coordination involves commanders discussing resources and the activities of each responding agency, agreeing priorities and making joint decisions throughout the incident. This will avoid potential conflicts, prevent duplication of effort and minimise risk. Effective coordination generally requires one agency to take the lead role. The lead service will usually be the Police however there are certain circumstances where other agencies may be more appropriate. The lead agency may change as the incident develops.

8.6 Joint Understanding of Risk

Different responder agencies may see, understand and treat risks differently. Each agency should carry out its own dynamic risk assessment and then share the results to enable a planned approach to be made. Joint understanding of risk and the associated mitigating actions will ensure the safety of responders and reduce the impact on members of the public, infrastructure and the environment.

8.7 Shared Situational Awareness

This is a common understanding of the circumstances, immediate consequences and implications of the emergency, along with an appreciation of the available capabilities, resources and the priorities of the responding agencies.

Shared situational awareness relates to not only a common understanding between incident commanders, but also between ESJCR and all tiers of the command structure.

It is about having the answers to the following questions:

- What has happened?
- What are the impacts?
- What might happen?
- What are the risks?
- What is being done about it?

8.8 ARRANGEMENTS AT THE SCENE

8.9 Cordons

Cordons should be instituted as soon as possible by the police following consultation with the commanders of other emergency services, in particular the fire and rescue service tactical commander, who can advise on the extent of the cordon relative to hazards and health and safety.

The purpose of a cordon is to:

- assist in protecting the scene, the public and those working within the scene
- control unauthorised access
- prevent unauthorised interference with the scene
- facilitate emergency service operations
- preserve evidence

Cordon distances and staff requirements for specific locations or high-risk areas may be determined in advance and incorporated into plans. There may be a need to adjust these depending on the event. Personnel deployed on cordons must be briefed on their roles and ongoing developments. Resources from other agencies can be asked to assist in staffing a cordon including Civil Defence.

8.10 Inner cordon

This encloses the scene of the incident and contains any area of hazard or contamination. During the rescue phase the area within the inner cordon may initially be the responsibility of the Fire and Rescue Service working in cooperation with the ambulance service and medical personnel.

All personnel entering and exiting the cordon must be recorded for forensic reasons, and so that everyone can be accounted for in the event of an evacuation. When the rescue phase is complete, the police have responsibility for the area enclosed within an inner cordon in order to:

- Recover the deceased and human remains
- Carry out forensic examination of the scene
- Collect evidence on behalf of the Senior Investigating Officer (SIO) or Senior Identification Manager (SIM)

8.11 Outer Cordon

This creates a safe working environment for the emergency services and responding agencies. The radius of the cordoned area depends on the type of scope of the incident, the availability of resources and the needs of the community. It is determined by the silver commander in consultation with the other emergency services.

The scene access control point must be staffed. Staff must be made aware of who, in addition to the emergency services and other specialist and support personnel, will be arriving. Persons seeking access must be identified and have a relevant reason for requiring access.

Personnel must be alert to the possibility of other people trying to gain access, particularly on the more remote sections of the boundary. Briefings should clearly indicate who is permitted through which cordons. Specialists and inspectors from relevant agencies to the incident should be given a police escort to the scene.

8.12 Scene Access Control Point

Generally, there should only be one entry and exit point to the inner cordon, known as the scene access point. This should be established for both inner and outer cordons and be jointly controlled by the Police and Fire and Rescue Service. Control should be exercised early in an emergency or major incident to ensure that only personnel with a justifiable reason are allowed access.

Police at the scene access control point are responsible for:

- Documenting persons entering the inner cordon, at what time and why and the time they exit
- Preparing the document and audit trail for the retrieval of deceased and human remains from the scene (records are disclosable and should be made available to the SIO)

Each emergency service is responsible for ensuring that their personnel are correctly equipped with the correct PPE and are given an adequate Health and Safety brief.

Access through the outer cordon should be via control points (to distinguish from the scene access control point through the inner cordon). Providing separate entrance and exit points assists traffic flow inside the cordoned area.

Any requests for access through cordons must be directed to the Police Incident Control. Access through the Inner Cordon will be via the Police Cordon Control Point. The decision to permit entry may not be a simple process and the Police Commander must consider health and safety and the potential interference with evidence at certain scenes. The responder must be able to evidence the good reason why they require access.

8.13 Rendezvous Point (RVP)

After initial response, police and emergency services personnel attending a major incident should be directed to a designated RVP. Each RVP has an appointed RVP officer. This will normally be under the control of a Police Officer. The location should be secure and safe for emergency services personnel to use and be searched prior to use if appropriate. If an RVP is being established in response to a suspected terrorist incident, it is preferable that it is not an obvious, predetermined location.

8.14 Marshalling/Holding Area

A marshalling or holding area should be established between the RVP and the scene and vehicles requiring access to the scene will be held in this area. The location will be determined following consultation between the Police and Fire and Rescue Service silver commanders.

8.15 Control/Command Units

The emergency services and other agencies' Incident Command Units will form the focus from which the major incident will be managed. These units will be located close to one another and be known collectively as the Incident Control Post.

IOM Constabulary and IOM Fire and Rescue Service both have a Command Unit and the Civil Defence Corps have a control trailer which can also be used at locations with difficult access.

9.0 COMMUNICATIONS AND INTEROPERABILITY

9.1 Terrestrial Trunked Radio (TETRA)

During a major incident, robust communications are essential at all levels and it is particularly important to ensure that there is continuing liaison between all Tactical Commanders. All responding units are equipped with TETRA radio and will use their own designated channels. Tactical Commanders may decide to utilise a Major Incident Channel. This will be communicated between all responding units, command posts and ESJCR. TETRA is available to all Government Departments and spare sets are held by the Communications Division.

9.2 Mobile Telecommunications Privileges Access Scheme (MTPAS)

MTPAS is intended to preserve access to the Sure mobile network by those engaged in an emergency response when network capacity is under pressure. The scheme can only be activated by the Chief Constable or his deputy, the CEO DHA or the Chief Secretary who will contact Sure via email. Privileged access is given to those registered with the Emergency Planning Unit who has responsibility for coordinating the scheme. Individual Departments are responsible for updating the Emergency Planning Unit and GTS of any changes to ownership of MTPAS enabled mobile phones. Requests for additional MTPAS SIM cards are to be made to the Emergency Planning Unit.

9.3 Satellite Phones

The Emergency Planning Unit holds an amount of satellite phones for use during an emergency in the event of lost communications.

10.0 SEARCH AND RESCUE

Activated by:

ESJCR
Fire
Police
Coastguard

Organisations with responsibilities:

Fire
Police
Ambulance
Civil Defence Corps
IOM Coastguard
H.M. Coastguard

10.1 Introduction

Search and rescue procedures will vary according to the nature and scale of an emergency, but may involve the following operations:

- Search and rescue of persons trapped or injured within hazardous environments e.g. fire situations, collapsed buildings, road traffic collisions, flood, old mine workings, toxic gas clouds etc.;
- Search and rescue of persons lost or with welfare concerns and wandering in remote areas;
- Search and rescue at sea or around the Island's coastline;
- Search for and recovery of bodies, wreckage, personal possessions etc.;
- Search and recovery of hazardous materials e.g. radioactive debris and sources, toxic chemicals, suspect devices etc.

10.2 Control

Where a search involves two or more elements of the emergency services, co-ordination at the appropriate level or the Missing from Home RVP can be established close to the scene of the search area.

On land, co-ordination at the appropriate level will be coordinated by the Police and ESJCR.

In a marine environment i.e. from open sea to cliff top, the control and co-ordination of the search and rescue operation will be in the hands of the Marine Operations Centre with certain technical exceptions e.g. where persons are believed trapped in a motor vehicle over a cliff edge, when the Fire & Rescue Service would assume control of the rescue.

Where the incident involves fire, toxic gas, collapsed buildings, RTC, floods etc., the Fire & Rescue Service will take the leading role in the rescue of casualties:

- Direct and control operations for the extinction of the fire;
- Direct and control rescue operations within the inner cordon, where appropriate, using the resources of any other Government Department and Agency with specialist expertise;
- Provide appropriate guidance and procedures with regard to working practices and control access and egress from the inner cordon to ensure the safety of operational personnel and the public;
- Provide technical data to other Emergency Services.

IOM Coastguard has responsibility for providing adequate manpower and equipment to respond to any lifesaving situation on or near the coastline of the Isle of Man.

HMCG carry out the co-ordination of offshore maritime SAR incidents on behalf of IOMCG via a MOU. The IOM Marine Operations Centre (MOC) is responsible for the initiation of SAR in Manx waters.

10.3 Resources

Requests for the urgent supply of heavy plant lifting gear etc. should be made in the first instance to the Emergency Planning Unit.

10.4 Emergency Personnel Rest Centre

Should large numbers of rescuers/searches need to attend the scene of the emergency, the IOMC or FRS may request an Emergency Personnel Rest Centre to be established. The Centre would provide an assembly, briefing point and refreshment area. The setting up of the centre will be coordinated by the IOMC, FRS and EPO.

10.5 Support Agencies

The following government departments and support agencies may be required to assist in search and rescue operations. The Tactical and Operational controls will alert and co-ordinate their deployment.

SEARCH AND RESCUE SUPPORT AGENCIES	
FIRE AND RESCUE SERVICE	Control of the rescue operation within the inner cordon and the use of other Government Departments or Agencies with specialist expertise who may assist in conducting the rescue
FIRE SERVICE FROM HEIGHTS	Maintain a small team with specialist training and equipment to provide rescue from heights e.g. tower cranes, radio masts
HILL SEARCH AND RESCUE TEAMS	Teams from the Civil Defence Corps and Fire & Rescue Service are trained in hill search and rescue techniques
POLICE	Overall co-ordination of inland search using Police Search Advisors (POLSA). Provision of Police Dog Handlers. Provision of Drone Operator
IOM COASTGUARD	Responsibility for providing adequate manpower and equipment to respond to any lifesaving situation on or near the coastline and on the cliffs of the Isle of Man. Link with Maritime & Coastguard Agency Counter Pollution Branch
HM COASTGUARD	Carry out the co-ordination of offshore maritime SAR incidents on behalf of IOMCG via a MOU. The IOM Marine Operations Centre (MOC) is responsible for the initiation of SAR in Manx waters
CIVIL DEFENCE	Trained hill search and rescue teams, 4x4 driving, specialist casualty recovery, mobile lighting and Management of Rest and Receptions Centres
SEARCH AND RESCUE DOG ASSOCIATION IOM	Trained to search large areas of open ground and tracking
R.N.L.I.	Rescue at sea and in coastal waters
AMBULANCE SERVICE	Staff from the Ambulance Service may be available to accompany hill search teams and cliff/tower rescues
MILITARY AID TO THE CIVIL AUTHORITIES	Military Aid for the IOM in an emergency (beyond that which is provided for EOD purposes) may be available through the EPU, from JRLO HQ NW. Details held by The EPU
MANX MINES RESEARCH GROUP	Contact via Dave Roberts, DEFA
CAVE RESCUE ORGANISATION	CRO 24hr Duty Controller called out by ESJCR

11.0 CASUALTIES AND TEMPORARY MORTUARIES

Activated by:

Ambulance
Police

Organisations with responsibilities:

Ambulance
Police
Police Casualty Bureau
Fire & Rescue Service
Coroner of Inquests
Coastguard
Emergency Planning
Civil Defence Corps
Department of Health and Social Care
Rushen Ambulance
St John Ambulance
Hogg Motorsport
The Samaritans
Salvation Army
Cruse Bereavement Care
Interdenominational Religious
Support

11.1 Introduction

A primary responsibility of the emergency service at a major incident is the recovery, treatment and documentation of casualties. They fall into one of four categories:

- Uninjured
- Injured
- Evacuees
- Deceased

11.2 Uninjured

These people will have been involved in the incident, but will not necessarily want or require medical attention. They must be removed from the hazard and taken to either an Evacuation Assembly Point or a SuRC. However, it must be mentioned that they have been involved in a traumatic experience and although not requiring medical attention, they should be closely monitored, and if necessary/possible checked by IMAS and/or medical personal. They may also be a witness to the incident and the police will need to collate their details for the benefit of the enquiry and the Casualty Bureau. This information will be obtained at the SuRC.

11.3 Injured

Casualty Triage and Documentation - All casualties must be prioritised and labelled in accordance with the nationally accepted casualty triage label by Manx Care personnel. Ambulance services adopt a triage system at a mass casualty incident and label casualties with the following codes:

Priority	Description	Colour
1	Immediate	Red
2	Urgent	Yellow
3	Delayed	Green
Deceased	Deceased	Black

11.4 Evacuees

Some emergencies may require the evacuation of a large surrounding area because of the danger to life, the environment or structural hazards. Evacuation is primarily a Police role usually in consultation with other agencies.

11.5 Deceased

The deceased should not be moved unless that is the only way of reaching a live casualty, or if the deceased is likely to deteriorate due to environmental hazards such as a fire. The deceased should be otherwise left in situ and it is the responsibility of the police until the evidence gathering stage begins.

11.6 Police Casualty Bureau

Should a Major Incident occur resulting in a significant number of casualties, the Police will contact Greater Manchester Police control room and arrange for them to open their Police Casualty Bureau, following NW Regional protocol which will:

- Collate and maintain records of the identity and location of all casualties;
- Deal with inquiries from the public concerning the whereabouts and wellbeing of friends and relatives. A special telephone number will be issued for this purpose;
- Arrange identification and notification of next of kin concerning the location of the dead and injured; and
- Set up a Major Incident Public Reporting Site. [Public Portal \(mipp.police.uk\)](https://mipp.police.uk)

The Police Casualty Bureau will be the authoritative source of information concerning the whereabouts of casualties. **ALL** such inquiries received must be referred to the Police Casualty Bureau.

NO information regarding deaths, injuries or survivors resulting from an incident may be released other than through the Police or with their express agreement.

11.7 Temporary Mortuary

Standard Police procedures for removal of the dead will apply unless the number of fatalities exceeds normal mortuary capacity and thus there is a requirement for the establishment of a Temporary Mortuary. The Coroner of Inquests may require bodies to be examined in situ, before removal to a Mortuary. **No bodies should be removed without the authority of the Coroner of Inquests.**

Suitable locations for a Temporary Mortuary have been identified and are known by the Emergency Planning Unit, Kenyon International and the Mortuary Manager. They will be established with support from the National Security Council.

The Senior Police Officer in SCG will liaise with The Coroner following an incident, where it is known or anticipated there will be a number of bodies, in excess of the numbers which can be stored at Nobles Hospital. They will liaise with the Mortuary Manager who will implement the hospital Mortuary Plan and advise whether or to what extent assistance from Kenyon International is required.

Nobles Hospital Mortuary has a Flexmort system which can provide an additional 36 spaces if required. The Mortuary Manager must be notified as soon as possible to confirm the availability of mortuary spaces.

It will be the responsibility of The Emergency Planning Unit to activate and have initial liaison with Kenyon International Recovery Service if required.

Kenyon International Recovery Service is retained on contract by the Isle of Man Government 24/7. Kenyon’s can assist Government to manage the immediate and long term consequences of emergencies involving loss of life. The service is worldwide and irrespective of the numbers of victims or the cause of the emergency.

They can provide expert assistance in the fields of search and recovery of human remains, all mortuary processes, including three disaster field mortuaries, forensic identification, world-wide repatriation, comprehensive personal effect management including search, inventory and return to families, liaison with local and international agencies and full logistics support.

Kenyon’s will immediately deploy a first response team for assessment of the incident, followed by all necessary personnel requested by Government following liaison with SCG.

Kenyon’s will provide a Temporary Mortuary Plan and will provide all items they require.

12.0 EVACUATION/SHELTERING

Activated by:

Police
Fire
Emergency Planning Unit

Organisations with responsibilities:

Fire
Police
Emergency Planning
Civil Defence
Coastguard
Ambulance Service
Department of Health and Social Care
Department of Environment, Food and Agriculture
Department of Infrastructure
Department of Education, Sport and Culture
Department of Enterprise

12.1 Evacuation Assemble Point (EAP)

In an emergency, where the safety of members of the public may be put at risk by a particular hazard, evacuation and/or sheltering may be considered by the Police in conjunction with the Fire Service (if appropriate).

To determine whether an evacuation can be conducted with reasonable safety, consideration must be given to:

- The nature of the hazard
- Characteristics of the area threatened by the Major Incident
- The number of evacuees including any particularly vulnerable people (hospital patients, children in schools etc.)
- The time available to carry out an evacuation safely
- Availability of transport
- The degree of risk to evacuees moving within and from the threatened area must be balanced against the adequacy of requesting persons to remain indoors with windows closed

The Police, in conjunction with the Emergency Planning Unit will identify as many EAPs as necessary to achieve a controlled and coordinated evacuation of the area. Local Authorities and Government Departments will be advised which locations will be used as early as possible. All EAPs will be managed by the Police and Civil Defence Corps who will be assisted by other relevant agencies.

Evacuation and/or sheltering will normally also require use of the following:

- Warning the Public
- Rest Centres
- Command and Control
- Welfare Support

12.2 Evacuee Rest Centre

It is essential that the Police/Fire alert the Emergency Planning Officer if a rest centre is, or may be, required as soon as possible during the evacuation process to allow them time to put in place the necessary support arrangements and staffing.

An Evacuee Rest Centre is the responsibility of the Emergency Planning Unit and Civil Defence Corps to operate, manage and staff initially, and can be defined as a place where evacuated persons can receive temporary shelter, warmth and light refreshments. After 12hrs, Manx Care will take over the running of the rest centre. Welfare services, basic care, information and overnight accommodation may also be required for up to 72hrs. Manx Care may be required to take over this responsibility earlier releasing Civil Defence personnel to be redeployed to other duties.

Isle of Man Government Schools and leisure facilities operated by the Department of Education, Sport and Culture are available as rest centres, details are held by the Emergency Planning Unit. Other facilities such as church halls, community centres etc. may be suitable for short term shelter but are unlikely to provide the facilities necessary for extended stays of more than a few hours.

If evacuation is required, the Police will consider the accessibility, type of school or other premises and available facilities.

12.3 Clearance of Area

The Police are responsible for requesting the removal to safety of all persons within an area at risk. They will, with the assistance of the Emergency Planning Officer:

- Select suitable routes to be used by evacuees to the Rest Centres, whenever possible, evacuees are to be asked to use their own transport. All evacuees will be required to register at the rest centre EVEN if they are intending to stay with relatives etc., household pets may accompany evacuees
- Establish road check points and take such steps as are reasonably practicable with available manpower to stop re-entry and take measures to safeguard property
- Designate Evacuee Assembly Points (EAP) where those persons without transport may assemble
- Organise transport from EAPs using Department of Infrastructure, Bus Vannin, and/or Civil Defence minibuses
- Identify special 'at risk' establishments e.g. schools, sheltered accommodation and make special arrangements for their evacuation, anticipate disabled needs. Where possible move staff and occupants together, consider assistance from St John Ambulance volunteers
- Issue public warning messages via local radio stations using prepared messages
- Give as much advance warning as possible to sheltered accommodation in order that reassurance can be given to residents about to be evacuated

12.4 Prison Evacuation

If evacuation of the Prison is required, the Prison Governor will take account of the degree of security required for the various categories of detainees when advising Police which of the available premises should be used as Evacuation Rest Centres. Police and Court cells will be used to accommodate those detainees whose escape would pose a threat to the public. In extreme circumstances transfer to off-Island Prison may become necessary. This will be co-ordinated through the UK Prison Service's Gold Command.

12.5 Bomb Threats: Evacuation

All Government personnel should be fully conversant with the Government Bomb Threat Policy.

The responsibility for evacuating not just Government premises but in fact, any premises and mounting searches of such buildings rests with the management or occupiers concerned. The Senior Police Officer attending the premises will point out this fact to the person in charge and make a note of the management decision reached on whether to evacuate or not.

Where public areas are concerned, adjacent to the scene of the bomb threat e.g. public highways, Police attending the location of such a threat will alert members of the public to take appropriate action.

12.6 End of Emergency

The **TSG or SCG** will determine when it is safe for the public to return to their homes, such a decision may require extensive consultation with:

- Agencies responsible for providing safety advice e.g. Manx Utilities and Manx Gas
- IOM Fire & Rescue Service
- Emergency Planning Officer
- DEFA
- DOI

The Prison Governor will determine when it is safe for detainees to return to the Prison.

12.7 Sheltering Aim

To protect members of the public from external hazards such as airborne chemicals, radiation or explosion by advising them to remain indoors until the hazard has passed.

12.8 Sheltering Principles

Members of the public who have been advised to shelter should:

- Not attempt to leave the area or collect children from school (the school will shelter children in their care)
- Go indoors immediately
- Close all doors and windows
- Turn off any appliances which may draw air into the building e.g. air conditioners and certain types of heating systems
- Damp down any open fires and, if possible, block off chimneys
- Tune into local radio stations for further instructions
- Do not use the telephone unless requiring urgent help
- Where explosion is a possible hazard, the following additional steps should also be taken:
 - Close all curtains and blinds to reduce the risk from flying glass
 - Shelter in a room furthest from the possible source of explosion
 - Extinguish all sources of ignition

Where sheltering has been advised because of the presence of toxic gases, it is vital that the buildings are ventilated as soon as it is safe to do so after the hazard has passed. Persons in shelter may also be advised to go outdoors in order to avoid being further affected by any gas that may have seeped inside.

12.9 Activation

Sheltering should be implemented:

- When it affords the best perceived means of protecting the public
- When the population cannot be evacuated safely in the time available
 - As a precaution
 - In areas adjoining an evacuation zone
 - Where the possible effects of an emergency are unclear

12.10 Introduction of Sheltering

The Police will:

- Issue Public Warning Messages via Everbridge, social media and local radio stations and, if possible by Police Officers using loud hailers and/or personal contact
- Contact special 'at risk' establishments such as schools, hospitals and those for the elderly or disabled by telephone and advise them to take steps to shelter
- Establish road check points to prevent unauthorised entry to the area
- Through the Emergency Planning Unit, activate an evacuee rest centre to accommodate residents from the affected area
- Obtain technical advice and meteorological forecasts in order to assess the potential risk to surrounding areas and, if appropriate, evacuate or prepare to shelter people within these areas

- Establish a RVP close to the affected area where Police, Fire, Ambulance etc. will assemble until it is safe to enter the affected area
- If practicable, arrange for chemical/radiation monitoring of the area by suitably trained, protected personnel

13.0 WARNING THE PUBLIC

13.1 Introduction

The quickest way to communicate with large numbers of people is via the government notification system, local radio stations and social media. Manx Radio, 3FM and Energy FM have agreed to interrupt their normal programmes in order that important information and instructions can be relayed in an emergency. The Police, Fire and Rescue Service, Civil Defence, Coastguard and government departments also have access to social media to issue safety messages.

13.2 The Government Notification System and Public Warning

To alert the public the Island operates a Mass Notification System provided by Everbridge. Emergency messages will be sent to the public via the Everbridge app, text, email or automated telephone calls to give a pre-warning (if possible) of an incident, safety advice during an incident and information of when the incident is over. Local radio stations will interrupt their programmes to give specific details of the threat with associated safety messages. The messages will be updated when relevant and the end of the incident will also be broadcast.

13.3 Authority to Send Mass Notification Messages

13.4 Alert

The following post holders are authorised to order the sending of Emergency Messages using the Everbridge System:

Chief Executive Officer, Department of Home Affairs
Chief Constable
Chief Constable's Deputy
Chief Fire Officer
Deputy Chief Fire Officer
Chief Secretary
Head of Government Communications
Emergency Planning Officer
Meteorological Forecaster – Weather Warnings Only

The following post holders are authorised to send messages using the Everbridge system on behalf of those listed above:

Emergency Planning Officer
Police Inspector responsible for Police Media
CabO Comms Team
All Met Office Forecasters

The Emergency Planning Officer (EPO) must be notified that a message request has been made with details of the incident. The EPO, the Comms Media Team and/or Police Media Inspector will ensure that the following radio stations have been informed and a coordinated message must be passed:

- Manx Radio
- Energy FM
- 3FM

Where the situation demands, similar Public Warning Messages may be carried by TV Stations and will be notified by the Comms Media Team.

Relevant updates will be sent as appropriate throughout the ongoing situation.

13.5 All Clear

When the incident is resolved, a coordinated message will be sent via the Everbridge system to inform the public with instructions on how to proceed by the EPO. CabO Comms Media Team will liaise with the radio stations and TV stations if notified.

14.0 RECEPTION AND REST CENTRES

Activated by:

Police
Emergency Planning Unit

Organisations with responsibilities:

Police
Emergency Planning Unit
Civil Defence Corps
Government Departments
Voluntary Organisations

14.1 Aim

The provision of temporary shelter, refreshments and a registration system for:

- Survivors
- Evacuees
- Friends and relatives
- Emergency personnel

14.2 Types of Reception and Rest Centres

- **Survivors Reception Centre (SuRC)** – The SuRC is a secure area established, set up and managed by the police and Civil Defence. It is a place where survivors not requiring acute hospital treatment can be taken for short-term shelter and first aid. Information will be gathered by Police and Civil Defence who record survivors' details for the purpose of the Casualty Bureau procedures using MIPP. The long-term welfare requirements will be met through partner agencies involved in the recovery process.
- **Evacuees Rest Centre** – to provide registration, sheltering and feeding arrangements for evacuees who have been moved away from the scene of an emergency.

- **Friends and Relatives Reception Centre** – to provide an assembly point where friends and relatives of victims who have travelled to the Island or to the scene, can be received and arrangements made to meet their special needs. This location will ideally be in a hotel and will be a secure environment for families and relatives to receive regular updates from police and to liaise with counsellors and Police Family Liaison Officers.
- **Emergency Personnel Rest Centre** – to provide an assembly point where members of the Emergency Services, off-Island teams and local Volunteers who are in attendance at the scene of an emergency can be briefed, deployed and given refreshments and welfare support.

14.3 Selection and Establishment of Reception and Rest Centres

Most of the Island's schools are available to be used as Reception and Rest Centres, as are also a variety of halls; the Emergency Planning Unit maintains lists of all available schools, together with 24 hour key holders and details of their potential capacities and guidance for their selection.

Police in liaison with the EPU will decide which premises will be used as a Reception or Rest Centre in conjunction with the appropriate Department, taking account of accessibility and the kind of facilities required. Civil Defence will assist in the establishment of the Reception or Rest Centre. In the case of non-school premises, the EPU will liaise with the body controlling the premises.

14.4 Survivor/Evacuee Rest Centre

The following organisations may be required to assist with the establishment of Survivors and Evacuees Rest Centres.

The Police may:

- Activate the Police Casualty Bureau
- Alert the EPU that one or more Rest Centres are required and their proposed locations
- Ensure ESJCR alerted
- Send a Police Registration Officer to each Rest Centre
- Provide security at the Rest Centre(s)

The EPU will:

- Liaise with voluntary organisations with a view to immediate support
- Assist the Police to open the Rest Centre
- Convey a Rest Centre Emergency Box (held at Civil Defence Headquarters) to the chosen premises
- Provide initial manning of Rest Centres with Civil Defence Volunteers. Once the Rest Centre is open a running log of events must be maintained for the duration of operation
- Ensure Civil Defence volunteers complete Survivor/Evacuee Casualty Bureau forms and upload information onto the MIPP
- Contact Manx Care and request the attendance of a Welfare Team to take over the running of the Rest Centre
- Inform the Chief Executive Officer DHA
- If possible, establish email links between Rest Centre and the Police Casualty Bureau
- Provide emergency blankets, sleeping bags and beds where required
- In anticipation of animals being brought to the Rest Centre inform the Department of Environment, Food and Agriculture – Animal Health Section's Veterinary Officers, Environmental Health Unit at DEFA and the MSPCA

- Regularly report back to NSC and SCG if established
- In the case of a school being used as a Rest Centre liaise with the CEO of the Department of Education, Sport and Culture regarding the school premises temporarily being used as a Rest Centre

The Department of Infrastructure Bus Vannin may assist with the provision of Minibuses to transport evacuees and survivors.

Government Meals Service may, as soon as practicable, relieve the Civil Defence Catering Team in the provision of meals and refreshments.

St John Ambulance may, at the request of the Police or Emergency Planning Unit, provide general welfare support and First Aid at the Rest Centre and also assistance with transportation to and from the Rest Centre.

The CEO DHA will be frequently appraised by the Emergency Planning Officer of any particular problems connected with the smooth running of the Rest Centre.

Manx Care will:

- Provide a Management Team for the Rest Centre(s)
- Ensure liaison between the Management Team and NSC/SCG

In the event of the evacuation of the Prison, the Department of Home Affairs may:

- Provide a Management Team and Prison staff to man the Reception Centre(s)
- Ensure liaison between the Management Team and NSC/SCG
- Liaise with the Prison Service of England and Wales as to the transfer of detainees to England.

14.5 Registration

It is vital that all evacuees or survivors report initially to an Evacuee Rest Centre or SuRC for registration, even if they are intending to stay with friends or relatives.

Civil Defence Staff and police will register evacuees.

This information will be taken using the Blue Casualty Forms and then submitted directly onto MIPP. At the initiation of the Evacuee Rest Centre or SuRC, the police will issue the Emergency Planning Unit with a password for MIPP.

14.6 Household Pets

In order to provide effective control and care of animals within the Evacuee Rest Centre, the Manager may need to consider the provision of assistance from the Environmental Health Unit at DEFA or the MSPCA.

14.7 Communications

The Rest Centre's Management Team will be required to maintain regular contact with the Police Casualty Bureau and the MFGC/SCG.

The Emergency Planning Officer will provide a TETRA network at the Rest Centre.

14.8 Friends and Relatives Reception Centre

The Police will discourage attendance of friends and relatives at the scene of an emergency until they are required to assist Police enquiries which may include identification of bodies and property. Ideally the Reception centre will be established in a hotel where a soft environment and briefing facility can be established.

Where significant numbers of friends and relatives have travelled to the Island to visit the scene and to assist the Police, appropriate hotel accommodation should be earmarked in anticipation of their arrival.

For friends and relatives both from within the Island and off-Island facilities must be prepared to cope with the following:

- Discreet briefing sessions from the Emergency Services
- Police documentation and interviews
- Supportive psychological and welfare arrangements
- Assistance with local transportation connected with Hospital, Mortuary or other visits
- Briefings by Government personnel or companies directly or indirectly involved
- Light refreshments and supportive contact from Voluntary Welfare Organisations
- Childcare facilities

The Police will:

- Inform the Emergency Planning Officer that a Friends & Relatives Reception Centre is required at a given location, ideally a hotel
- Send a Police Liaison Officer to the Reception Centre
- Ensure the Casualty Bureau is advised of this Reception Centre and that the Management Team is briefed to upload their registration forms of friends and relatives from the Reception Centre to the Casualty Bureau using MIPP
- Inform all relevant Departments and organisations when the Reception Centre has been established

The Emergency Planning Unit will:

- Liaise with the Police and the Chief Executive Officer DHA over the location and funding of the Reception Centre
- Convey Reception Centre Emergency Box to Reception Centre, the contents of which will assist in registering those who attend the Reception Centre
- Liaise with the Police to appoint a management Team and the placing of the appropriate Manx Care staff to assist in the discreet and effective management of the facility
- The Reception Centre's Management Team will take the necessary steps to advise all friends and relatives, resident and non-resident of the need to register with the Reception Centre. This may involve the provision of transport from Ronaldsway Airport and the Sea Terminal to the Reception Centre.

St John Ambulance and other voluntary organisations will be requested to provide appropriate supportive assistance at the Reception Centre.

14.9 Emergency Personnel Rest Centre

The function of this rest centre is to provide a facility close to OCG Control, where Police, Fire, Coastguard, Civil Defence, Prison crews and Ambulance Service personnel, can assemble for briefing and debriefing and possibly short periods of respite from the crisis in hand.

Schools or public halls will normally be the most suitable premises but temporary structures may have to suffice for an Emergency Personnel Rest Centre. Civil Defence has a selection of air tents which are suitable for this function. Access to parking facilities is essential.

The Rest centre will be established at the request of the OCG or TCG by the Emergency Planning Officer.

Civil Defence catering team will initially provide refreshments, lighting and heating but where prolonged support is needed, meals will be outsourced.

Police are to provide security of the Rest Centre with particular briefing to exclude media unless expressly authorised.

All emergency exits should be unlocked before the building is occupied and if practicable use only ground floor rooms.

14.10 Memorials

A location for floral and non-floral tributes should be identified as soon as practicable to enable families, friends and members of the public to leave personal tributes. The location will be identified by the SCG and these areas are to be treated with respect and where possible a police presence should be in place to ensure they remain accessible.

A decision to remove the tributes will be taken by the SRG but this may be several days/weeks after the event. Consideration on the handling and storage of non-floral tributes should be made and the removal of items should be done with dignity and respect.

15.0 MEDIA/COMMUNICATION STRATEGY

Activated by:

Police
Chief Secretary for the Chief Minister
Fire and Rescue Service
Ambulance
IOM Coastguard
Government Departments
Government Agencies
Crown and External Relations Division

15.1 Introduction

Under normal circumstances, the detailed systems and mechanisms that protect and sustain the Island generally go unnoticed. However, in the middle of an emergency, they are likely to become of intense interest.

Communication during such emergencies can directly influence events. At best, poor communication can exacerbate emotion and undermine public trust and confidence, and at worst, incite high tensions, misinformation, and create additional problems to be resolved.

Good communication can rally support, calm a nervous public, provide much needed information, encourage cooperative behaviours, and potentially help save lives.

As part of the ongoing evaluation of emergency procedures by the Emergency Planning Unit, it has been determined that a common communication strategy is required.

This strategy outlines Government's approach to widespread communication in the event of an incident or emergency and all Department's, Boards and offices are requested to adopt this strategy within their own emergency and business continuity planning procedures.

This strategy makes three assumptions:

- That the Cabinet Office will assign dedicated resources, proportionate to the incident being dealt with who will become lead point of contact for all media enquiries and who will co-ordinate all media communications.
- That each Department, Board or office has Business Continuity Plans/Emergency response plans in place and that they will be expanded to include the guidelines contained within this strategy.
- That there is an understanding of the different levels of incident from the daily operational incidents that mostly go unnoticed by the general public to those requiring Strategic Leadership i.e. "SCG" emergencies.

15.2 National Security Council

If the NSC is established it will be responsible for instructing the release of statements and information on behalf of the Chief Minister and the Council of Ministers. The Government communications team will work with the SCG to develop and provide media statements and other relevant Government communications in relation to the incident or emergency.

15.3 Strategic Coordinating Group (SCG)

In Circumstances of national emergency or major incidents, coordinated by the SCG, contacts with the media shall be confined to media spokespersons under the direction of the SCG in conjunction with the CabO Communications Team.

Lead operational agencies in such circumstances e.g. Manx Utilities etc., who are required to issue statements to the media which cover any aspect of the emergency must prepare such statements for issue by the SCG spokesperson in a coordinated response.

The SCG representative or the NSC (if established) is responsible for deciding whether the volume of media enquiries justifies the establishment of a Media Briefing Centre.

15.4 Tactical Coordinating Group (TCG)

In situations coordinated by the TCG, contacts with the media and co-ordinating social media activities shall be confined to media spokespersons under the direction of the Major Incident Room Police Silver Commander in conjunction with the communications unit.

As with SCG incidents, lead operational agencies in such circumstances e.g. Manx Utilities etc., who are required to issue statements to the media which cover any aspect of the emergency must prepare such statements for issue in coordination with the Silver Commander.

15.5 Operational Coordinating Group (OCG)

Depending on the nature of the incident, incidents may be coordinated by emergency services or operational agencies. In these circumstances contacts with the media are likely to be via the Media Officers in conjunction with the CabO Communications Service.

Until there has been time to fully assess any incident and its implications, statements from all agencies given to the media must be limited to minimum statements of fact.

This strategy will help to ensure that communication in the event of an emergency on the Island will be heard, understood and remembered.

16.0 ESTABLISHMENT OF A MEDIA BRIEFING CENTRE

16.1 Purpose

The purpose of a Media Briefing Centre is to provide a focal point to which the media can apply for information and formal statements which have been authorised for publication. As part of its function, the Media Briefing Centre will also advise the NSC/SCG of the following:

- Relations with the media, including details of the volume and type of enquiries being made;
- The extent of media coverage, including details of what is being broadcast.

16.2 Establishing the Media Briefing Centre

The SCG or NSC (if established) is responsible for deciding whether the volume of media enquiries justifies the establishment of a Media Briefing Centre.

The facilities of the Media Briefing Centre may include the following:

- Secretarial assistance for the Police Media officer and Government Media Liaison Officer;
- Assistance with logging, filing, maintaining displays of authorised media statements;
- Manning communications equipment to deal with local and international calls by telephone and social media;
- The distribution by hand and e-mail of media statements;
- The monitoring of press, radio and TV coverage and the making of copies of main coverage.

16.3 Layout

The Media Briefing Centre should be divided into three functional areas:

- Media Area: to provide accommodation and facilities for media representatives to prepare their reports and to receive informal briefings from Media Briefing Centre staff.
- Briefing Area: in which formal briefings and media conferences will be held and in which radio and TV interviews can be conducted.
- Staff Room: to provide office accommodation for those manning the Media Briefing Centre. This room will also serve as a media office for the receipt of telephone media enquiries.

16.4 Authorisation of Media Statements

All statements to the media must be coordinated in order to avoid the risk of issuing conflicting information. This will be the responsibility of the Police Media Officer and the Government Media Liaison Officer, who will rely upon the co-operation of all agencies involved.

Authorities with statutory duties e.g. Manx Utilities etc., may issue statements directly to the media in order to fulfil their statutory responsibilities. In doing so however, they will consider whether other agencies are likely to be affected. If practicable, statements may be deferred until affected agencies and the Police Media Officer and the Government Media Liaison Officer have been consulted.

16.5 Statement Distribution

Statements for release must be dated, timed, numbered consecutively and attributed. Duplicates must be handed out to media representatives present at the Media Briefing Centre and additional copies should be available in the media area or emailed.

16.6 Frequency of Statements

The Media Briefing Centre must provide on-going situation reports and information, arrange media conferences, interviews and filming sessions and bear the main burden of dealing with the media. Failure to provide a regular flow of information may risk the development of media speculation which might cause public alarm and adversely affect management of the incident.

16.7 Conduct of Media Conference

The composition of panels for media conferences may vary but would normally comprise of the following:

- Chief Minister or Chief Secretary and/or Departmental Minister and/or Head of Authority;
- Senior representatives of Police, Fire and Rescue Service, Ambulance Service
- Company representative;
- Other agencies representatives as appropriate.

The proceedings of the media conference will be recorded for future reference. If possible, a rapid transcript of the conference should be made available.

17.0 ESTABLISHMENT OF A HELPLINE

Following the Laxey flooding in 2019 it was identified that a public helpline needed to be made available which would provide useful information for those involved in the situation, direct people to the correct services if needed and take away the pressure on Police Headquarters and ESJCR for general enquiries.

17.1 Location

The location of the helpline will be the Welcome Centre at the Sea Terminal. During the Pandemic in 2020 a proven set up was established with phone lines made available and personnel from around government seconded to the helpline.

17.2 Briefing

The Welcome Centre Manager is to be fully briefed on the situation when advised to open the Helpline. They must be included in any media briefings and be made aware of any significant changes which will affect the information which is being provided to the public. This must be a coordinated brief and should be via the Comms Team/Police Media or EPO. The Welcome Centre Manager will attend SCG meetings when available.

17.3 Hours of Operation

The Helpline will be established as soon as practicable and the hours of operation will be agreed at the time of the incident. Extra personnel may be required to operate a shift system although it is anticipated that calls will decrease as the situation stabilises.

17.4 Reports of Missing Persons or Casualties

Any reports of missing persons or casualties must be directed to the Casualty Reporting Bureau, details of which will be made available at the time of the incident.

Annex A

ALLIED DEPARTMENTAL PLANS

- Animal Disease – Rabies, Foot and Mouth - DEFA
- Integrated response to the pollution of the Island's Inland Controlled Waters' - DEFA
- National Oil Pollution Contingency Plan (offshore) - Department of Infrastructure Ports Division (Harbours Section)
- Airport Emergency Response Plan - Department of Infrastructure Ports Division (Airport Section)
- Emergency Mortuary Plan - Manx Care Mortuary Manager
- Nobles Hospital Major Incident Plan – Manx Care
- Pandemic Plan – Cabinet Office Public Health and DHA EPU
- Douglas Harbour and Sea Terminal Plan - DOI Ports Division (Harbours Section)
- Electricity and Gas pipe-line - MUA
- Water and Sewerage - MUA
- Rest Centre Operations - Emergency Planning Unit and Manx Care
- Emergencies concerning gas - Manx Gas
- South Quay - Manx Petroleum, Manx Gas and DHA EPU
- Ellen Vannin Fuels (Peel) - EVF
- Winter Preparedness - DOI Highways Division
- Civil Nuclear Plan - DEFA

Glossary of Terms

Amber/Red weather warning Likelihood of impact from severe weather. Increased risk of travel delays, including road closures and power cuts. Increased risk to life and property.

Casualty Triage The sorting of patients for priority of immediate medical care. Ambulance services issue individuals a specific code depending on severity of injuries.

Community Risk Register Document highlights incidents that have the highest likelihood to have a significant impact to the local community.

Coroner of Inquests An independent officer who follows laws which apply to coroners and inquests. They are tasked with investigating the cause of deaths due to an incident, working alongside the Police.

Council of Ministers (CoMIN) Highest level decision making body within the Isle of Man Government. It is made up of the 8 ministers from each Government department and the Chief Minister.

Emergency Planning Unit (EPU) Division assisting in preparing, testing and exercising a variety of incident plans for Government and Statutory Bodies.

Emergency Powers Act 1936 Law that allows Government to call a State of Emergency in the event of a major incident.

Emergency Services Joint Control Room (ESJCR) is a joint communications centre for emergency services.

Evacuation Assemble Point (EAP) A safe area where people can congregate in the event of an emergency.

Everbridge Mass notification system used by the Isle of Man Government to warn and inform the public about any emergency incident.

Home Affairs Board Act 1981 Law providing establishment of a board for advance planning in case of an emergency.

Joint Emergency Services Interoperability Programme (JESIP) establishes a standard approach to multi-agency working in times of crisis.

Joint Regional Liaison Officer (JRLO) Point of contact for civil authorities. They act as the representative for the Ministry of Defence and provide guidance on military matters.

Major Incident A significant event requiring special responses by one or more emergency services. It is likely to cause serious harm and risk to human life, the environment and national security.

Mass Casualty Incident An event that overwhelms local emergency services due to the amount and severity of injured or deceased people.

M/ETHANE Common model for passing incident information between emergency services.

Military Aid to Civil Authorities (MACA) Help and support provided by the Armed Forces to civil authorities in emergencies. They support emergency services when their capacity is overwhelmed.

Mobile Telephone Priority Access (MTPAS) System used to maintain access to mobile networks during an emergency. Access is granted through a special SIM card. Use is restricted to emergency services and central Government departments.

Mutual Aid Agreement Sharing of support and resources between two separate jurisdictions.

National Security Council (NSC) A subcommittee of the Council of Ministers, responsible for all matters relating to national security. It is composed of the Chief Minister and several Department Ministers.

Operational Coordinating Group (OCG)/Bronze Commanders Immediate response from emergency services at the scene of an incident.

Recovery Phase Follows the Relief Phase. This is time for the aftercare of people affected by the emergency and tries to restore normality as much as possible.

Response Phase Period of time immediately following the emergency where emergency services will prioritise saving lives and containing the incident. The police usually assume control of this period but support and equipment may be needed from other sources, including hospital or environmental services.

Rendezvous Point (RVP) A safe and secure area for emergency services personnel attending an incident to use. Each RVP has an officer in charge of the area, usually a member of the Police.

State of Emergency Specific emergency powers granted to the Government to protect the public. The Attorney General's Office is ordered by the Council of Ministers to draft emergency regulation under the Emergency Powers Act 1936. The regulations will only last seven days unless a resolution is called by Tynwald for their continuation.

Strategic Coordinating Group (SCG)/Gold Command Responsible for overall control of resources in response to a major incident. They create the strategy and policy for dealing with the incident and will be located in a distant control room far away from the initial incident.

Strategic Recovery Coordinating Group (SRG) Responsible for coordinating all agencies involved in the recovery process following an incident.

Tactical Coordinating Group (TCG)/Silver Command Responsible for coordinating activities and resources at the incident and implement the strategic plan set out by the SCG. They may send a liaison officer to the incident to coordinate with other agencies or attend a specific briefing facility.

Terrestrial Trunked Radio (TETRA) Two way radio system used as an alternative to mobile phones. Each responding unit has their own designated channel for communication however tactical commanders may use a Major Incident Channel in the event of an emergency.