MAJOR INCIDENT RESPONSE PLAN
Title of Document: Isle of Man Government Major Incident Response Plan (MIRP)

Author: Jane Kelly

Lead Agency: Emergency Planning Unit

Review Date: November 2020

Revision History

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<td>Jane Kelly</td>
<td>CEO DHA</td>
<td>1 Nov 2019</td>
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PROTOCOL FOR ADVERSE WEATHER

Amber or Red weather alert
Issued by Met Office

Multi-agency meeting set up by Emergency Planning Officer, DOI or IOMC

Emergency Planning Officer co-ordinates voluntary services as required

Assistance includes:
- Getting essential staff to work/home
- Getting carers etc. to vulnerable patients
- Getting equipment and medication to vulnerable patients
Any other reason where it is believed there is a risk to life

Stand down of assistance is generally when public transport returns to normal function

Requests for assistance must be co-ordinated through the Emergency Planning Officer and the nominated representative from each department

Attendees include:
IOMC, IOMAS, IOMFRS
ESJCR, DOI
Duty Manager Nobles
Social Services
Education Representative
Community Care Representative
Manx Utilities
Bus Vannin
Met Office – if available

At this time, consideration may be given to declaring a Major Incident.
JESIP AIDE MEMOIRE

Principles for Joint Working

Co-locate
Co-locate with commanders as soon as practicably possible at a single, safe and easily identified location near to the scene.

Communicate
Communicate clearly using plain English.

Co-ordinate
Co-ordinate by agreeing the lead service. Identify priorities, resources and capabilities for an effective response, including the timing of further meetings.

Jointly understand risk
Jointly understand risk by sharing information about the likelihood and potential impact of threats and hazards to agree potential control measures.

Shared situation awareness
Shared Situational Awareness established by using METHANE and the Joint Decision Model.

Joint Decision Model

GATHER INFORMATION & INTELLIGENCE

TAKE ACTION & REVIEW WHAT HAPPENED

ASSESS RISKS & DEVELOP A WORKING STRATEGY

IDENTIFY OPTIONS & CONTINGENCIES

CONSIDER POWERS, POLICIES & PROCEDURES

Working Together Saving Lives Reducing Harm
**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.

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<th>MAJOR INCIDENT</th>
<th>Has a major incident or standby been declared? (Yes / No - if no, then complete ETHANE message)</th>
<th>Include the date and time of any declaration.</th>
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<td>EXACT LOCATION</td>
<td>What is the exact location or geographical area of the incident?</td>
<td>Be as precise as possible, using a system that will be understood by all responders.</td>
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<td>TYPE OF INCIDENT</td>
<td>What kind of incident is it?</td>
<td>For example, flooding, fire, utility failure or disease outbreak.</td>
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<td>HAZARDS</td>
<td>What hazards or potential hazards can be identified?</td>
<td>Consider the likelihood of a hazard and the potential severity of any impact.</td>
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<td>A</td>
<td>ACCESS</td>
<td>What are the best routes for access and egress?</td>
<td>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.</td>
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<td>N</td>
<td>NUMBER OF CASUALTIES</td>
<td>How many casualties are there, and what condition are they in?</td>
<td>Use an agreed classification system such as 'P1', 'P2', 'P3' and 'dead'.</td>
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<td>EMERGENCY SERVICES</td>
<td>Which, and how many, emergency responder assets and personnel are required or are already on-scene?</td>
<td>Consider whether the assets of wider emergency responders, such as local authorities or the voluntary sector, may be required.</td>
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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 Emergency Powers Committee or Council of Ministers Briefing Room with guidance on their responsibilities under the Emergency Powers Act, 1936.

Every major incident is unique, generating different issues and demands, and the advice 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.

1.1 Linked Documents

The Emergency Powers Act, 1936¹
JESIP Joint Doctrine²

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 co-ordinated 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 arrangements 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:

**Bronze - Operational**

**Silver - Tactical**

**Gold - Strategic**

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 or Bronze 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, Bronze, Silver and Gold 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 Bronze 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 Bronze (Operational Level)

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.

2.3 Silver (Tactical Level)

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 the Silver Level, there must be consultation between the various incident officers. The Tactical or Silver Commanders should not become involved with the activities at the scene being discharged by the Incident Officers, but concentrate on the overall general management. In order to affect co-ordination, an inter-agency meeting should be held at regular intervals, attended by each Silver Commander and normally chaired by the Police. A Major Incident Room is available at CDHQ and ESJCR for use by Silver Commanders.

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

2.4 Gold (Strategic Level)

The purpose of this level of management is to establish an overall strategic policy within the response to a ‘Major Incident’. A strategic co-ordinating group may be established which will ensure that prior-
ities by Silver Commanders are met, as well as setting out plans for a return to normality once the incident has been brought under control. At the earliest opportunity a strategic group will determine/confirm a specific response strategy and record a strategy statement.

It will normally be a Police responsibility to establish and chair the Gold Command, however, due to the nature of some major incidents other agencies may wish to initiate its formation and chair the group e.g. for a Public health threat. Chairmanship may, at some stage be passed to another agency (e.g. from Police to the director of Public Health or Department of Infrastructure, Chief Executive, to manage the recovery phase). Gold Command is normally made up from a nominated senior member from each agency involved in the response. Each person must be able to make executive decisions in respect of the resources of their agency and have the authority to seek the aid of other agencies in support of their role. In addition, a Government Liaison Officer may be invited to attend.

Ideally, Gold Command should be based at an appropriate pre-planned location, which will normally be the Major Incident Room, Civil Defence Headquarters, Tromode, Douglas.

2.5 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 1987.

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.

The Emergency Powers Act 1936 has never been invoked and in all likelihood will not be invoked in the future, unless there is a very serious incident of great magnitude which would directly affect the well-being of the Isle of Man.

Initially, on being informed of a major incident, both the Minister of Home Affairs and The Chief Secretary will attend the Conference Room at DHA, Tromode, Douglas, which they will use as their meeting rooms. On arrival, the Minister will liaise with the senior officer in Gold command 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 a committee. The make-up of this committee would vary, depending on the nature of the incident. This committee will be known as The Emergency Powers Committee. The Minister of Home Affairs will ensure that both The Chief Minister and The Council of Ministers are kept fully appraised of the situation.

The second way in which a major incident could be dealt with is if it is obvious from initial reports, or as a situation develops to grave magnitude it is obvious that The Emergency Powers Act may need to be invoked, the following actions will take place:

The Chief Minister and the Council of Ministers will be briefed by The Emergency Powers Committee. This location will then become known as the Council of Minister Briefing Room. (COMBR)

COMBR would remain operative if it was deemed a state of emergency was to be declared. (See following paragraph State of Emergency)

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 COMBR may then permanently or temporarily be discontinued and appropriate Chief and Senior Of-
ficers continue to operate. The control of COMBR in this case would be passed to The Chief Secretary, who will keep The Chief Minister and the Council of Ministers fully appraised of the situation.

### 2.6 Roles of Politicians in a Major Incident

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

However, 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 Service is responsible for the health & safety of all personnel.

The role of senior political members will be restricted in the initial stages of an incident and will probably 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 ordinance 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 the IOM Government Major Incident Response 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.
2.7 State of Emergency

Where specific emergency powers are required, the Attorney General’s Chambers are able to respond to any request for tailored emergency regulations under the Emergency Powers Act 1936. The Regulations would be laid before Tynwald for approval and the final versions would be deposited with the Public Records Office in accordance with the provisions of section 42 of the Legislation Act 2015. The requirement for approval is that the Regulations must be approved within seven days of the day on which they are laid.

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

2.8 Specific Roles in a Major Incident

2.8.1 Governor in Council

- Declares State of Emergency

2.8.2 Chief Minister

- Announces a State of Emergency

2.8.3 Minister for Home Affairs

- In absence of The Chief Minister, announces State of Emergency
- Attends COMBRA (Council of Ministers Briefing Room – Conference Room at DHA) and convenes and Chairs Emergency Planning Committee.

2.8.4 Other Ministers

- If invited by The Chief Minister or Minister for Home Affairs declaring the State of Emergency or otherwise convening the Emergency Powers Committee, form the Emergency Powers Committee.

2.8.5 Other Members of Tynwald

- Constituency welfare matters. Support of emergency services personnel.

2.8.6 The Chief Secretary

- Principal Advisor to Emergency Powers Committee, attends COMBR (Conference Room at DHA), or other location supplied by Chief Secretary’s Office.
- Provides secretariat and logists for the minuting of meetings and recording and communicating decisions.
- Advises CoMin/COG of decisions taken.

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3 The Government Code, July 2016
• Advises Chairman when Emergency Powers Committee can be stood down.

2.8.7 Chief Financial Officer

• Financial Advisor to Gold Command and Emergency Powers Committee if formed.

2.8.8 Chief Executive Officer, Department of Home Affairs

• If Emergency Powers Committee activated acts as Liaison Officer – link between Gold Command and Chief Secretary (who will attend COMBR).

• If Emergency Powers Committee not activated, attends Gold Command if invited by Gold Commander, who is normally Chief Constable – depends on nature of incident and advice required.

2.8.9 Other Chief Executive Officers

• Attends if invited to Gold Command by Gold Commander – depends on nature of incident and advice required.

• Attends if invited to COMBR by Chairman – depends on nature of incident and advice required.

2.8.10 Finance Officer, Department of Home Affairs

• Attends Gold Command 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 Gold Command and the Chief Secretary.

2.8.11 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 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 COMBR.

• A number of staff throughout Government are trained loggists and they can be called on to provide loggist support for both Silver and Gold Commanders. Each department should maintain a current list of trained loggists.

2.9 COUNCIL OF MINISTERS’ DIRECTION ON EMERGENCY PLANNING 1997 – (currently under review)

2.9.1 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 serve 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.

### 2.9.2 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.

### 2.9.3 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, coordination and direction.

### 2.9.4 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.

### 2.9.5 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,
• 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
- Acts of Terrorism such as Aircraft 'Hijack' or taking or 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.

2.9.6 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 in-
volved 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

![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 and the Civil Defence Act 1955. The Department of Home Affairs has decided that the Isle of Man constabulary should assume 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, Department of Home Affairs (Chair)
- Chief Secretary
- Chief Constable, Isle of Man Constabulary
- Superintendent, Isle of Man Constabulary
- Chief Executive, Department of Infrastructure
- Chief Executive, Department of Health and Social Care

Chief Executive’s 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 pro-
  gress 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 mem-
bers.

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 or-
organisations.

The following agencies are members of the group:

- Isle of Man Ambulance Service
- Isle of Man Fire & Rescue Service
- Isle of Man Constabulary
- 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). 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) |
| Manx Gas                        |
| Isle of Man Post Office          |
| Emergency Planning Unit          |
| 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 a 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 -

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<thead>
<tr>
<th>Loss of human life</th>
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<td>Human loss or injury</td>
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<td>Homelessness</td>
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<td>Damage to property</td>
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<td>Disruption of a supply of money, food, water, energy or fuel</td>
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<td>Disruption of a system of communication</td>
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<td>Disruption of facilities for transport</td>
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<td>Disruption of services relating to health</td>
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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
- Mass fatalities or injuries
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.

_HM Government (2005) Central Government Arrangements for Responding to an Emergency - Concept of Operations_ lists 8 guiding principles which underpin the response to all incidents:

- **Anticipation**
  Ongoing risk identification and analysis is essential to the anticipation and management of the direct, indirect and interdependent consequences of emergencies.

- **Preparedness**
  All organisations and individuals that might have a role to play in emergency response and recovery should be properly prepared and be clear about their roles and responsibilities.
All options for maintaining critical services during the response and throughout the response must be explored including requesting assistance from off island resources. Formal agreements made in advance can streamline this response in an emergency.

- **Subsidiarity**
  Decisions should be taken at the lowest appropriate level, with co-ordination at the highest necessary level.

- **Direction**
  Clarity of purpose comes from a strategic aim and supporting objectives that are agreed, understood and sustained by all involved. This will enable the prioritisation and focus of the response and recovery effort.

- **Information**
  Information is critical to emergency response and recovery and the collation, assessment, verification and dissemination of information must be underpinned by appropriate information management systems. These systems need to support single and multi-agency decision making and the external provision of information that will allow members of the public to make informed decisions to ensure their safety.

- **Integration**
  Effective co-ordination should be exercised between and within organisations and levels in order to produce a coherent, integrated effort.

- **Co-operation**
  Flexibility and effectiveness depends on positive engagement and information sharing between all agencies and at all levels. Island emergencies will not respect departmental or organisational boundaries and their consequences could have wide spread ramifications. All agencies will, therefore, be aware of the importance of their contribution to the integrated response and disseminate their potential capabilities to others who may need them.

- **Continuity**
  Emergency response and recovery should be grounded in the existing functions of organisations and familiar ways of working.

### 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 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 Police
The Police 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 Fire & Rescue Service
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
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 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:

<table>
<thead>
<tr>
<th>Live at Home Scheme</th>
</tr>
</thead>
<tbody>
<tr>
<td>Motorsport Medical Services</td>
</tr>
<tr>
<td>St John Ambulance</td>
</tr>
<tr>
<td>Salvation Army</td>
</tr>
<tr>
<td>Samaritans</td>
</tr>
<tr>
<td>SARDA IoM</td>
</tr>
</tbody>
</table>
6.0 MAIN FUNCTIONS OF THE EMERGENCY SERVICES, GOVERNMENT DEPARTMENTS, STATUTORY AUTHORITIES AND VOLUNTEER ORGANISATIONS

This section sets out the 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 make situation reports
- 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. 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 Silver Control which will liaise with Police and Ambulance Silver Controls
• Where possible ensure a Tactical Commander (Silver) is dispatched to the Major Incident Room
• Provide Senior Officer attendance at Gold Command 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 de-contamination 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
• Ensure where possible a Tactical Commander (Silver) is despatched to the Major Incident Room, and a managerial resource to Gold Command if established
• Take command of all ambulance resources (including voluntary assets)
• Compile log of all key decisions
• Ensure safety of all Health Service personnel at the scene
• Ensure regular liaison between other agencies on scene and follow instructions from the lead agency (e.g. Fire/Polic e Commanders)
• Ensure regular liaison/communication between the scene and Major Incident Room and Gold Command if established
• 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 ambulance 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 Silver and Gold Command, 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 DHSC
• Assist other emergency services by providing personnel, equipment and catering
• Provide a mobile control facility
• Respond to inland flooding
• Provide a Silver Commander to ensure liaison with Commanders from other Emergency services
• Carry out salvage operations for MNH
• Support IOMAS with transportation of equipment and casualties
• Provide a corps of first aid trained personnel
• Provide a presence in Silver or Gold Command, if required
• Provide accurate records of decision making by Civil Defence commanders

6.6 Department of Health and Social Care

• Department of Health and Social 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 Incident Officer
• To maintain communications, via ESJCR, with the Ambulance Incident Officer at the scene of an emergency to liaise on matters relating to casualty evacuation
• To inform the Chief Executive, Department of Health and Social Care, or a nominated deputy of Noble’s Hospital’s involvement in a major emergency
• To establish a hospital Major Incident Management Centre to act as the focal point for the coordination of the Hospital’s response and for the consolidation and necessary dissemination of information
• To activate facilities and procedures for the gross 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
• 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 the 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

• To identify risks to the health of the public
• To receive from the Police or other Government/Statutory body, any assessments of risks which may adversely affect the health of the public on the Isle of Man
• To alert identified Government Officers to the emergency, continually assess the level of threat to the Island’s public health and disseminate information and instructions as appropriate
• To receive notification of, or communicate the need for the implementation of emergency procedures by Noble’s Hospital
• To liaise with the WHO, HPA, SCIEH and NHS with respect to actual or potential support required in response to the emergency situation
• To obtain specialist information and provide advice as required to:
  • CBRN Team (the Emergency Planning Team)
  • The Isle of Man Constabulary
  • The Fire & Rescue Service
  • The Emergency Planning Officer
  • The Manx Utilities Authority
• Other Government Departments:
  - Department of Infrastructure
  - Department of Health and Social Care
  - Department of Environment, Food & Agriculture
  - Government Analyst
  - Chief Veterinary Officer
- Occupational Health and Safety Service
- Primary Care Services
- Private Sector

- To receive from the Isle of Man Police any local evacuation requirements in response to an actual or potential threat and assess the health implications for individuals and the community to assist with any evacuation
- To assess the effect of emergency measures on special groups of individuals pre-term neonates, dialysis patients etc. and co-ordinate contingency plans for these services
- To review requirements to activate additional immediate care facilities e.g. the use of ‘Emergency Medical Centres’
- To advise General and Dental Practitioners, Community Health Services, Pharmacists, nursing and residential homes of any local threat and give instructions for required actions in response to the level of threat
- To prepare media releases advising the public about public health issues and appropriate actions required to promote safety relevant to the emergency
- To assess and review control measures including therapies e.g. specific antidotes for nerve agents; prophylaxis for exposure of radiation; quarantine and/or vaccine availability for communicable diseases
- To consult with and liaise with the Government Analyst, HPA and other relevant authorities (e.g. Port Health Authorities) regarding communicable diseases, chemical or radiation incident

6.8 Department of Environment, Food and Agriculture

- To provide appropriate senior management attendance in the Emergency Control Centre
- 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 main emergency co-ordination centre
- 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
- 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.
• 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
• Maintain contact and support to Meteorological Office who provide 24/7 weather warnings of severe weather conditions likely to affect the response to any incident or event within the Island

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 Gold Command, 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 Bronze 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 – Public Transport Division

• Provide buses, mini-buses and drivers as requested in support of a declared major incident
6.13 Manx Utilities Authority (MUA) – (Electricity)

- During any emergency MUA will endeavour to maintain an electricity supply to their customers, ensure the safety of the public and make every effort to protect the plant and equipment of the MUA
- MUA will set up and maintain an Emergency Control Centre to ensure the speedy and accurate passage of information between the public, the engineering staff and 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.

- MUA will 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
- MUA will provide advance notification to the EPO of any actual or potential problems which could lead to any major disruption of supply

6.14 Manx Utilities Authority (Water and Sewerage)

- Provide accurate and timely information which defines affected areas of water disruption, including the severity and likely duration of the interruption to normal services
- Declare a major incident and liaise with emergency services if situation is dictates
- 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

6.15 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.

6.16 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 readines 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 ‘Gold Command’ suite at Civil Defence HQ, Tromode if required, alongside the meeting rooms for COMBR
- Liaise with IOMFRS, Police, Civil Defence and Coastguard concerning hill search
- Provide assistance/advice to Chief Secretary/COMBR in times of emergency
- Attend Major Incident Room for Tactical Commanders and/or Gold Command as required
- Activate the Government Early Warning Sirens if directed
- Manage lists of Government Departments Business Continuity Plans
- Manage and maintain lists of key personnel likely to be responders 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

6.17 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 dedicated Operations Rooms within Communications House for use by Police, Fire, Ambulance and Civil Defence
- 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

6.18 Isle of Man 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

6.19 Department for Enterprise

• In liaison with the EPU, in the event of an emergency evacuation, identify accessible accommodation

6.20 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

6.21 VOLUNTEER ORGANISATIONS

6.22 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

6.23 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

6.24 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

6.25 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

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.

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.

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 level of capability to fulfil the tasks and it is unreasonable or prohibitively expensive to expect it to develop one; or
4. The Civil Authority has all or some capability, 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.

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.

Indemnity

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

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

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 or 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.

Joint Decision Model

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 silver 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 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. Privileged access is given to those registered with the Emergency Planning Unit who has responsibility for coordinating the scheme. The scheme can only be activated by the Chief Constable or the Chief Minister who will contact Sure.

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:

<table>
<thead>
<tr>
<th>Organisation</th>
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<tbody>
<tr>
<td>ESJCR</td>
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<tr>
<td>Fire</td>
</tr>
<tr>
<td>Police</td>
</tr>
<tr>
<td>Coastguard</td>
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</tbody>
</table>

Organisations with responsibilities:

<table>
<thead>
<tr>
<th>Organisation</th>
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<tbody>
<tr>
<td>Fire</td>
</tr>
<tr>
<td>Police</td>
</tr>
<tr>
<td>Ambulance</td>
</tr>
<tr>
<td>Civil Defence Corps</td>
</tr>
<tr>
<td>IOM Coastguard</td>
</tr>
<tr>
<td>H.M. Coastguard</td>
</tr>
</tbody>
</table>

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 Police may require 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 and EPO.

10.5 Support Agencies

The following government departments and support agencies may be required to assist in search and rescue operations. The Silver or Bronze Control will alert and co-ordinate their deployment.
## SEARCH AND RESCUE SUPPORT AGENCIES

<table>
<thead>
<tr>
<th>Agency</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FIRE AND RESCUE SERVICE</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>FIRE SERVICE FROM HEIGHTS</strong></td>
<td>Maintain a small team with specialist training and equipment to provide rescue from heights e.g. tower cranes, radio masts.</td>
</tr>
<tr>
<td><strong>HILL SEARCH AND RESCUE TEAMS</strong></td>
<td>Teams from the Civil Defence Corps, Fire &amp; Rescue Service and Coastguard are trained in hill search techniques.</td>
</tr>
<tr>
<td><strong>IOM COASTGUARD</strong></td>
<td>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 &amp; Coastguard Agency Counter Pollution Branch.</td>
</tr>
<tr>
<td><strong>HM COASTGUARD</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>CIVIL DEFENCE</strong></td>
<td>Supportive role with trained volunteers for hill search and rescue, 4x4, specialist stretchers, lighting, field catering, Inland Water Pollution and Management of Rest and Receptions Centres.</td>
</tr>
<tr>
<td><strong>SEARCH AND RESCUE DOG ASSOCIATION IOM</strong></td>
<td>Called out via EPO. Trained to search large areas of open ground and tracking.</td>
</tr>
<tr>
<td><strong>R.N.L.I.</strong></td>
<td>Rescue at sea and in coastal waters.</td>
</tr>
<tr>
<td><strong>AMBULANCE SERVICE</strong></td>
<td>Staff from the Ambulance Service may be available to accompany hill search teams and cliff/tower rescues.</td>
</tr>
<tr>
<td><strong>MILITARY AID TO THE CIVIL COMMUNITIES</strong></td>
<td>Military Aid for the IOM in an emergency (beyond that which is provided for EOD purposes) may be available through the EPU and Chief Secretary, from JRLO HQ NW. Details held by The EPU</td>
</tr>
<tr>
<td><strong>MANX MINES RESEARCH GROUP</strong></td>
<td>Contact via Dave Roberts, DEFA.</td>
</tr>
<tr>
<td><strong>CAVE RESCUE ORGANISATION</strong></td>
<td>CRO 24hr Duty Controller called out by ESJCR.</td>
</tr>
</tbody>
</table>
11.0 CASUALTIES AND TEMPORARY MORTUARIES

Activated by:

<table>
<thead>
<tr>
<th>Ambulance</th>
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</thead>
<tbody>
<tr>
<td>Police</td>
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Organisations with responsibilities:

<table>
<thead>
<tr>
<th>Ambulance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police</td>
</tr>
<tr>
<td>Police Casualty Bureau</td>
</tr>
<tr>
<td>Fire &amp; Rescue Service</td>
</tr>
<tr>
<td>Coroner of Inquests</td>
</tr>
<tr>
<td>Coastguard</td>
</tr>
<tr>
<td>Emergency Planning</td>
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<tr>
<td>Civil Defence Corps</td>
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<tr>
<td>Department of Health and Social Care</td>
</tr>
<tr>
<td>Rushen Ambulance</td>
</tr>
<tr>
<td>St John Ambulance</td>
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<tr>
<td>Hogg Motorsport</td>
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<tr>
<td>The Samaritans</td>
</tr>
<tr>
<td>Salvation Army</td>
</tr>
<tr>
<td>Cruse Bereavement Care</td>
</tr>
<tr>
<td>Interdenominational Religious Support</td>
</tr>
</tbody>
</table>

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 DHSC personnel. Ambulance services adopt a triage system at a mass casualty incident and label casualties with the following codes:
### Priority, Description, Colour

<table>
<thead>
<tr>
<th>Priority</th>
<th>Description</th>
<th>Colour</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Immediate</td>
<td>Red</td>
</tr>
<tr>
<td>2</td>
<td>Urgent</td>
<td>Yellow</td>
</tr>
<tr>
<td>3</td>
<td>Delayed</td>
<td>Green</td>
</tr>
<tr>
<td>Deceased</td>
<td>Deceased</td>
<td>Black</td>
</tr>
</tbody>
</table>

#### 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;
- Set up a Major Incident Public Reporting Site. [https://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 Emergency Powers Committee.
The Senior Police Officer in Gold Command 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.

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

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 Gold Command.

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, DHSC 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. DHSC 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 Silver/Gold Control 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 Authority 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 local radio stations and, if possible by Police Officers using loud hailers and/or personal contact. The public warning siren system may be used to alert specified areas or to provide an all-Island warning to “go in, stay in, tune in” to local radio stations
- 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 a 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 Bronze Control 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 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 and Civil Defence also have access to social media to issue communications for safety.

13.2 The Public Warning

To alert the public of imminent danger, the Island has 28 public warning sirens located around the Island. The sirens will sound a rising and falling note for approximately 3 minutes. Local radio stations will interrupt their programmes to give specific details of the threat. The message given to the public is **GO IN, STAY IN, and TUNE IN** and to keep a radio on at all times until the ‘all clear’ is sounded.

The Warning Siren System will be periodically tested with the ‘all clear’ tone, which is a continuous steady tone. Tests will take place at 11am on the first Saturday of March, July and November.

13.3 The All-Clear

When the immediate danger has passed, the sirens will sound a steady note for approximately 15 seconds.

13.4 Location of Sirens
13.5 Authority to Operate Public Warning Siren System

13.6 Alert

The following post holders are authorised to order the activation of the Warning Siren System:

<table>
<thead>
<tr>
<th>Post Holder</th>
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</thead>
<tbody>
<tr>
<td>Chief Executive Officer, Department of Home Affairs</td>
</tr>
<tr>
<td>Chief Constable</td>
</tr>
<tr>
<td>Deputy Chief Constable</td>
</tr>
<tr>
<td>Superintendent</td>
</tr>
<tr>
<td>Chief Inspector</td>
</tr>
<tr>
<td>Chief Fire Officer</td>
</tr>
<tr>
<td>Deputy Chief Fire Officer</td>
</tr>
<tr>
<td>Emergency Planning Officer</td>
</tr>
<tr>
<td>Commandant, Civil Defence</td>
</tr>
</tbody>
</table>

They will authorise operation of one of the three levels:

- Specific siren site
- Area comprising a number of sirens
- All Island

If the request comes by telephone, the request will be verified by calling back the officer concerned before the siren(s) are activated. Requests via TETRA will be accepted without further verification. The sirens will be activated in the ‘alert’ mode, on the ESJCR system, this is the option entitled ‘warble’.

ESJCR will ascertain from the officer requesting the activation what advice is to be given to the public. If staff resources permit, contact will then be made by ESJCR staff to local radio stations in the following order:

- Manx Radio
- Energy FM
- 3FM

The Emergency Planning Officer (EPO) will be notified if they have not requested the sirens to be operated. They will contact ESJCR to ascertain the nature of the emergency. If the local radio stations have not been briefed by ESJCR staff the EPO will contact them.

13.7 All Clear

When the incident is resolved, the same officers are authorised to order the ‘all clear’ to be sounded. This will usually be at the same level (specific siren, area or All-Island) as that of the original alert. On the ESJCR system, this is the option entitled ‘continuous’.

13.8 Procedures

There could be times when the siren system is not used and the public will be warned using Public Warning Messages and Media Statements which will be used on local radio.

Where the situation demands it similar Public Warning Messages may be carried by TV Stations.
14.0 RECEPTION AND REST CENTRES

Activated by:

<table>
<thead>
<tr>
<th>Police</th>
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</thead>
<tbody>
<tr>
<td>Emergency Planning Unit</td>
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Organisations with responsibilities:

<table>
<thead>
<tr>
<th>Police</th>
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</thead>
<tbody>
<tr>
<td>Emergency Planning Unit</td>
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<tr>
<td>Civil Defence Corps</td>
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<tr>
<td>Government Departments</td>
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<tr>
<td>Voluntary Organisations</td>
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</tbody>
</table>

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 Social 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 COMBR and Gold Control if established

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

Director of Nursing will:

- Provide a Management Team for the Rest Centre(s)
- Ensure liaison between the Management Team and COMBR/Gold Command
- In the case of a school being used as a Rest Centre liaise with the Director of Education, Sport and Culture regarding the needs of school children who would ordinarily be attending the school premises temporarily being used as a Rest Centre

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 COMBR/Gold Command
- 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 COMBR/Gold Command.

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 copy 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 Social Care Department 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 BRONZE 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 have a selection of air tents which are suitable for this function. Attention to parking facilities is essential.

The Rest centre will be established at the request of BRONZE Control by the Emergency Planning Officer.

Civil Defence catering Team will initially provide refreshments, lighting and heating but where prolonged support is needed, meals will come from the Government Meals Service.

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.

If practicable use only ground floor rooms.

**15.0 MEDIA/COMMUNICATION STRATEGY**

Activated by:

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<thead>
<tr>
<th>Police</th>
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<tr>
<td>Chief Secretary for the Chief Minister</td>
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<tr>
<td>Fire</td>
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<tr>
<td>Ambulance</td>
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<td>IOM Coastguard</td>
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<td>Government Departments</td>
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<td>Government Agencies</td>
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<td>Crown and External Relations Division</td>
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**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 resource, proportionate to the incident being dealt with who will become lead point of contact for all media enquiries and who will coordinate 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. “Gold Command” emergencies.
15.2 Emergency Powers Committee

If a Government Emergency Powers Committee is established it will be responsible for issuing statements on behalf of the Chief Minister and the non-emergency Departments of Government and on non-operational matters.

15.3 Gold Command

In Circumstances of national emergency or major incidents, coordinated by Gold Command, contacts with the media shall be confined to media spokespersons under the direction of the Gold Command Centre in conjunction with the Communications Service.

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 Gold Command spokesperson.

The Gold Command representative or the Emergency Powers Committee (if established) is responsible for deciding whether the volume of media enquiries justifies the establishment of a Media Briefing Centre.

15.4 Silver Command

In situations coordinated by Silver Command, 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 Gold Command 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 by the Silver Command spokesperson.

15.5 Bronze Command

Depending on the nature of the incident, Bronze command incidents may be coordinated by emergency services or operational agencies. In these circumstances contacts with the media are likely to be via the PR Officers in conjunction with the 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 COMBR/Gold Command 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 SILVER or GOLD Command and the COMBR (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 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 co-ordinated in order to avoid the risk of issuing conflicting information. This will be the responsibility of the Police Media Officer, who will rely upon the cooperation 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 posted on the Media Briefing Centre notice boards, handed out to media representatives present at the Media Briefing Centre and additional copies should be available in the media area.

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;
- Representatives of Police, Fire, Ambulance;
- Company representative;
- Other agencies representatives as appropriate.

The proceedings of the media conference will be recorded by the Police Media Officer for future reference. If possible, a rapid transcript of the conference should be made available.
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 - DHSC Mortuary Manager
• Nobles Hospital Major Incident Plan - DHSC
• Pandemic Plan - DHSC
• 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 Department of Health and Social Care
• Emergencies concerning gas - Manx Gas
• South Quay - Manx Petroleum and Manx Gas
• Ellen Vannin Fuels (Peel) - EVF
• Winter Preparedness - DOI Highways Division
• Civil Nuclear Plan - Government Analyst