

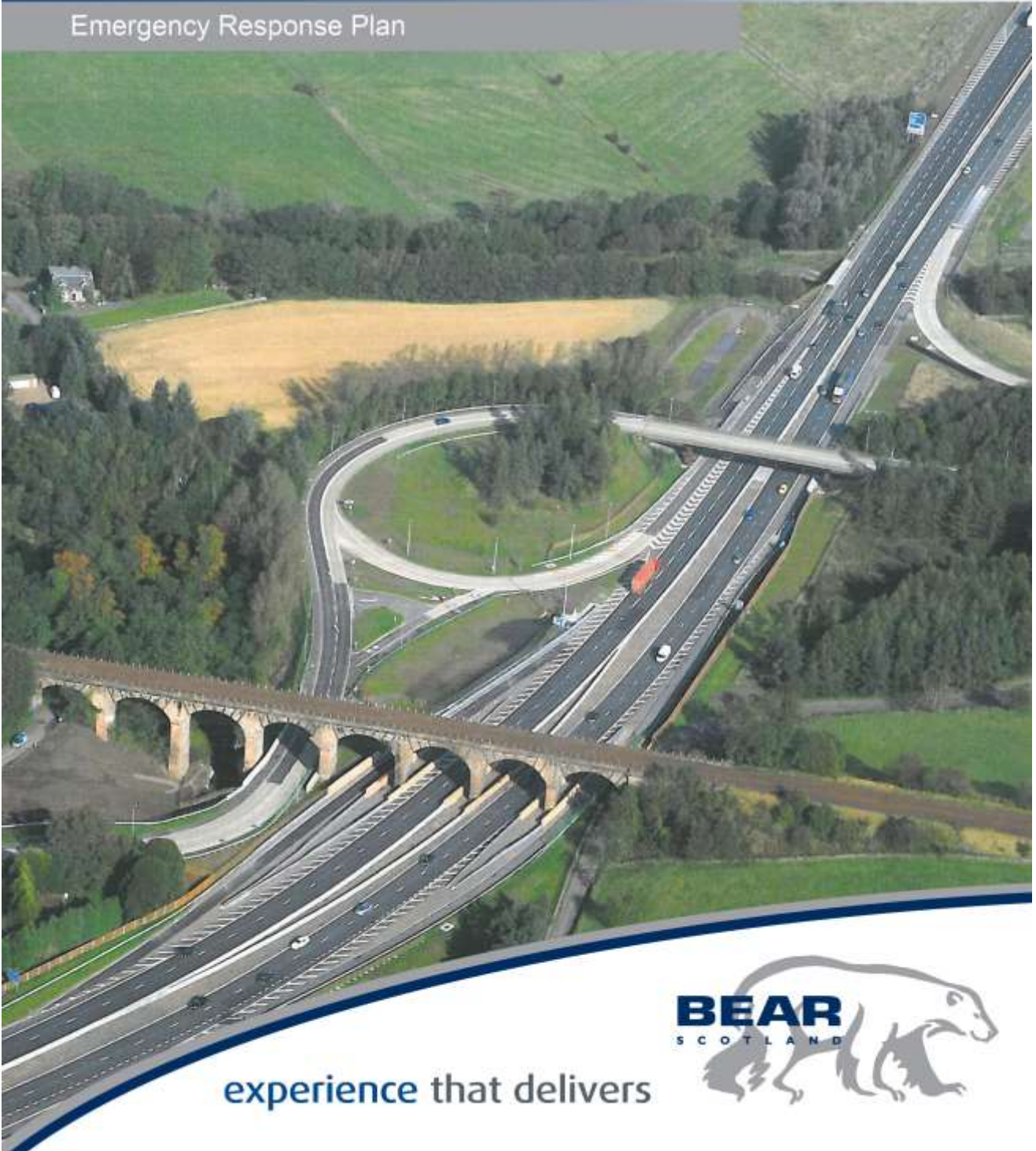


Emergency Response Plan

BEAR Scotland

M80 Stepps to Haggs DBFO Contract M80 Motorway Robroyston to Haggs & the M80-M73 Link Road

Emergency Response Plan



experience that delivers

<p>Ref.No:M80DBFO-FS- Emergency Response Plan Issue: 8 Related to: NA</p>	<p><u>M80 Stepps to Haggs DBFO Full Services</u></p> <p>Emergency Response Plan</p>		
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M80 STEPPS TO HAGGS DBFO CONTRACT
M80 Motorway Robroyston to Haggs and the M80-M73 Link Road

EMERGENCY RESPONSE PLAN

Client:
HMG
Highway Management (Scotland) Limited
c/o Bilfinger Project Investments Europe
Pavilion 2, Buchanan Park Stepps GLASGOW
G33 6HZ

O & M Contractor:
BEAR Scotland
Chryston Depot
Auchengeich Road
Chryston
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Controlled Copy Number :-



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2.0 DOCUMENT APPROVAL/AUTHORISATION

	Name	Date
Prepared By	Ricky Anderson	February 2014
Checked By	Tom Barnes	February 2014
Authorised By	Brian Gordon	February 2014

3.0 REVISION STATUS

REVISION STATUS				
REV.	Date	Revision Details	Checked	Authorised
1	May 2011	Issue 1	AT	MG
2	July 2011	Issue 2 following JE review	AT	MG
5	Nov 2012	Issue 5 Updated	TB	BG
6	Dec 2012	Issue 6 following JE review	TB	BG
7	June 2013	Issue 7 following JE review	TB	BG
8	Feb 2014	Issue 8 following review & PQD audit	TB	BG



4.0 REGISTER OF CONTROLLED COPIES

Re	Name of Holder	Designation	Company
1	Brian Gordon	Managing Director	BEAR Scotland Ltd
2	Andy Thompson	M80DBFO Asset Manager	BEAR Scotland Ltd
3	Ian Stewart	Operating Company Representative (SEU)	BEAR Scotland Ltd
4	Ricky Anderson	M80DBFO Operational Manager	BEAR Scotland Ltd
5	John Murphy	M80DBFO Project Manager	BEAR Scotland Ltd
6	Tommy Deans	Network Manager (SEU)	BEAR Scotland Ltd
7	Alasdair Allen	Operations Manager (SEU - West)	BEAR Scotland Ltd
8	Ray Diamond	Operations Manager (SEU - East)	BEAR Scotland Ltd
9	Various (on rota)	Duty Manager	BEAR Scotland Ltd
10	Various (on rota)	Duty Supervisor (Burghmuir)	BEAR Scotland Ltd
11	Various (on rota)	Duty Supervisor (Bilston Glen)	BEAR Scotland Ltd
13	Various (on rota)	Control Room	BEAR Scotland Ltd
14	Colin Douglas	Lighting Manager	BEAR Scotland Ltd
15	Mark Turner	Bridges Manager	BEAR Scotland Ltd
16	Carnie Morrison	M80 General Manager	HMG
17	Graham Edmond	Network Manager	Transport Scotland
18	Robert Cairnduff	Scottish Minister's Site Representative	Jacobs
19	Peter Ritchie	M80 DBFO Area Manager	Transport Scotland
20	Firemaster		Scottish Fire and Rescue Service
21	Inspector, Operations		Police Scotland
22	Chief Executive	PO Box 14, Civic Centre, Motherwell	North Lanarkshire Council
23	Chief Executive	Municipal Buildings, Falkirk	Falkirk Council
24	TBA	Operations Manager	Scotland Transerv

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5.0 INTRODUCTION

5.1 BEAR Scotland Limited is a Scottish registered company with three shareholders (Jacobs, Breedon and Eurovia), who have been awarded the first 10 years of a 30 year Contract for the Operation and Maintenance of the M80 Stepps to Haggs DBFO Contract on behalf of Highway Management (Scotland) Ltd.

5.2 This Emergency Response Plan, produced pursuant to Schedule 5, and in accordance with Schedule 4 Part 1 Section 17 of the O&M Works Requirements, sets out the steps to be followed by BEAR Scotland employees when responding to an emergency incident on the M80 O&M Works Site. An emergency is an unforeseen situation or sudden occurrence which constitutes an immediate or imminent hazard and demands immediate action.

5.3 As part of its contractual obligations, BEAR Scotland have undertaken to comply with the Scottish Ministers' Requirements relating to Emergency Incidents, as detailed in the M80 Stepps to Haggs DBFO Agreement. The principal requirements are as follows:

- To ensure that, in the event of an emergency occurring on or affecting the road, a response is initiated as quickly as possible in order to minimise the danger to all parties and any disruption and delay to the road user.
- To provide sufficient resources, available for call out 24 hours on every day, capable of attending at any location on the O&M Works Site within the Emergency Response Times stipulated in Schedule 4 Part 5 Appendix 32/1 para 1.2, and with due regard to the safety of all parties at all times.
- While the Emergency Response Plan is independent from the Trunk Road Incident Response Plan, Incident Support Procedure and the Winter Service Plan, the three documents must be read in conjunction with each other, to ensure the appropriate delivery of the Emergency Response, Winter Service and the Trunk Road Incident Support Service.

5.4 Experience has shown that the Police will generally co-ordinate the response to an emergency incident on any Trunk Road and will, if appropriate, request assistance from BEAR Scotland. BEAR Scotland has provided the Emergency Services with a telephone number dedicated to emergencies. Controlled copies of this Plan will be issued to the relevant Emergency Services.

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5.5 All appropriate BEAR Scotland personnel will be made aware of this procedure, including all Duty Managers, Emergency Liaison Officers, Duty Supervisors, Emergency Response Teams on daytime and out of hours emergency standby, and any other BEAR Scotland personnel likely to receive notification and be required to respond to an emergency incident on the M80 O&M Works Site. The Duty Manager and Duty Supervisor rota for the M80 O&M Works Site, is included in Appendix L to this plan.

5.6 The Company shall undertake risk assessments of foreseeable Emergency circumstances and incidents to which it shall be required to respond including, but not limited to:

- (i) road traffic collisions;
- (ii) road traffic collisions with any:
 - (a) tree;
 - (b) sign;
 - (c) barrier;
 - (d) lighting column;
 - (e) Structures;
 - (f) rockface; and
 - (g) other highway obstructions whether they shall be the property of the Scottish Ministers or not;
- (iii) deposit and spillage of:
 - (a) debris;
 - (b) waste; and
 - (c) animal carcasses;
- (iv) damaged infrastructure on the O&M Works Site;
- (v) flooding and scour of roads and Structures;
- (vi) incidents other than vehicle damage that would put Structures at risk;
- (vii) spillage of:
 - (a) fuels;
 - (b) chemicals;
 - (c) noxious substances;
 - (d) body fluids;
 - (e) body parts; and
 - (f) other sensitive material;
- (viii) landslips and rockfalls;
- (ix) subsidence;

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- (x) Emergencies arising from Exceptional Adverse Weather Conditions affecting any part of the O&M Works Site excluding the clearance of ice and snow in accordance with the Winter Service Plan; and any other relevant circumstances or incidents.

The above risk assessments are listed in Appendix E.

In addition to these generic risk assessments there is also a requirement for BEAR employees who carry out work on a site to complete a site specific risk assessment utilising form IMS-F07.

The risk assessments are also backed up with a comprehensive list of method statements which are contract specific and submitted to the Scottish Ministers Representatives for consent as part of the O&M Manual.

From these risk assessments BEAR have specified the resources to be made available for initial, secondary and contingency emergency responses. These resources are listed in Appendices F & G Incidents likely to create the need for implementing the Emergency Response Plan include:

Potential Hazards resulting from Road Traffic Incidents

- Spillage of materials from vehicles which may cause damage to property or water courses. In the case of hazardous materials, the response will be co-ordinated by the Fire Brigade. BEAR Scotland staff will provide advice on road drainage systems likely to be affected by such spillages.
- Damage to structures such as bridges, lighting columns, traffic signals and safety fences.
- Removal of potentially dangerous debris from the road.

Potential Hazards resulting from severe weather conditions

- Flooding which may result in substantial deterioration to, or blocking of, the carriageway, including subsidence and slope failure.
- Severe snow conditions resulting in significant snow drifts and temporary road closure.
- **Extremely high wind conditions resulting in fallen tree damage, potential RTAs, wind blown debris and temporary road or bridge closures.**

- Incidents adjacent to roads which may present a hazard to road users, e.g. fire, gas leaks, dangerous buildings, etc.

Threats of a security or terrorist nature

- Threats on the M80 O&M Works Site (e.g. threats to bridges)
- Threats adjacent to the M80 O&M Works Site (e.g. airfields, military bases).

The map and table enclosed in Appendix A highlight the Initial Emergency Response, Depot and the typical Emergency Response Time.

In situations where standing or running water affects the road network, consideration should be given to placing temporary ‘flooding signs’ in suitable locations warning of the affected area. A note should be taken of where these signs are placed and Network staff notified of the problem/area affected allowing a permanent solution to be designed where necessary. The warning signs should be removed when the flooding dissipates.

5.7 Major incidents include, but shall not be limited to, incidents where the following occurs:

(i) Exceptional Adverse Weather Conditions;

(ii) significant ground stability problems;

(iii) significant damage or impending damage to Structures;

(iv) a multiple vehicle traffic accident;

(v) a series of traffic accidents;

(vi) the spillage of hazardous materials;

on or in the O&M Works Site which shall have resulted in, or may cause:

(vii) major disruption to traffic flow;

(viii) serious inconvenience to road Users; or

(ix) prolonged inconvenience to road users

in relation to the normal level of service provided by the trunk road in the particular area during the relevant period of time or an incident which has resulted in or may cause;

(x) a serious risk of harm to the environment; or

(xi) serious risk to the safety or welfare of:

(a) road users;

(b) the public; or

(c) personnel engaged in O&M Works or works on the trunk road including but not limited to circumstances relating to Emergency response Operations.

5.8 Major incidents shall be recorded on the Major Incident Proforma (OPS-F54) Refer Appendix M and forwarded to Transport Scotland copying in Scottish Ministers Representatives and HMG.

5.9 It should be noted that all Emergency Response records are scanned in and held electronically. These are available for review at any time.

6.0 MANAGEMENT ARRANGEMENTS

6.1 The overall procedure for managing an emergency is set out in the flowchart detailed in Appendix B. Named personnel involved in the management of Emergencies are listed in the table below.

EMERGENCY NAMED PERSONNEL		
M80 Operational Manager: Ricky Anderson M80 Network Engineer: Neil Lang M80 Network Technician: David Paton Winter Service Manager: Ricky Anderson		
EMERGENCY LIAISON OFFICER 0845 413 0201	DUTY MANAGERS (Contact through Duty Supervisor)	DUTY SUPERVISORS 07894 789 395
Emergency Liaison Officers are based in the control room in Perth	Gordon Gill	Mattie Kerr
	Stephen Ervine	Marc Mitchell
	Mark Barrass	Alex Stewart
	Finnbar Scullion	George Vint
	David Paton	Mark Lister
	Kevin Campbell jnr	

6.2 BEAR Scotland employees involved in management of emergencies are fully trained and competent to be able to manage and resolve any emergency situation that may develop. They will have access to suitably equipped vehicles, equipment and plant and be able to attend the scene of the emergency as specified within the Contract.

6.3 We appreciate that for an emergency response system to work effectively, good lines of communication are essential, and each standby team will utilise a mobile telephone with a number dedicated to this resource.

6.4 BEAR Scotland will provide Duty Supervisors to co-ordinate the emergency response service. The Duty Supervisors will be trained in the requirements of this Emergency Response

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Plan and any associated areas which will assist in discharging this duty. Training needs of all staff involved in emergency response will be kept under continual review by the Operations Managers.

6.5 The Duty Supervisor will be available 24 hours per day to co-ordinate the emergency response. In the event of major incidents the Duty Supervisor will refer the incident to the appropriate Duty Manager as shown in Appendix B (Management Arrangements).

6.6 The BEAR Scotland Duty Supervisor will be notified of the emergency via the Company Control Room (CCR) (0600 – 1830) or through divert, the dedicated emergency phone (1830 – 0600). Any reports received by other BEAR Scotland staff or through the Customer Contact service, which are deemed to be an emergency, will be forwarded immediately to the CCR or dedicated emergency phone, and treated in accordance with the flowchart in Appendix B Management Arrangements.

6.7 The Company Control Room will be operated jointly with the Operating Company Control Room for the South East Unit and will be operated by persons suitably trained in dealing with both M80 O&M Works Site and South East Trunk Road Unit incidents and emergencies. The contact numbers for the CCR and Duty Supervisor will be notified to the Emergency Services and updates provided when necessary. Mobile telephones used will be capable of diverting to land lines if required. Guidelines for dealing with emergency situations for CCR staff (Emergency Liaison Officers) and Duty Supervisors are included in the Appendices attached to the plan as follows:

Guidelines for Duty Supervisors – Appendix J

Guidelines for CCR Staff – Appendix K

6.8 All BEAR Scotland rostered staff will hold a copy of this Emergency Response Plan and also hold a list of operatives within their respective area available for call out. Operatives will be chosen on the basis that they possess the required skills and training for dealing with the most common Emergency Response duties in a safe and professional manner and will be rostered to ensure that they are able to attend the scene of the emergency within the designated response time. The emergency standby roster for M80 O&M Works Site is prepared on a quarterly basis although this is only issued weekly due to any possible changes resulting from holidays and other periods of unavailability. This roster is issued to the Duty Managers and Duty Supervisors during the week preceding that being covered.

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6.9 When high winds and/ or flooding is forecast and there a potential for disruption, BEAR will ensure that there are adequate additional resources made available or placed on standby

7.0 NOTIFICATION OF EMERGENCIES

7.1 Traffic Scotland will be notified regarding any incident which may result in delays to road users, and will be updated on progress.

7.2 On receipt of notification of an emergency, as much information as possible will be obtained from the caller, including:

- Caller identification.
- Exact location of incident: carriageway, nearest junction or feature.
- Details and nature of incident: carriageway defect, road traffic accident, police notification.
- Response required: traffic management, materials and plant.

7.3 BEAR Scotland resources for emergency response on the M80 O&M Works Site are supplemented by sub-contract arrangements with a number of specialist sub-contractors and construction plant hire contractors. These crews will operate to BEAR Scotland methods and procedures when called out. The list of contingency and specialist response providers is detailed in Appendix I.

8.0 MANAGEMENT COMMUNICATION AND INSTRUCTION ARRANGEMENTS FOR MOBILISATION OF THE INITIAL, SECONDARY AND CONTINGENCY EMERGENCY RESPONSE RESOURCE

8.1 Arrangements for mobilisation of Emergency Response Resources shall be as detailed in Appendix B. The Company Control Room staff (Emergency Liaison Officers) will communicate with the Duty Supervisor on the Initial Response Resource during working hours. Outside these hours, the Duty Supervisor will receive initial emergency notification and will perform the duties of the Emergency Liaison Officer. The Initial Response Resource will assess the incident upon arrival at the scene and if a secondary or contingency resource is required, this will be communicated to the Duty Supervisor.

8.2 In all instances of road closures and lane closures, the Emergency Response Team will attend the scene. Where deemed necessary the Duty Supervisor will also attend. The BEAR Scotland Duty Manager will inform and update Transport Scotland (and the Company) staff members of major emergencies as required by Schedule 4 Part 1 Table 17.1 of the Contract. The purpose of Duty Managers making contact with Transport Scotland (and the Company) is to ensure that they are in a position to brief Ministers and the media with as full an account of events as quickly as possible. The police will always remain responsible for the incident.

8.3 Operations Managers or their staff shall ensure that sufficient labour and transport are available at all times to respond as an Initial Emergency Response Resource and attend at any location on the Unit in a fully equipped 3.5 Tonne Emergency Response Vehicle, within the response times stated in the Contract and shown below in tabular form.

Road type	Response Time	
	Maximum Initial Response Times	
	06.00 to 20.00	20.00 to 06.00
M80 O&M Works Site (Stepps to Haggs & M73 Link)	1 hour	1.5 hours

8.4 The Duty Supervisor is initially responsible for organising the most appropriate traffic management measures to be implemented to protect the road user at an emergency incident site. The Duty Supervisor will advise the Traffic Officer of any such installations, and take guidance on measures to be implemented in unusual or complex situations. (Where an emergency occurs outwith office hours, the Duty Supervisor will advise and update the Traffic Officer at the earliest opportunity).

8.5 The working day is to be taken as 0600 hours to 2000 hours. All other times are to be taken as being outwith the working day.

8.6 Operations Managers shall ensure that plant as described in Appendix F of this Plan is available at all times to respond to an emergency as soon as possible, and no later than 4 hours after the initial notification for Secondary Emergency Response Resources.

8.7 In the case of Major Incidents and Fatalities the BEAR Scotland Ltd Duty Manager will make contact with and notify the relevant Transport Scotland staff as per the following table:



Please note the following staff should only be contacted out of hours if a **major incident** has occurred (except Traffic Scotland who should be contacted 24/7). Otherwise please make contact during normal working hours the following day at work or at the home number supplied.

Order	Contact	Office Telephone	Out Of Hours		
1.	Traffic Scotland	0141 300 8100			
2.	One of the Transport Scotland Staff Members	1 st Contact	Area Manager Bill Harrow	0141 272 7944	N/A
		1 st Contact	Hazel McDonald Unit Bridge Manager	0141 272 7396	07827 284029
		1 st Contact	Peter Ritchie Major Bridge Manager	0141 272 7399	07825 011534
		2 nd Contact	Graeme Reid, Network Manager	0141 272 7947	07825 106146
		3 rd Contact	Graham Edmond Head of Network Maintenance	0141 272 7342	N/A
		4 th Contact	Roy Brannan Director, TRBO	0141 272 7321	N/A
		5 th Contact	Wayne Hindshaw Chief Bridge Engineer	0141 272 7393	07824 334322
3.	Transport Scotland Press Office		Joanna Clabburn Press Officer	0141 272 7198	N/A
			Sarah O'Loughlin Press Officer	0141 272 7199	N/A
			Steven Carmichael Media Manager	0141 272 7196	N/A
			Danny Chalmers Head of Communication	0141 272 7197	N/A
			Transport Scotland Duty Press Officer	Pager : 07659 139680 Out of Hours	
4.	M80 DBFO Steps to Haggs Contacts	1 st Contact	Peter Ritchie Transport Scotland M80DBFO Manager	0141 272 7399	N/A
		1 st Contact	Kenneth Crichton Jacobs Engineer	0141 779 5275	07795 388840
		1 st Contact	Mike Lawes O&M Engineer	01728 648789	07403 142262

In addition to the requirements on the previous page, the BEAR Scotland M80 DBFO Operational Manager and Network Engineer should be notified by text message to their mobile phone immediately of any major incident.

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Reporting - Fatal Accidents

In the case of any incident involving fatality the Company shall notify Transport Scotland's:

- (i) area manager;
- (ii) network manager; and
- (iii) national network manager;

immediately by e-mail providing brief details of the incident and make reasonable attempts to verbally contact one of the recipients to confirm an e-mail has been sent.

A detailed Transport Scotland Fatal Accident Report shall be completed. Part 1 of which shall be submitted to the Area Manager by electronic copy within 24 hours of the incident occurring which shall include but shall not be limited to the following information:

- (iv) location (with plan if possible);
- (v) brief description of the circumstances;
- (vi) photographs where possible;
- (vii) details of casualties and vehicles involved;
- (viii) details of road conditions;
- (ix) other relevant information including prevailing weather conditions adjacent road works;
- (x) details of any Emergency response Operations undertaken by the Company; and
- (xi) name of deceased person(s) or the Police incident reference number as issued by the Police to the Procurator Fiscal.

Part 2 of the proforma will be submitted ordinarily within 28 days, of the incident.

8.8 The M80 DBFO Operational Manager will ensure that plant as described in Appendices F & G of this Plan is available at all times to respond to an emergency as soon as possible, and no later than 4 hours after the initial notification for Secondary Emergency Response Resources.

8.9 The M80 DBFO Operational Manager will also ensure that all Constructional Plant as per Schedule 4 Appendix 32/1 and listed in Appendix F will be available and able to attend at any location on the M80 O&M Works Site within 4 hours of receipt of notification, and be capable of facilitating the safe closure of any hard-shoulder, lane(s), carriageway(s), or any combination of the aforementioned.

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- 8.10 The M80 DBFO Operational Manager or staff will ensure that materials required as a result of an emergency can be supplied and delivered to the scene as soon as possible after notification.
- 8.11 The M80 DBFO Operational Manager will ensure that adequate appropriate resources are available to undertake the roles of Duty Supervisor, Emergency Liaison Officer and Duty Manager, and that updated contact details are provided to allow the Plan to be updated.
- 8.12 The emergency services have the primary role in dealing with emergencies involving spillages or leakage of hazardous materials and “Dealing with Spillages on Highways PPG22” advises on the containment of such spillages. Duty Supervisors conversant with the drainage systems within the O&M Site will assist the emergency services in the event of such incidents and can be contacted on the number shown in the table on page 9 of this plan. Reference to Appendix C. Dealing with a spillage within the Unit.
- 8.13 SEPA will be informed in the event of a spillage of a polluting substance and/or pollution of any controlled water immediately by telephone (0800 80 70 60). This notification will be made even if the spillage has been contained, as this forewarning will allow SEPA to respond more effectively should there be any subsequent complaints. Where spillage or pollution incidents have not involved the emergency services, BEAR Scotland will be fully responsible for the initial notification and also for informing SEPA on the completion of actions to treat or clean up the polluting substances.
- 8.14 Assistance will be provided to the emergency services, including providing material for the containment of any spillage, and for the removal of any substances which shall have been made safe but which must be handled with care to avoid contamination or pollution.
- 8.15 The responsibility for identifying chemicals and noxious substances rests with the emergency services or SEPA. An area contaminated with chemicals or noxious substances will not be entered until such time as the emergency services or SEPA has confirmed that the substance has been fully neutralised or dispersed.

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8.16 Only following consultation with the emergency services and SEPA will the removal and disposal of chemicals and noxious substances be undertaken. Disposal of waste materials will be in accordance with the requirements of Project Specific Procedure PSP 8/5 (Duty of Care). In the case of a special waste consignment, where there is a threat to the public or the environment, the officer in charge of the incident (who may be the Fire Service Incident Commander or the most senior Police Officer present) may decide to have the material removed to a safe holding location. Under these circumstances the requirement for consignment notices is waived and details on movement will be provided to SEPA as soon as possible. The subsequent removal and disposal of the special waste will be subject to the normal three day pre-notification to SEPA.

9.0 CONTROL OF EMERGENCY RESPONSE RESOURCES AND COORDINATION WITH EMERGENCY SERVICES IN THE EXECUTION OF EMERGENCY RESPONSE AND RECOVERY

9.1 For general incidents, control of Emergency Response Resources will be undertaken by the Duty Supervisor while the Initial Response Team coordinates site operations with the emergency services.

9.2 When Major Incidents require secondary resources to be deployed, this will be notified by the Initial Response Team to the Duty Supervisor who will attend the incident location to coordinate operations and liaise with the emergency services.

9.3 For Major incidents requiring both Secondary and Contingency resources to be mobilised, the Duty Manager and Duty Supervisor will attend the location and assume direct control of the response resources. They will coordinate all site operations with the emergency services and others including those not involved directly at the incident location.

9.4 The Duty Supervisor or member of staff co-ordinating the response on site will complete an Emergency Call Out Report as shown in Appendix H for each individual incident and will return it to the M80 DBFO Operational Manager. This form must be signed and dated by the M80 DBFO Operations Manager/Duty Supervisor or Electrical Manager as appropriate.

9.5 The Emergency Liaison Officer is responsible for maintaining an electronic register within the Call Log of the Control Room Management System as per Schedule 4 Part 1

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17.11, of all emergencies/incidents on a database in the CCR. Any emergencies notified out-with the CCR operating hours will be reported at the start of the next working day by the Duty Supervisor.

9.6 This electronic register within the Call Log allows the following information to be recorded:

- Date and time of receipt of notification of incident
- Names of person notifying the incident and recipient
- Incident reference number
- Location and Details of Incident
- Actions taken, including resources utilised
- Time Emergency Team notified, arrived on site and closed down response
- Time of any requests for back-up/specialist plant and equipment.

the times taken;

- (a) by each of the Emergency response resource to implement the Emergency response Operations;
- (b) to make the O&M Works Site safe and useable.

9.7 In addition to the above requirements, in the case of Major Emergency Incidents, the Duty Manager will prepare a written report on the emergency incident in consultation with the Duty Supervisor as soon as practicable after the emergency. This report, containing all the information listed above together with any other relevant information available, will be submitted to Transport Scotland by HMG via BEAR Scotland.

10.0 LIAISON ARRANGEMENTS

10.1 A list of contacts will be maintained for all relevant organisations that may be involved in an emergency. However, it is accepted that the Incident Commander for more major emergencies is usually a member of the emergency services and not BEAR Scotland. BEAR staff will respond to requests for assistance from that quarter. There may also be requests for assistance at times from other bodies such as adjacent authorities.

10.2 BEAR Scotland will also liaise with Transport Scotland's Multi Agency Response Team (MART) as directed by Transport Scotland and the Scottish Ministers. There will be a daily conference call between Operating Companies, Transport Scotland and DBFO

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companies, prior to and during a severe weather event. Provision of daily plant and resources will be provided. BEAR will have a presence in MART as and when requested by Transport Scotland. The member of staff may also represent the North East and South East Units

- 10.3 Good communications and liaison channels are crucial when dealing with an unplanned and possibly fast changing situation. BEAR will continuously work to improve these channels and will liaise with all parties referred to in the Scottish Ministers' requirements through consultation during the preparation of the Emergency Response Plan. This plan will be reviewed annually with necessary changes introduced following liaison and consultation with the appropriate organisations.
- 10.4 Liaison during Emergency Response Operations will be appropriate to the nature and severity of the incident. Particular emphasis will be given to road closures and diversions, when liaison with Police, Traffic Scotland and Local Authorities is paramount. Local Authorities should be consulted where possible and agreement given prior to the emergency diversion being effected. A number of Standard Incident Diversions Routes (SIDR's) have been agreed with Local Authorities and Police Forces however the LA may have specific reasons why this cannot be used at the time and an alternative should be agreed. The Duty Manager will contact the LA again after the Trunk Road is re-opened.
- 10.5 In the event that hazardous substances are involved during the emergency response, the crew will advise the Duty Manager/Supervisor and seek specialist advice and such assistance as may be required before commencing work. Fuel and/or chemical spillages will require liaison with both SEPA and specialist pollution control sub-contractors.
- 10.6 All members of O&M Contractors staff involved in emergency response as required to will attend meetings to review the response to emergency incidents.
- 10.7 Upon receipt of notification of a fatal or a potentially fatal accident, the Duty Supervisor will immediately advise the Duty Manager who will inform Transport Scotland by telephone and/or facsimile and/or E-mail (in line with the requirements laid out in Section 3 Clause 3.7 of this plan). The Duty Manager will thereafter prepare a written report containing all of the circumstances surrounding the incident and pass it to Transport Scotland via HMG within 24 hours of the fatality (see Appendix D).



11.0 MONITORING OF RESPONSE TIMES

11.1 Emergency response times will be continually recorded and reported to the Scottish Ministers to ensure that the Scottish Ministers’ Requirements are being met.

12.0 EXTERNAL COMMUNICATIONS

12.1 A list of useful telephone contact numbers is enclosed under Appendix I.

13.0 STRUCTURES RELATED INCIDENTS

13.1 In general Structures Related Incidents are treated as per the details above, with similar arrangements in place. The process in Appendix B and section 2.0 in Appendix J clarifies the interaction of the Structures Team in the Emergency Response system.

13.2 The table below gives details of the additional staff resources utilised for Structures related emergency response, as per Sch 4 Part 1 17.7.5.: -

Primary Response	Mark Turner – M80 DBFO Structures Engineer
Secondary Response- Approved Deputy	Keith Irons – Bridge Engineer
Backup Resources-other competent qualified engineer	Michael Chan – Bridges Manager (NE Unit) Andy Thompson – M80 DBFO Asset Manager

All staff detailed above have in excess of 10 years experience associated with structures. Secondary and Backup Resources would only be contacted if Primary Response is not available. This resource is to be utilised in addition to the normal response procedure detailed in Appendix B

13.3 In responding to an incident where Temporary Bridging or Propping was required, BEAR would arrange for suitable equipment to be provided through Castle Group Scotland Ltd. Castle Group Scotland Ltd would utilise a suitably qualified specialist Subcontractor such as Trax Portable Access, Mitchell Bridging or RMD to provide the service. The installation of such temporary works would require Design, Certification and construction of suitable substructure prior to use. All personnel involved in the erection of the temporary works are to be trained and certified to the appropriate standard. A suitable temporary diversion would be put in place until such time as it was not required.

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- 13.4 Appendix I details the list of Subcontractors directly contracted by BEAR to aid in emergency response. All other specialist services would be procured through Castle Group Scotland.
- 13.5 In the event that an incident should occur that could put a structure at risk other than vehicle damage a similar procedure as that detailed in Appendix B shall be followed.
- 13.6 In the event of bridge strikes at a railway, the emergency response should also comply with the document, “Response to a Bridge Strike over the Railway – a Protocol for Highway and Road Manager, Police and Bridge Owners”, April 2008, ref: NR/GPG/CIV/007.
- 13.7 In the event of bridge strikes at a railway, the incident must be reported to Network Rail using the Network Rail 24 hour helpline or the telephone number on the bridge identification plate which should be mounted somewhere visible on or near the structure. (At the time of writing this plan, Network Rail is carrying out a programme to install identification plates at all bridges over the railway.)
- 13.8 Careful consideration must be given to the risk of further incursions on to the railway by pedestrians, road users or debris from the parapet due to its weakened state or being struck again.
- 13.9 Network Rail must be consulted for consideration to stop train services temporarily to allow cleaning up of debris, making safe parapets and installation of temporary safety barriers.
- 13.10 Consultation must be undertaken with Network Rail on any temporary safety barrier installation.
- 13.11 Consideration should be given to an alternative route for pedestrians to cross the bridge. Any gap in the parapet will have to be closed with temporary fencing that is securely fixed to prevent overturning or vandals loosening the fence. No metallic temporary pedestrian fencing shall be permitted on bridges over lines with overhead electrification.
- 13.12 Network Rail engineers will have to agree to any interim arrangements before a road can be reopened to vehicles or for train movements to recommence.

14.0 CONTINGENCY ARRANGEMENTS FOR COMMUNICATION IN THE EVENT OF FAILURE OF CRITICAL SUPPLIES AND SERVICES

- 14.1 Two primary methods of communication will be employed by BEAR Scotland to ensure the effective communication between the Company offices and depots, and key staff. These methods are:
- Landline Telephone Systems

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- Mobile Telephone provision
- Airwave for the Incident Support Service Units only, where approved and where licensed.

The backup contingency plan for the potential loss of service for each is as follows:

- **Loss of Landline Provision:** Service level agreements are provided as part of this service which requires the supplier to rectify errors within 6 hours. The central office communication link is protected with a backup circuit in case of failure. In the event of a short term loss of service then the supplier will be contacted to ascertain the extent of the problem. Effective communication will still be maintained throughout the organisation through the Mobile telephone provision. Upon the loss of service the contract critical numbers will be redirected to an unaffected office or depot or if none available to a mobile telephone. Liaison with the emergency services will continue via email and mobile telephone.
- **Loss of Mobile Telephone Network:** The loss of the mobile telephone system will have a potential major impact on the provision of the Emergency response. Each of the on-call operatives and Management offices will be issued with pagers to enable communication through the separate network available to this technology. Emergency communication from the network to the contract depots will be through the nearest available landline telephone. Liaison with the emergency services will continue via email and landline telephone and by word of mouth on site.
- **Loss of Electricity:** It is unlikely that the loss of electricity will be experienced throughout the entire business BEAR Scotland has the option of switching operations other offices / depots. Liaison can then resume unimpaired or be carried out by the use of mobile telephones



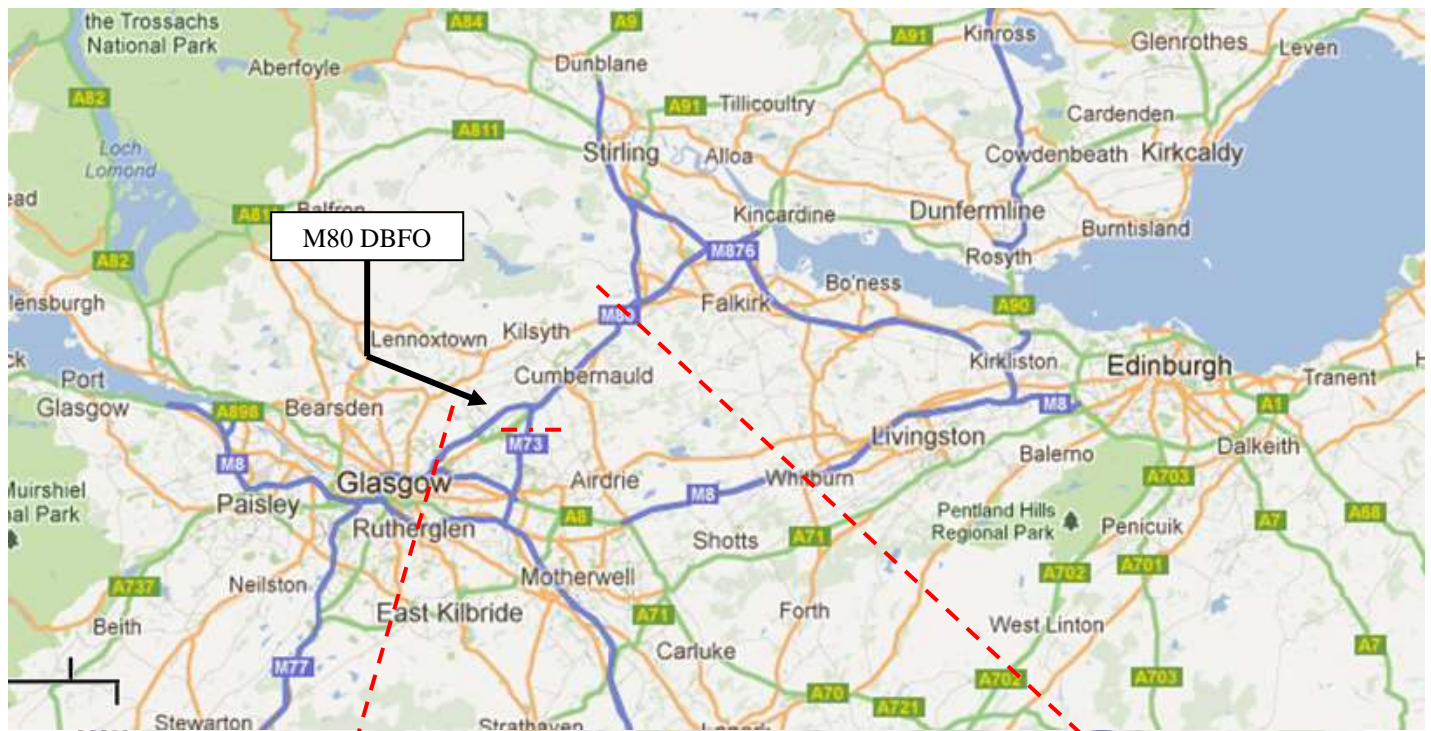
EMERGENCY RESPONSE APPENDICES

CONTENTS

<u>APPENDIX A</u>	Network Map and Emergency Response times
<u>APPENDIX B</u>	Management Arrangements
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<u>APPENDIX M</u>	Major Incident proforma



APPENDIX A NETWORK MAP and EMERGENCY RESPONSE TIMES



APPENDIX A2 EMERGENCY RESPONSE TIME for INITIAL EMERGENCY RESPONSE TEAM

Depot	Location	Mobilise Time (min)	Distance (km)	Average Speed (km/hr)	Travel Time (min)	Total Time (min)
Chryston	M80/M73	15/20	10	60	10	30



(BEAR)						
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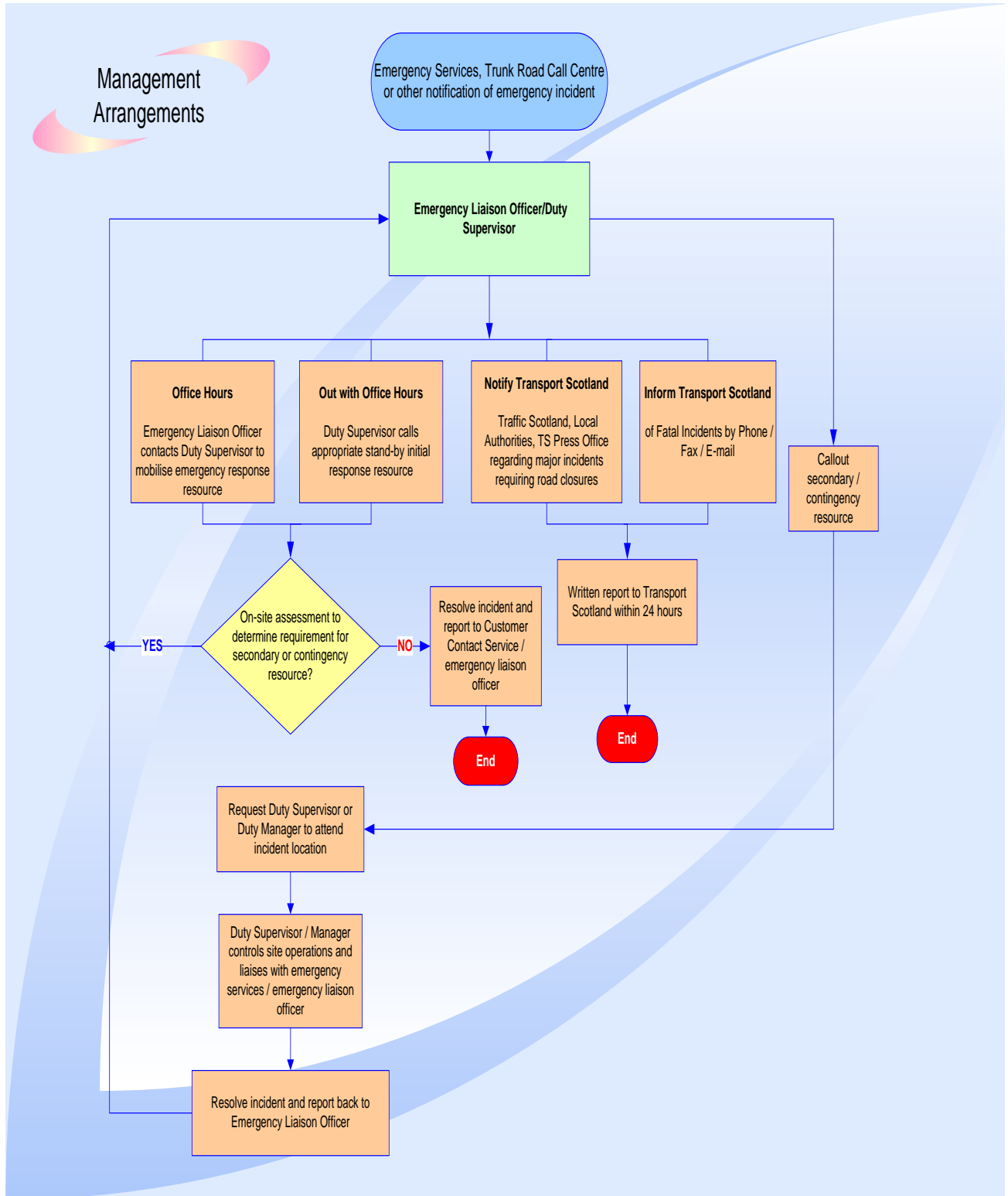
APPENDIX A3 RESPONSE TIMES for SECONDARY EMERGENCY RESPONSE RESOURCES (Response time within 4 hours)

Depot	Location	Mobilise Time (min)	Distance (km)	Average Speed (km/hr)	Travel Time (min)	Total Time (min)
Chryston (BEAR)	M80/ M73	90	10	60	10	100



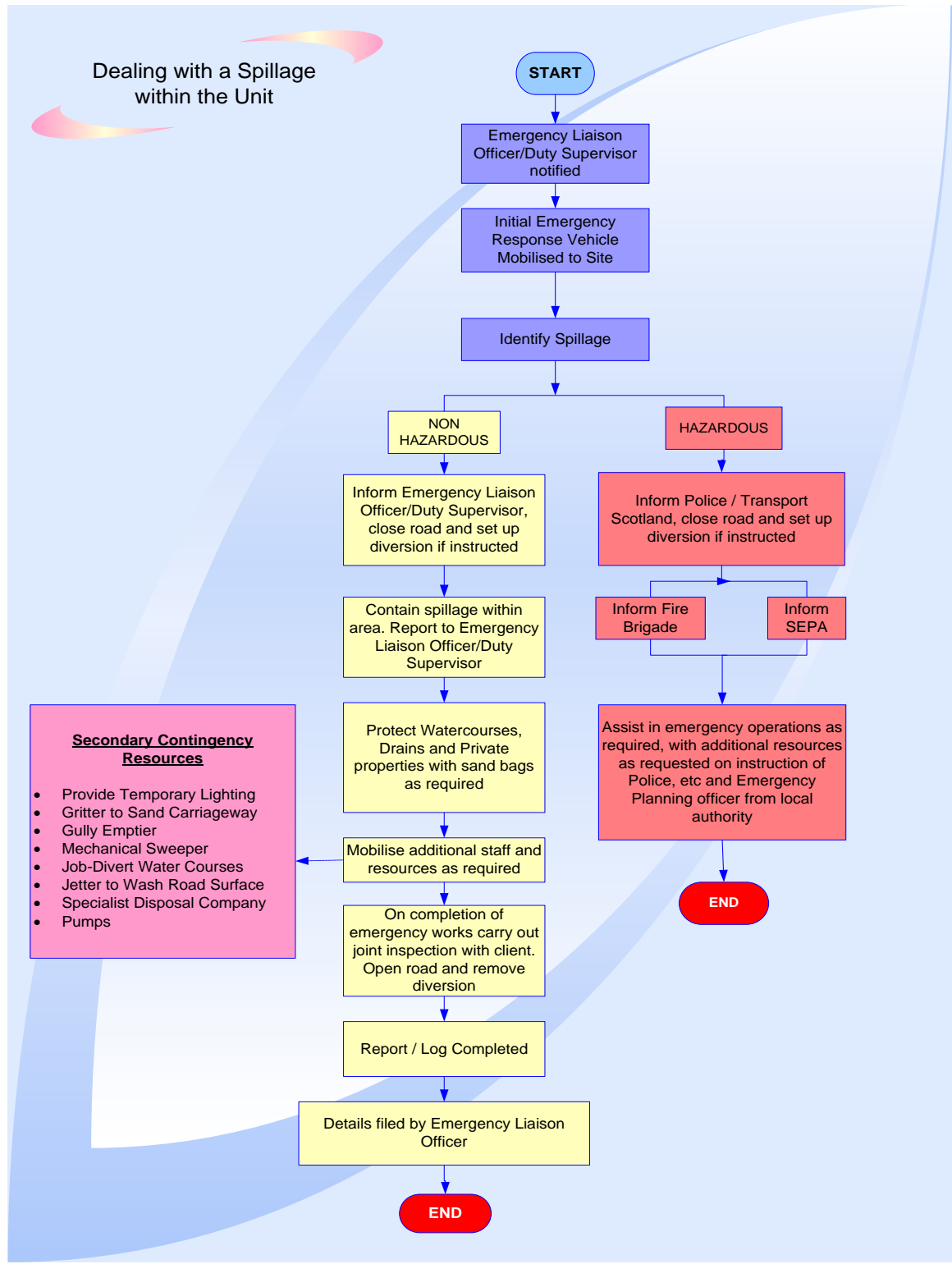
APPENDIX B MANAGEMENT ARRANGEMENTS

Outwith normal office hours, it is expected that all emergencies will be notified to BEAR Scotland Duty Supervisor.



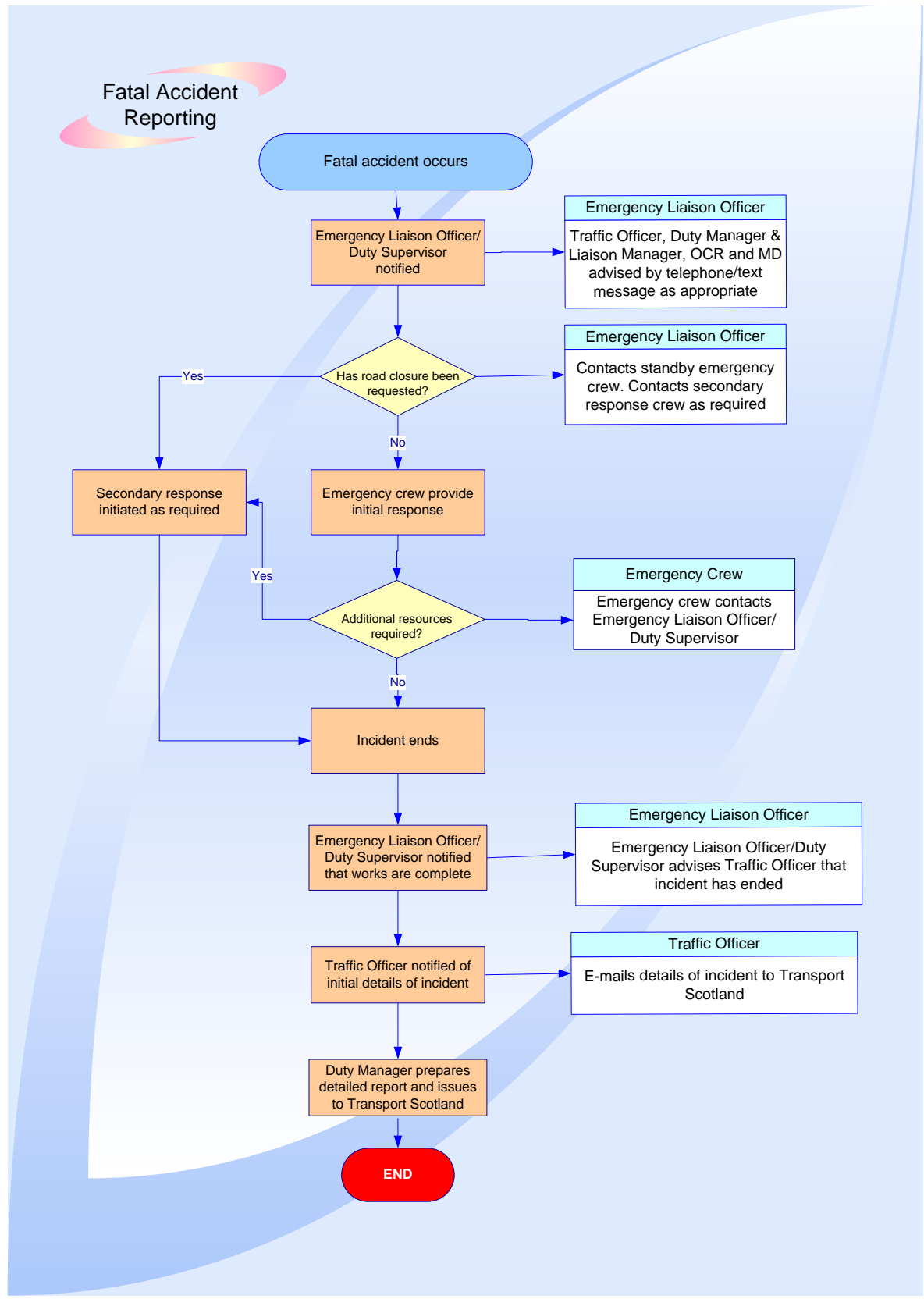


APPENDIX C DEALING WITH A SPILLAGE WITHIN THE UNIT





APPENDIX D FATAL ACCIDENT REPORTING



APPENDIX E RISK ASSESSMENTS (Generic)

The following list of generic Risk Assessments relate to emergency response. This is not an exhaustive list but covers the most likely types of emergencies and those required in Schedule 4.

Ref No. 24 Activity: Street Lighting Maintenance

Ref No. 40 Activity: Groundworks – Tree Felling (Straight Fell)

Ref No. 41 Activity: Groundworks – Tree Felling (Sectional Felling)

Ref No. 42 Activity: Groundworks – Tree Felling (Removal of Felled Tree)

Ref No. 53 Activity: Emergency – Flooding

Ref No. 54 Activity: Emergency – Pothole Repair

Ref No. 55 Activity: Emergency - Road Traffic Accident

Ref No. 56 Activity: Emergency – Damage to Structures

Ref No. 57 Activity: Emergency – Spillages

Ref No. 58 Activity: Emergency – Animal Carcasses

Ref No. 59 Activity: Trunk Road Incident Support Service (TRISS)

Ref No. 130 Activity: Emergency – Landslips

Ref No. 139 Activity: Fallen trees and branches

Ref No. 141 Activity: Varioguard installation and removal



**APPENDIX F Table 2.1 Resources for Emergency Response Operations – Initial Response
Emergency Response Resources**

Table 2.1 Resources for Emergency Response Operations at Chryston

Initial Emergency Response Resources (within times stated in Table 1 of Appendix 32/1: Emergency Response) (These resources are provided by BEAR)				
Depot	Labour	Plant	Equipment	Materials
Chryston (BEAR)	2 man stand-by team	3.5T Emergency response vehicle	Chain Saw, road closure signs, Traffic cones, small tools, Drain Rods	Proprietary road repair material, Oil absorbing granules



APPENDIX G Table 2.1 Resources for Emergency Response Operations - Secondary

Secondary Emergency Response Resources (within 4 hours of notification)			
(These resources are provided by BEAR, from the Chryston Depot)			
Labour	Plant	Equipment	Materials
Operatives up to 16 No.	3.5 T Pick-up 7.5 GVW Tipper 18T GVW Crane/VRS lorry 26 T GVW Tipper Excavator 180° Telescopic Handler 7m Mini Tractor Mobile Access Platform 15m Gully Tanker/Jetter Med pressure 6m ³ Vacuum Suction Sweeper 17T Traffic Management Vehicle	Chain Saw & PPE Disc Saw Water Pump 2" dia Generator & Floodlight Plant Trailer 2T capacity Cable Detector & Signal Traffic Lights Cement Mixer	Cement Sand Engineering Bricks Gully covers & frames Steel plates
Contingency Emergency Response Resources (These resources are supplied by others)			
Labour	Plant	Equipment	Materials
Operatives up to 32	Asphalt Paver Road Planer up to 2m cut Lorry mounted crane up to 75T Dumpers up to 9 T Excavators up to 30 T Lorries up to 39T GVW Rollers up to 12 T Tractor loading shovels up to 3m ³ High pressure Suction /Jetter 9m ³	Generators up to 120 KV Pumps up to 150mm dia Water Bowsers Compressors Concrete Pumps Hydraulic Breakers Vibrating Compactors Surveying Equipment	Coated Materials Dry Quarry Materials Ready Mixed Concrete Drainage Pipes Safety Fence Components Temporary Vehicle Restraint



APPENDIX H EMERGENCY CALL OUT REPORT

Document: OPS-F10-M80DBFO		Emergency Response Team Report					
Issue: 1							
Related to: N/A							
Page No. 1 of 1							
Unit	NW	NE	SE	A92	M80	Date	Ol Number
Code - 0601 / 9804 / 9805 / TRISS					Incident Number		
ERT Vehicle Registration or TRISS Depot		Time ERT Called Out		Time ON Site		Time OFF Site	
Route	Location (Single / Dual / Motorway) *Delete as appropriate					Link / Section / Chainage	
Road Conditions: WET DRY DAMP as appropriate *Circle		Weather Conditions: SUNNY RAINING FAIR as appropriate *Circle					
Reason for Call Out							
Operations Undertaken							
Further Works Required							
Damage to Crown Property		Details (Verge / Fencing / Signs / Carriageway / Lighting Units / Bollards)					
Registration No.'s / Names of Person(s) Involved		Photograph to be taken of incident & damage - if possible					
Emergency Services In Attendance		Police / Fire & Rescue / Ambulance			Police Officer No.		
ADDITIONAL RESOURCES REQUIRED TO ATTEND SITE (List only those in addition to the Emergency Response Team)							
Name	On Site	Off Site	Vehicles / Plant Type	On Site	Off Site	Materials	
I hereby certify that the details and resources stated above accurately represents the incident and the subsequent Emergency Team Response							
			Date			Date	
Sign /Print Name/Date : Emergency Co-ordinator On Site			Sign / Print Name/Date : Operations Manager / Supervisor				
Details of Post Site Debriefing (If required - If not state NA)							
Sign /Print Name/Date : Operations Manager/ Supervisor							

APPENDIX I ADDITIONAL TELEPHONE CONTACT NUMBERS

Contact		Contact Number(s)	
		To be advised (Emergencies)	
BEAR Scotland		During Working Hours	Out-with Working Hours
Operational Manager (BEAR)	Ricky Anderson	07894789390	07894789390
Network Engineer /Technician (BEAR)	Neil Lang/David Paton	08454 130229	07545 434378
Traffic Officer (BEAR)	Ricky Anderson	07894 789390	07894 789390
Emergency Liaison Officer (BEAR)	Control/Duty Officer	0845 413 0201	0845 413 0201
Bridges Manager (BEAR)	Mark Turner	07912970869	07912970869
Grayling	Joanna Wood Kirsty Grant Laura McKenzie	0131 226 2363	0845 296 0027
HMG			
Carnie Morrison	07917 874136		
Transport Scotland			
Transport Scotland Network Manager	Graeme Reid	0141 272 7947	07825 106146
Transport Scotland Area Manager	Bill Harrow	0141 272 7944	07825 106146
Transport Scotland Press Office	Duty Press Officer	0141 272 7198	07659 139680 (Pager)
Traffic Scotland	Various	0141 300 8100	
Emergency Services			
Police Control Room			
Police Scotland		101 for non-emergencies	
Fire			
Strathclyde	01698 300999		
Central	01324 716 996		
Ambulance			
East Central – Glasgow/Lanarkshire	01786 451 139		
SEPA			
Communications Centre	0800 80 70 60		
Statutory Undertakers			
BT Openreach	0800 917 3993		
Virgin Media	0870 888 3113		
Scottish Water	08456 008855		
Scottish & Southern Energy Scottish Hydro Electric	0800 300 999		
Scottish Power SP Energies	0845 2727 999		
Scotia Gas Networks	0800 111 999		

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Adjoining Local Authorities and Operating Units		
SE Operating Unit (BEAR)	0845 413 0201	07894 789395
NW Operating Unit (BEAR)	01738 455300	01738 455355
SW Operating Unit (Scotland Transerv)	0141 218 3800	
Stirling Council	0845 2777 000	01786 470500 (24 hour)
North Lanarkshire Council	0800 23 23 23	01698 403 200
North Lanarkshire (David Smart, working hours)	01236 616260	07763310282
East Dunbartonshire Council	0800 052 5574	0800 052 5574
Falkirk Council	01324 506 070	01324 503 050
Bridge Owners		
Tay Bridge	01382 221 881	01382 221 881
Forth Road Bridge	01313 191 699	01313 191 699
Kincardine & Clackmannanshire Bridges – SE Operating Unit	0845 413 0200	07912 970869
Network Rail 24 hr helpline	08457 114 141	08457 114 141

Local Authority Waste Disposal Officers		
North Lanarkshire	01698 302 038	
South Lanarkshire	01698 717 798	
Stirling Council		08452 777 000 (24 hr)
Sub-Contractors including Shareholder Companies		
Aggregate Industries	01698 875100	07876 458 491
Jacobs Engineering	0141 204 2511	
Siemens Traffic Controls	0141 771 6555	

APPENDIX I CONTINGENCY & SPECIALIST RESPONSE PROVIDERS

List of Contingency and Specialist Response Providers

Contact	During Office Hours	Out-with Office Hours
Hazardous Materials, and Waste Disposal		
Hamilton Industrial Services	01355 246333	
EEC Bathgate	01506 654200	
UIS Blantyre	01698 334455	
Briggs Aberdeen	01224 898 666	0800 374348
Onyx, Falkirk	0800 626274	
BIFFA (Waste Disposal Contractor)	01236 821607	

Crane Hire		
Forsyth of Denny, Denny	01324 822141	07836 259977 / 07795 627042
Hewden Stuart – Glasgow - Edinburgh	0141 771 3999 0131 452 3000	0374 451 955/956
Bernard Hunter, Gilmerton	0131 663 4661	07836 720966

External Temporary Traffic Management		
ALBA Traffic Management	01337 842351	

Temporary Vehicle Containment Barrier		
ALBA Traffic Management	01337 842351	
Asset International, Wishaw	01698 355838	

Construction & Plant Hire Contractors		
Lomond Plant, Falkirk & Glasgow (Excavators)	01324 612222	07799 894157
A Plant	0141 557 5151	0370 0500797
GAP Plant and Tool Hire	0141 225 4600	
Denny Tippers Banknock	01324 840286	
Wm Hamilton & Sons	01698 792211	07771 945570
Mackenzie Plant (Motherwell)	01698 265171	07768 267810
Speedy	0131 443 3000	
EPL Access	01324 621752	07770 435264
Sykes Pumps	0800 211 611	
Loxam (Access)	01506 859220	
Hewden Hire	0845 6017122	0845 6070111
Brogan Access	01398 265132	0374 985205
Markon, Cumbernauld	01236 875134	

Ref.No: M80DBFO-FS- Emergency Response Plan Issue: 8 Related to: NA	M80 Stepps to Haggs DBFO Full Services Emergency Response Plan		
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Temporary Bridge Unit Contractors all requirements as Schedule 4 Part 1 17.7

Castle Group Scotland Ltd – Trax Portable Access, Mitchell Bridges	01764 660330	07786363406
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Temporary Bridge Propping Contractor

Castle Group Scotland Ltd – RMD	01764 660330	07786363406
Interserve access	01382 610511	

Diving Contractors

Castle Group Scotland Ltd – Fathoms Ltd	01764 660330	07786363406
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Demolition Contractors

Burnfield Demolition Ltd (G31 3HY)	0141 554 8046	
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Ref.No:M80DBFO-FS- Emergency Response Plan Issue: 8 Related to: NA	<u>M80 Steps to Haggs DBFO Full Services</u> Emergency Response Plan		
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APPENDIX J GUIDANCE FOR DUTY SUPERVISORS IN EMERGENCIES

1.0 Minor emergencies that can be dealt with by a two-man emergency crew:

- On receipt of initial emergency call (generally from Police), ascertain the location (including direction, i.e. N/B, S/B, E/B or W/B), the issue and likely resource requirements. If there is a Police Officer in charge on the site request their name/contact no. alternatively please supply Police with your contact details.
- Call out the emergency crew and instruct them to attend the site within required timescale.
- Log the call (and maintain the log with subsequent calls).
- Inform Traffic Scotland if one or more traffic lanes are closed.
- Keep in touch with the emergency crew logging all relevant details.
- Keep the Police advised on the estimated time of arrival of the emergency crew.
- Inform Traffic Scotland when the traffic lane(s) reopens.

2.0 Minor emergencies that require additional resources or plant:

- On receipt of initial emergency call (generally from Police), ascertain the location (including direction, i.e. N/B, S/B, E/B or W/B), the issue and likely resource requirements. If there is a Police Officer in charge on the site request their name/contact no. alternatively please supply Police with your contact details.
- Call out the emergency crew and instruct them to attend the site within required timescale.
- Call out the additional resources (ask the Duty Manager if you are unsure of what resources to send).
- Log the call (and maintain the log with subsequent calls).
- Inform Traffic Scotland if one or more traffic lanes are closed.
- Keep in touch with the emergency crew and the additional resources logging all relevant details.
- Keep the Police advised on the estimated time of arrival of emergency crew and the additional resources.
- Inform Traffic Scotland when the lane(s) reopens.

2.0 Emergencies that involve any damage to a structure (e.g. bridges, underpasses, footbridges, culverts, retaining walls, variable message signs, gantries, high mast lighting)

- The Bridges Team must be notified - see Appendix I Telephone Contact Numbers.
- The Duty Manager should decide if this requires an immediate call or can be deferred until normal working hours/daytime at weekends. This will depend on the severity of the damage. However all bridge strikes over the Railway must be reported to the Bridges Team immediately.

3.0 Major emergencies that do not involve a carriageway or road closure and subsequently no requirement to divert onto the local road network (e.g. some suspected fatal accidents are certainly Major emergencies but might not require the carriageway or road to be closed):

- On receipt of initial emergency call (generally from Police), ascertain the location (including direction, i.e. N/B, S/B, E/B or W/B), the issue and likely resource requirements. If there is a Police Officer in charge on the site request their name/contact no. alternatively please supply Police with your contact details.
- Call out the emergency crew and instruct them to attend the site within required timescale.

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- Call out the additional resources – if required (ask the Duty Manager if you are unsure of what resources to send).
- Log the call (and maintain the log with subsequent calls).
- Inform Traffic Scotland if one or more traffic lanes are closed.
- Inform the Duty Manager – the Duty Manager will communicate with Transport Scotland, BEAR Directors and the Traffic Officer in the event of a suspected fatal accident.
- Keep in touch with the emergency crew and additional resources, logging all relevant details.
- Keep the Police advised on estimated time of arrival of the emergency crew and the additional resources.
- Inform Traffic Scotland when the traffic lane is reopened.

NOTE: In the event of a FATAL accident the Duty Supervisor should always attend the site. The Duty Manager should also attend the accident site if required and should prepare the Fatal Accident Report in all cases.

4.0 Major emergencies that involve a carriageway or road closure with traffic diverted onto the local road network:

- On receipt of initial emergency call (generally from Police), ascertain the location (including direction, i.e. N/B, S/B, E/B or W/B), the issue and likely resource requirements. If there is a Police Officer in charge on the site request their name/contact no. alternatively please supply Police with your contact details.
- Call out the emergency crew and instruct them to attend the site within required timescale.
- Call out the additional resources – if required (ask the Duty Manager if you are unsure of what resources to send).
- Log the call (and maintain the log with subsequent calls).
- Call the relevant local authority - ask the local authority to provide details as to what diversion route is to be used. If you are unsure ask the Duty Manager to liaise with the local authority but you must tell him if you want him to do this.
- Inform the Duty Manager – the Duty Manager will communicate with Transport Scotland and BEAR Directors in line with the requirements of this Plan.
- Inform Traffic Scotland.
- Keep in touch with the emergency crew and additional resources.
- Keep the Police advised on estimated time of arrival of the emergency crew and the additional resources, logging all relevant details.
- Inform Traffic Scotland and the local authority when the Trunk Road reopens.
- Inform the Duty Manager that the road has been reopened – the Duty Manager will again communicate with Transport Scotland, BEAR Directors and the Traffic Officer.

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NOTE: *During the hours of the Company Control Room (CCR) the Emergency Liaison Officer on duty will receive the initial notification of emergency and will log all the required details onto the Emergency database. These details will then be passed onto the Duty Supervisor to deploy and manage the required resource(s).*

NOTE: *Assist the Duty Manager in recording Major incidents on the Major Incident Proforma (OPS-F54) Refer Appendix M.*

Outwith the CCR hours the Duty Supervisor receives the Initial Emergency Notification and will then follow the above guidelines. In this situation the Duty Supervisor should log all the required details and forward these to the Emergency Liaison Officer (ELO) on duty in the OCCR on the morning of the next working day. The ELO will then update the emergency database with these details.

NOTE: All staff attending fatal or serious accidents sites should try to avoid the actual scene of the incident unless required for operational reasons. If any member of staff is disturbed by an experience at such an incident the company can arrange counseling.

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APPENDIX K GUIDANCE FOR CCR STAFF IN EMERGENCIES

CCR Staff – Emergency Liaison Officers

Guidance for Dealing with Incoming Calls Including Emergency Incidents

The following guidelines are to be followed when dealing with incoming calls, particularly when dealing with emergency incidents – from initial receipt of notification of incident to final closure on completion of any associated work.

1. When answering the telephone please say :-
 - a. **“Good Morning/Afternoon/Evening”**. **“BEAR Scotland Control Room”**
 - b. **“ Name (e.g. Kenny) speaking”**. **“How can I help”**

2. When logging details of the emergency please ensure you have taken all the required information accurately. Ask the caller to clarify or repeat details, and to spell out names if necessary.

3. The required details are:-
 - a. **Name of person making the call**. If you are unsure of what is being said please ask the caller to repeat, or apologise, and ask if they could possibly spell their name.
 - b. **Name and address of the organisation (where appropriate)**. The full name and address of the organisation is required, e.g. ‘Strathclyde Police control room, Motherwell’. DO NOT just settle for Local Council, Police etc.
 - c. **The callers telephone number**, allowing the caller to be contacted should further information be required.
 - d. **Details of incident** – action required by caller. Record as much relevant information as possible. Ask the caller to clarify and repeat details if necessary.
 - e. **Location**
 - i. **Route number – M80, M73, etc**
 - ii. **Direction of flow of traffic at incident location – N/B, S/B, E/B, W/B**
 - iii. **Reference points or physical landmarks to help identify the location** – e.g. motorway marker post number, junction number, street lighting column number or obvious large features, structures or landmarks (i.e ‘approx 400m south of Castlecary Arches on M80 southbound’ or approx 1 mile south of Cumbernauld’)
 - iv. **The name of the police officer in charge of the incident on site (if appropriate)** – this allows the BEAR staff attending the incident site to know who to report to
 - f. **What level of resource is required** – it is extremely important we determine what is required at this stage allowing us to mobilise as soon as possible in the emergency process.

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If the police is the caller and they request any resource or assistance other than a simple “initial response” by an Emergency Response Unit (ESU), such as a mechanical brush motor or gully emptier or a lane, carriageway or total road closure, please provide the mobile tel. number of the Duty Supervisor to the police caller and request the officer in charge on site contacts BEAR’s Duty Supervisor. This provides the officer with the opportunity to clarify and confirm his/her requirements.

4. When you have taken ALL the details down, PLEASE REPEAT THESE TO THE CALLER AND ASK HIM/HER TO CONFIRM IF THEY ARE ACCURATE.
5. Thereafter, immediately contact the Duty Supervisor in ALL cases giving him all the details of the incident.
6. Ensure that all the details are logged in the emergency database are accurate and properly reflect what was discussed and agreed.



APPENDIX L ROTAS - Example
(subject to change, which will be reported to the Emergency Liaison Officers)

WINTER 2013 - 2014 Rota

	October			November			December			January			February			March			April			May			
	Duty Officer	Winter Manager	Senior Manager	Duty Officer	Winter Manager	Senior Manager	Duty Officer	Winter Manager	Senior Manager	Duty Officer	Winter Manager	Senior Manager	Duty Officer	Winter Manager	Senior Manager	Duty Officer	Winter Manager	Senior Manager	Duty Officer	Winter Manager	Senior Manager	Duty Officer	Winter Manager	Senior Manager	
Friday				1	GY	GG	RD																		Friday
Saturday				2	GY	GG	RD																		Saturday
Sunday				3	GY	GG	RD	1	MM	SE	AA														Sunday
Monday				4	AS	DP	TD	2	GY	MB	JF														Monday
Tuesday	1	AS	GG	SK	5	AS	DP	TD	3	GY	MB	JF													Tuesday
Wednesday	2	AS	GG	SK	6	AS	DP	TD	4	GY	MB	JF	1	MM	GG	IS									Wednesday
Thursday	3	AS	GG	SK	7	AS	DP	TD	5	GY	MB	JF	2	MM	GG	RD									Thursday
Friday	4	AS	GG	SK	8	AS	DP	TD	6	GY	MB	JF	3	MM	GG	RA									Friday
Saturday	5	AS	GG	SK	9	AS	DP	TD	7	GY	MB	JF	4	MM	GG	JF									Saturday
Sunday	6	AS	GG	SK	10	AS	DP	TD	8	GY	MB	JF	5	MM	GG	JF									Sunday
Monday	7	MK	KC	IS	11	MK	GG	SK	9	AS	JC	RD	6	GY	GG	SK									Monday
Tuesday	8	MK	KC	IS	12	MK	GG	SK	10	AS	JC	RD	7	GY	GG	SK									Tuesday
Wednesday	9	MK	KC	IS	13	MK	GG	SK	11	AS	JC	RD	8	GY	GG	SK									Wednesday
Thursday	10	MK	KC	IS	14	MK	GG	SK	12	AS	JC	RD	9	GY	GG	SK									Thursday
Friday	11	MK	KC	IS	15	MK	GG	SK	13	AS	JC	RD	10	GY	GG	SK									Friday
Saturday	12	MK	KC	IS	16	MK	GG	SK	14	AS	JC	RD	11	GY	GG	SK									Saturday
Sunday	13	MK	KC	IS	17	MK	GG	SK	15	AS	JC	RD	12	GY	GG	SK									Sunday
Monday	14	ML	SE	AA	18	ML	KC	IS	16	MK	DP	TD	13	AS	KC	IS									Monday
Tuesday	15	ML	SE	AA	19	ML	KC	IS	17	MK	DP	TD	14	AS	KC	IS									Tuesday
Wednesday	16	ML	SE	AA	20	ML	KC	IS	18	MK	DP	TD	15	AS	KC	IS									Wednesday
Thursday	17	ML	SE	AA	21	ML	KC	IS	19	MK	DP	TD	16	AS	KC	IS									Thursday
Friday	18	ML	SE	AA	22	ML	KC	IS	20	MK	DP	TD	17	AS	KC	IS									Friday
Saturday	19	ML	SE	AA	23	ML	KC	IS	21	MK	DP	TD	18	AS	KC	IS									Saturday
Sunday	20	ML	SE	AA	24	ML	KC	IS	22	MK	DP	TD	19	AS	KC	IS									Sunday
Monday	21	MM	MB	JF	25	MM	SE	AA	23	ML	MB	JF	20	MK	SE	AA									Monday
Tuesday	22	MM	MB	JF	26	MM	SE	AA	24	ML	MB	JF	21	MK	SE	AA									Tuesday
Wednesday	23	MM	MB	JF	27	MM	SE	AA	25	ML	GG	JF	22	MK	GG	JF									Wednesday
Thursday	24	MM	MB	JF	28	MM	SE	AA	26	ML	GG	AA	23	MK	SE	AA									Thursday
Friday	25	MM	MB	JF	29	MM	SE	AA	27	ML	SE	AA	24	MK	SE	AA									Friday
Saturday	26	MM	MB	JF	30	MM	SE	AA	28	ML	SE	AA	25	MK	SE	AA									Saturday
Sunday	27	MM	MB	JF					29	ML	SE	AA	26	MK	SE	AA									Sunday
Monday	28	GY	GG	RD					30	MM	GG	IS	27	ML	MB	JF									Monday
Tuesday	29	GY	GG	RD					31	MM	GG	RD	28	ML	MB	JF									Tuesday
Wednesday	30	GY	GG	RD									29	ML	MB	JF									Wednesday
Thursday	31	GY	GG	RD									30	ML	MB	JF									Thursday
Friday													31	ML	MB	JF									Friday
Saturday																									Saturday

Duty Officers	
AS	Alex Stewart
GY	George Vint
MK	Matty Kerr
ML	Mark Lister
MM	Marc Mitchell

Winter Managers	Mobile	Home
GG	Gordon Gill	07312 370863 01324 410059
KC	Kevin Campbell	07860 591844 01532 882854
MB	Mark Barrass	07860 591848 01506 432036
SE	Steve Ervine	07860 591847 01836 754059
JC	Julian Cruft	07751221185 0131443 5193
DP	David Paton	07545 434378 01638 643318

Senior Managers	Mobile	Home
AA	Alasdair Allen	07764 659930 0131 312 6935
SK	Steve Kitt	07312 370870
IS	Ian Stewart	07312 370868 01890 860252
JF	Jamie Finlayson	07312 371477 0131 660 9617
RD	Ray Diamond	07312 370905
TD	Tommy Deans	07764 659791

Winter Phone	07312 370860
Emergency Phone	07312 371468

Private mobile number - only to be used in emergency
All home numbers - only to be used in emergency

highlight cells with initials

M80 DBFO Contacts		Mobile
DBFO Winter Manager	Ricky Anderson	07894789390
DBFO Tech. / Engineer	D. Paton / N. Lang	07545434378
DBFO Supervisor	Marc Mitchell	07912370866

Emergency diverted to appropriate Winter Manager Blackberry number.
Barr Todd to provide emergency standby cover during Julian Cruft winter Manager



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