

Appendix 2

Preparedness

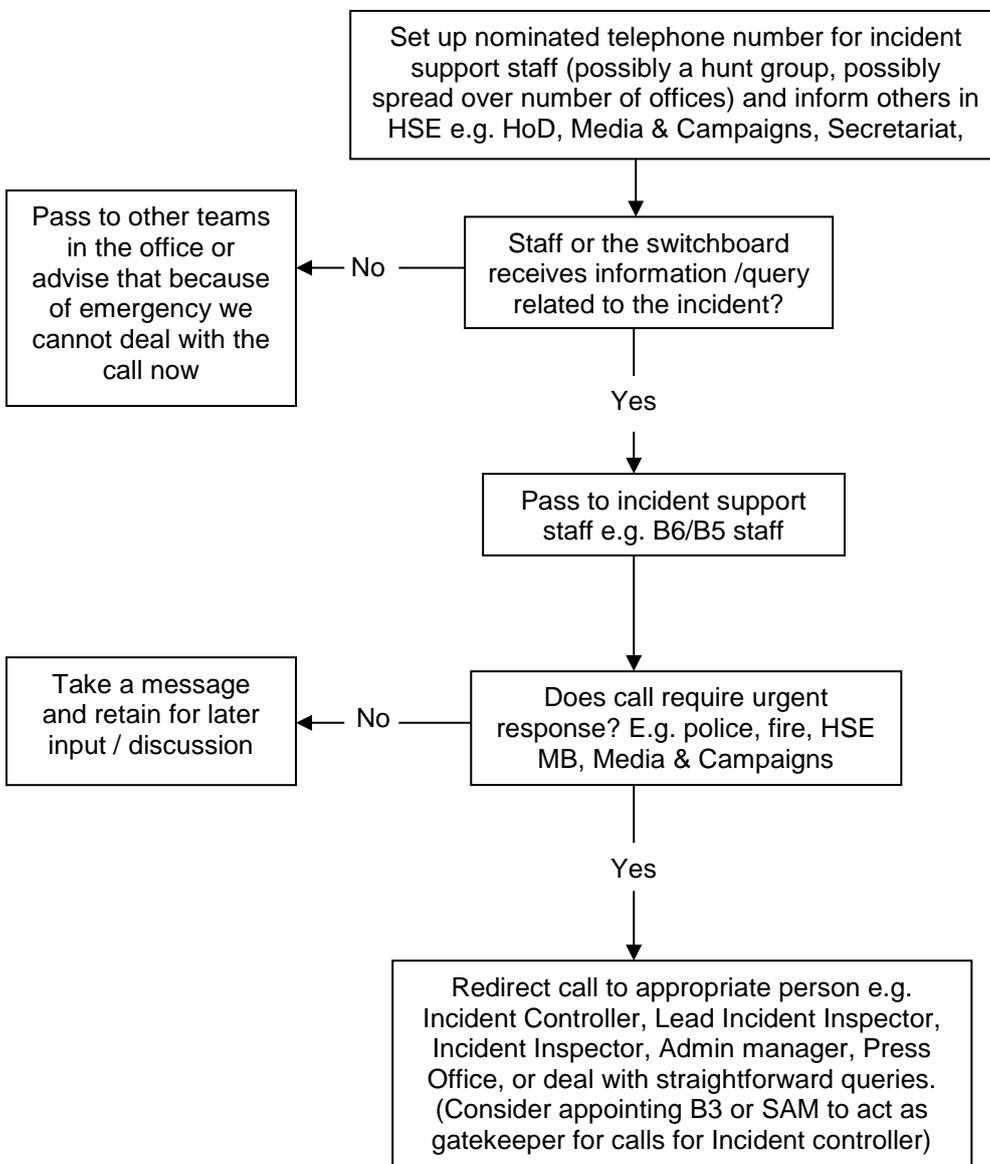
There are a number of practical and logistical issues that need to be considered at a local level in readiness for responding to a major incident. In the event of a major incident the **Incident controller** will ask the **Office administration manager** to implement these measures. To make sure the division can respond effectively these measures need to be maintained and practiced regularly.

Information Management

Regular communication and information sharing between key players is essential to an effective response and this needs careful management. Experience has shown that **Incident Controllers** will find it very difficult to effectively manage the quantity of telephone and email traffic generated while simultaneously managing the response to the incident.

- **Telephone messages**

Telephone traffic can be managed by using a call handling system operated by the administrative support team. (A STARs request may be needed to set up a hunt group.)



NB. The Administrative team may not be co- located with the Incident controller and general calls will continue to come into the office.

- **Email messages**

Copy all email traffic between HSE responders into a dedicated email account. This will enable an appropriate person, appointed by the Incident Controller, to triage email traffic and keep the Incident Controller up to date with significant developments.

Heads of Division, potential Incident Controllers and Administration Managers in Divisions have this email address and will supply it to relevant staff in the event of an incident. Very sensitive or personnel-related information should not be sent to this account, but directed to the Incident Controller or relevant manager as usual.

- **Teleconferencing**

Teleconferencing is an effective means of achieving a joined up response across Directorates and locations. Skype for Business provides a cost effective and efficient way of holding a multi way call.

- **Access to IT systems**

If the incident has occurred out of hours, or has started during working hours but is likely to continue into the out-of-hours period, it may be necessary to ensure that HSE's IT systems remain available.

The **Incident Controller** should arrange for HSE's IT provider to be contacted at the earliest opportunity to ensure HSE systems continue to be available out of hours. This is particularly important as HSE's IT provider may have scheduled work that could close down all or part of the systems.

Note: Before making contact with HSE's IT provider, the **Incident Controller** will need to have made an assessment as to which systems are an operational necessity. For example, are all systems such as TRIM, COIN etc. necessary or would just email be sufficient?

- **Mobile phone and internet access on site**

If there are problems with communications on site then discuss with Information Technology Facilities (ITF) IT who will try to provide alternative solutions eg MiFi devices from alternative providers, temporary landline phone connection. The single point of contact is listed in the Divisional Contact Lists (Annex 5)

Emergency kit

Each inspector should ensure they are prepared to respond to an incident, including out of hours, and have the correct kit available. In addition each office should maintain an emergency kit (as much as a source of replacement equipment during an incident response). The MIRP contact lists show where this is located in each office.

Suitable emergency kit may include:

- **Level 1 - Divisional MIRP – Initial response guide (Appendix 3)**
- **Level 2 - HSE Emergency Response Plan – Initial response guide (Appendix 4)**
- Adequate supplies of relevant forms e.g.:
 - LP2 - prohibitions notices
 - LP3 - schedule for prohibition notice
 - LP6 - notice of taking possession
 - LP7 - statement forms (or equivalent in Scotland)
 - LP8 - continuation for LP7
 - LP12 - notice of direction to leave undisturbed

- LP70 - statement forms when HSWA is not applicable
- LP21 - authorisation to enter premises with an inspector
- Notebook with supply of pens and pencils
- Spare battery for camera
- High visibility jacket
- 4 disposable boiler suits plus 4 pairs disposable gloves
- Safety barrier tape with HSE logo
- Torch and spare batteries
- 30 sample bags (different sizes)
- 50 self- adhesive labels
- 5 sample tins (4 small, 1 large)
- 10 seals for sample tins plus pliers
- Roll PVC tape
- Tape measure
- Wet wipes

Outside office hours, the **Incident Lead Inspector** should make an assessment of the need for additional PPE, mobiles, admin support etc. and agree the arrangements for collecting it.

Incident control centres

The **Incident Controller** will decide whether an Incident Control Centre at or near the site of the incident is required. The benefit of using an Incident Control Centre to manage HSE's response is that it provides:

- a formal command and control protocol during the initial response, ensuring prompt decision making and an efficient response;
- security of documentation;
- access to HSE's communications network – intranet, email, TRIM, COIN etc.

There are a number of different options available:

Non - HSE options

- **Use of occupier's own premises**

Normally occupiers of premises will allow HSE staff to use part of their office accommodation for the purposes of managing an investigation.

This facility is usually offered to HSE on a goodwill basis, although it is underpinned by HSW Act section 20(1). While inspectors may reasonably request the use of office facilities, this should not be insisted upon in the event of major disruption and may not be possible if the buildings are damaged. At such times inspectors should use their discretion in making these requests.

- **Sharing space within the control centre of another responder e.g. Police Tactical or Strategic (Silver or Gold), or another regulator**

This brings the benefit of closer working as part of the joint investigation and could involve colocation within a Police building if convenient or sharing temporary accommodation (and cost sharing).

- **The facilities of a private, local government or local authority office**

HSE's own arrangements

- **Space within HSE's existing accommodation**

Offices may designate areas – either a discrete area of desks in open plan space or, if appropriate, a separate room – for the management of an incident.

The details of incident control facilities for your office are in the **Divisional Contact List**. In Redgrave Court it may be possible to book out a room for a period of time – this will need to be agreed with the Information Technology and Facilities (ITF) Estates and the facilities management team.

The office's Administration Manager is responsible for maintaining this facility and for ensuring that arrangements during an incident are in place.

If you are not a designated key holder, you will need your warrant or building pass to gain access to a building out of hours. Details of how to gain out-of-hours access to HSE offices in your region are in **Divisional contact list – Annex 8**.

- **Temporary Site Accommodation**

This may be mess room/welfare facilities or an office space, or a combination of these depending on the specific requirements of the incident site. Issues for the HSE response team to consider are listed in **Divisional Contact lists Annex 9**.

- Options should be discussed with ITF Estates at the earliest time possible – the single point of contact is named in **Divisional Contacts Lists - Annex 5**.
- Deployment may take up to 5 days so the earlier discussions begin the better.
- Specific site information e.g. postcode will be needed to enable any unit to be deployed.
- If others in the multi-agency team offer to share accommodation and costs with HSE this can be facilitated and is a good way of building strong working relationships with multi-agency colleagues.