

SCOTTISH MINISTERS' REQUIREMENTS**SCHEDULE 7 PART 3****INCIDENT RESPONSE**

CONTENTS	Page No.
1. INTRODUCTION	1
1.1 General	1
1.2 Incident Response Services	2
1.3 Multi Agency Response Team	2
2. CLASSIFICATION OF INCIDENTS	3
2.1 Major Incidents	3
2.2 Critical Incidents	3
2.3 Minor Incidents	4
3. DISRUPTION RISK MANAGEMENT PLAN	4
3.1 General	4
3.2 Disruption Risk Management Plan	5
4. INCIDENT RESPONSE PLAN	6
4.1 General	6
4.2 Scope of the Incident Response Plan	6
4.3 Liaison Arrangements	8
4.4 Coordination with other Incident Responders	9
4.5 Review of the Incident Response Plan	9
4.6 Amendments to Incident Response Plan	9
4.7 Incident Response Resource Classification	9
4.8 The Incident Liaison Officers	10
4.9 Arrangements for Full-Time Cover	11
4.10 Contact Arrangements	12
4.11 Resource Mobilisation and Deployment	12
4.12 Offices and Depots	12
4.13 Operating Company's Incident Communications	12
5. INCIDENT RESPONSE OPERATIONS	12
5.1 Core and Ordered Incident Response Operations	12
5.2 Scope of Incident Response Operations	13
5.3 Standard Incident Diversion Routes	14
6. TRUNK ROAD INCIDENT SUPPORT SERVICE	14
6.1 General	14
6.2 Primary and Secondary Functions of Trunk Road Incident Support Service	15
6.3 Hours of Operations	16
6.4 Geographical Coverage and Response Times	16
6.5 Resource Requirements, Competence and Training	17
6.6 Vehicle and Equipment	18
6.7 Airwave Communications	18
6.8 The Trunk Road Incident Support Service Plan	19

6.9	Communication with the Traffic Scotland National Control Centre	20
7.	INCIDENT SUPPORT UNITS	20
7.1	General	20
7.2	Primary and Secondary Functions of the Incident Support Units	20
7.3	Resource Requirements, Competence and Training	21
7.4	Vehicles and Equipment	22
7.5	Incident Support Units Plan	23
7.6	Reporting to the Incident Liaison Officers	23
8.	VEHICLE RECOVERY SERVICE	24
8.1	General	24
8.2	Primary Function of the Vehicle Recovery Service	24
8.3	Hours of Operation	24
8.4	Response Times	24
8.5	Resource Requirements, Competence and Training	24
8.6	Vehicles	25
8.7	Radio Communications	25
8.8	Vehicle Recovery Service Plan	26
8.9	Reporting to the Incident Liaison Officers	26
9.	PARTICULAR REQUIREMENTS IN RESPECT OF FOOTPATH AND CYCLE TRACK CLOSURE ON THE FORTH ROAD BRIDGE DURING SEVERE WEATHER	27
9.1	General	27
10.	PARTICULAR REQUIREMENTS IN RESPECT OF SPILLAGE AND DEPOSIT OF HAZARDOUS OR SENSITIVE MATERIAL	27
10.1	General	27
11.	PARTICULAR REQUIREMENTS IN RESPECT OF STRUCTURES	28
11.1	General	28
12.	REPORTING OF INCIDENTS	29
12.1	Critical and Major Incidents	29
12.2	Minor Incidents	29
12.3	Road Traffic Incidents Involving Fatalities	29
13.	POST INCIDENT DEBRIEFING	30
13.1	General	30
14.	INCIDENT DATA	30
14.1	General	30
	ANNEX 7.3/A – Notification of Incidents	33
	ANNEX 7.3/B – Designated Trunk Road Incident Support Service Routes	37
	ANNEX 7.3/C – Daily Record Sheet	41
	ANNEX 7.3/D – Fatal Accident Notification	47

ANNEX 7.3/E – Template for the Management of Incidents Function of the Integrated Roads Information System	57
ANNEX 7.3/F – Vehicle Recovery Service – Breakdown Statistics	61

SCOTTISH MINISTERS' REQUIREMENTS

SCHEDULE 7 PART 3

INCIDENT RESPONSE

1. INTRODUCTION

1.1 General

1.1.1 This Part identifies the requirements for the Operating Company in relation to:

- (i) planning its Incident Response Operations for Incidents,
- (ii) executing its Incident Response Operations,
- (iii) minimising the duration of Incidents, including the impact that any Incidents may have on the operation of the Unit, and
- (iv) identifying and executing mitigating actions to prevent the occurrence of Incidents.

1.1.2 The Operating Company shall attend to all Incidents in a prompt and efficient manner through the planned and coordinated use of the Incident Response Resources.

1.1.3 The Operating Company's planning activities for Incident Response shall include as a minimum the development and use of management plans, processes and systems. The Operating Company shall undertake such activities to enhance its capability to deliver the response to, and minimise the duration of, Incidents.

1.1.4 The Incident Response Operations shall commence immediately after the Operating Company has been notified of an Incident. Such Operations shall include as a minimum:

- (i) responding to all Incidents within the response times stated in the Specification,
- (ii) providing sufficient Incident Response Resources undertaking repair work within the Unit to restore safe access and use of the Trunk Road for all users, and
- (iii) undertaking recovery Operations to restore the Unit to normal operation.

The Operating Company shall undertake the Incident Response planning and Incident Response Operations in accordance with the Incident Response Plan. This plan shall be prepared and maintained by the Operating Company as stated in paragraph 4 of this Part.

1.1.5 The Operating Company's Incident mitigation activities shall be carried out in such a manner as minimises or, where practicable eliminates, the risks associated with Incidents. Such mitigation activities shall include as a minimum disruption risk management activities relating to Incidents. The Operating Company shall undertake such activities in accordance with the Disruption Risk Management Plan as such plan shall be prepared and maintained by the Operating Company as stated in paragraph 3 of this Part.

- 1.1.6 The Operating Company shall ensure that all staff involved in Incident Response Operations are suitably trained and its vehicles are sufficiently equipped to deal with all Incidents.

1.2 Incident Response Services

- 1.2.1 The Trunk Road Incident Support Service and Incident Support Units shall attend to all Incidents in accordance with the response times stated in the Specification.
- 1.2.2 The Operating Company's Vehicle Recovery Service shall attend all breakdowns on the Forth Road Bridge from Commencement of Service Date 1 and additionally on the Queensferry Crossing from Commencement of Service Date 2 in accordance with the response times stated in the Specification.

1.3 Multi Agency Response Team

- 1.3.1 "Multi Agency Response Team" means the team comprising partner organisations working with Transport Scotland in the deployment of resources to manage Incidents or events that are deemed in the first instance by the Director to:
- (i) have a high risk of severe disruption to road or rail journeys with potential safety risks for the travelling public,
 - (ii) have a significant potential impact for large parts of the strategic transport network, and
 - (iii) require a multi agency response.
- 1.3.2 The need to deploy the Multi Agency Response Team will be decided upon by the Director in dialogue with the Multi Agency Response Team. The decision making will be based on professional judgement and use the best intelligence available to the group. Participation by and deployment of the Multi Agency Response Team will be proportionate and defined by the nature, scale and potential impact of the Incident or event.
- 1.3.3 The Operating Company shall maintain a list of suitably trained staff who are able to work in the Multi Agency Response Team when it is in operation. These nominated individuals shall be available at short notice, able to attend the Traffic Scotland National Control Centre when required and have a full understanding of the objectives of the Multi Agency Response Team and their role in its operation. Such staff must be available to attend any training events that may be organised in relation to Multi Agency Response Team operations.
- 1.3.4 No later than 30 Days prior to Commencement of Service Date 1, the Operating Company shall produce and thereafter maintain up to date until the Service End Date its own Multi Agency Response Team information folder which shall contain key information such as contacts, record logs and the like and which shall be handed over at each shift change when the Multi Agency Response Team is in operation. This information folder will remain available for inspection by others throughout the Contract Period.
- 1.3.5 The Multi Agency Response Team partner organisations will vary over the Contract Period and are likely to include:
- (i) Transport Scotland,
 - (ii) the Traffic Scotland Operations and Infrastructure Services Contractor,

- (iii) other operating companies,
- (iv) Network Rail,
- (v) First Scotrail,
- (vi) the Meteorological Office, and
- (vii) Police Scotland.

2. CLASSIFICATION OF INCIDENTS

2.1 Major Incidents

2.1.1 "Major Incident" means any unplanned event that requires the implementation of special arrangements by one or more of the Category 1 responders in accordance with the requirements of the Civil Contingencies Act 2004 and the Civil Contingencies Act 2004 (Contingency Planning) (Scotland) Regulations 2005 for:

- (i) the rescue and transport of a large number of casualties,
- (ii) the involvement, either directly or indirectly, of large numbers of people,
- (iii) the handling of a large number of enquiries likely to be generated both from the public and the news media, usually to the police,
- (iv) the large scale combined resources of the Category 1 responders to cater for the threat of death, serious injury or homelessness to a large number of people, or
- (v) "Category 1 responders" has the meaning given to it in the *Civil Contingencies Act 2004*.

2.1.2 The police and other Category 1 responders are responsible for declaring a Major Incident and shall immediately notify the Director and the Traffic Scotland Operations and Infrastructure Services Contractor when a Major Incident has been declared.

2.1.3 When requested by the Director, the Operating Company shall support Category 1 responders with dealing with Major Incidents.

2.2 Critical Incidents

2.2.1 "Critical Incident" means any unplanned event that includes any one or more of the following:

- (i) any Incidents and Severe Weather events that result in significant disruption to the operation of the Unit,
- (ii) road traffic accidents on a Trunk Road involving fatalities, serious injuries, or dangerous substances,
- (iii) partial or full closure of a Trunk Road due to weather or road conditions,
- (iv) road traffic accidents involving crossover of a vehicle from one carriageway of a Trunk Road to another,
- (v) road traffic accidents on a Trunk Road resulting in serious or potentially serious damage to a Structure necessitating road closures,

- (vi) any Incidents causing full or partial closures of a Trunk Road due to road traffic accidents, equipment failure, security alerts of criminal or terrorist activities or any other significant event,
- (vii) any Incident of public sensitivity,
- (viii) Incidents resulting in damage to the infrastructure of the Unit,
- (ix) environmental Incidents of significant importance, and
- (x) any Incident not on the Trunk Road that meets any of the above criteria and which may affect the Trunk Road.

2.2.2 The Operating Company shall declare an Incident to be a Critical Incident for its own and the Director's management purposes.

2.2.3 The Operating Company's notification requirements for Critical Incidents are stated in Annex 7.3/A of this Part.

2.2.4 Where the Operating Company considers Critical Incidents to have escalated, or are likely to escalate, to a Major Incident, the Operating Company shall undertake the notification requirements for Critical Incidents as stated in Annex 7.3/A of this Part.

2.3 Minor Incidents

2.3.1 "Minor Incident" means any unplanned event on the Unit that is not considered by the Operating Company to be a Major Incident or a Critical Incident.

2.3.2 The Operating Company shall declare an Incident to be a Minor Incident for its own and the Director's management purposes.

2.3.3 The Operating Company's notification requirements for Minor Incidents are stated in Annex 7.3/A of this Part.

2.3.4 The Director will change the classification of a Minor Incident to Critical Incident where other information that is available to the Director indicates that such a classification change is required.

2.3.5 Where the Operating Company considers Minor Incidents to have escalated, or are likely to escalate, to a Critical Incident, the Operating Company shall immediately undertake the notification requirements for Critical Incidents as stated in Annex 7.3/A of this Part.

3. DISRUPTION RISK MANAGEMENT PLAN

3.1 General

3.1.1 Disruption risk management shall refer to the activities undertaken by the Operating Company that are aimed at improving journey time reliability by minimising or eliminating the risk of unplanned disruption to the operation of the Unit. The Operating Company shall develop and implement its disruption risk management activities in accordance with Transport Scotland's *Manual for the Management of the Risk of Unplanned Network Disruption* to:

- (i) collect, store and analyse data on Incidents to identify locations on the Unit with a pattern of, or potential for, disruption Incidents,

- (ii) undertake a risk assessment at each Disruption Risk Site using a standard approach to be provided by the Director to identify Disruption Risk Sites with high and very high risk level,
- (iii) develop and submit a Statement of Intent, for consent by the Director, for appropriate risk management actions at Disruption Risk Sites identified as having a high and very high risk level. Such actions include as a minimum capital investment projects, development and implementation of a management plan and further investigation of specific Disruption Risk Sites, and
- (iv) when consented to by the Director, implement approved risk management actions where a bid for funding has been successful.

3.1.2 The Disruption Risk Management Plan for the Unit shall contain details of its arrangements for implementing its disruption risk management activities.

3.2 Disruption Risk Management Plan

3.2.1 The Disruption Risk Management Plan shall combine the details and requirements of other management plans and Records required by this Contract that contribute to the management of disruption risk. Such Records and plans shall include as a minimum:

- (i) the Incident Response Plan,
- (ii) the Winter Service Plan,
- (iii) the Trunk Road Incident Support Service plan,
- (iv) the Incident Support Unit plan,
- (v) the Standard Incident Diversion Routes,
- (vi) the wind management plans,
- (vii) the flooding management plans,
- (viii) the landslide management plans,
- (ix) the Vehicle Recovery Service plan,
- (x) disruption risk Records,
- (xi) Disruption Risk Sites,
- (xii) the Statement of Intent requests for risk management action, and
- (xiii) any other management plans and risk records related to potential disruption risk.

3.2.2 No less than 30 days prior to Commencement of Service Date 1, the Operating Company shall submit to the Director for his written consent, a draft Disruption Risk Management Plan (which shall include all the plans listed at paragraph 3.2.1 of this Part) covering the full extent of the Unit and shall update the said Plan to take account of Network 2 and submit it to the Director for his written consent no less than 30 days prior to Commencement of Service Date 2. The Disruption Risk Management Plan shall be developed in accordance with Transport Scotland's *Manual for the Management of the Risk of Unplanned Network Disruption* and shall include where relevant all historic data supplied by the Director and shall be continuously maintained, updated and improved by the Operating Company.

- 3.2.3 The Operating Company shall update the Disruption Risk Management Plan and re-issue it to the Director for consent, or issue a statement that the plan has been reviewed and that no update is required no later than 10 Working days prior to the end of each Annual Period.

4. INCIDENT RESPONSE PLAN

4.1 General

- 4.1.1 No less than 30 days prior to Commencement of Service Date 1, the Operating Company shall submit an Incident Response Plan to the Director for his written consent and shall update the said Plan to take account of Network 2 and submit it to the Director for his written consent no less than 30 days prior to Commencement of Service Date 2.

4.2 Scope of the Incident Response Plan

- 4.2.1 The Incident Response Plan shall ensure a prompt and efficient response to Incidents including as a minimum:

- (i) road traffic collisions,
- (ii) vehicle breakdown,
- (iii) deposit and spillage of debris, waste or animal carcasses,
- (iv) damaged infrastructure on the Unit,
- (v) flooding and scour of roads and Structures,
- (vi) Incidents other than vehicle damage that put Structures at risk,
- (vii) spillage of fuels, chemicals, noxious substances, body fluids and other sensitive material,
- (viii) landslides and rock falls,
- (ix) subsidence,
- (x) damaged electrical apparatus including where live elements may be exposed,
- (xi) Severe Weather events affecting any part of the Unit excluding the clearance of ice and snow in accordance with the Winter Service Plan, and
- (xii) any other circumstances involving an Incident.

- 4.2.2 The Incident Response Plan shall demonstrate the adequacy and availability of the Incident Response Resources and arrangements to implement all necessary Incident Response Operations and meet the response times referred to in the Specification.

- 4.2.3 The Incident Response Plan shall include as a minimum the:

- (i) management arrangements including the named resources of the Operating Company and other relevant organisations,
- (ii) management arrangements to ensure the provision of out of hours Incident Response as referred to in the Specification,
- (iii) management communication and instruction arrangements to provide the response referred to in this Part,

- (iv) arrangements for notifying the Emergency Services of the contact details for the Incident Liaison Officers,
- (v) arrangements with operating companies in other units for the use of additional Incident Response Resources in exceptional circumstances,
- (vi) communication methods including as a minimum a dedicated direct telephone number available to the Emergency Services to contact the Operating Company and the Operating Company's method of informing the Emergency Services of the direct telephone number and any changes to it,
- (vii) communication resilience arrangements for ensuring availability of communications in the event of failure of electricity supplies, mobile telephone services and landline telephone services, radio communication services, or any other service on which the Incident Response Operations depend,
- (viii) arrangements for collaborative working with the Traffic Scotland Operations and Infrastructure Services Contractor, such including as a minimum co ordinating the management, maintenance and operation of Traffic Scotland Equipment on the Principal Crossings,
- (ix) communication between Operating Company vehicles, offices, depots, sites of Incidents, Emergency Services and other Operational Partners,
- (x) when and as required by the Director, arrangements for attending, participating and supporting Transport Scotland's Incident management forum,
- (xi) availability of Operating Company and other resources and their locations, supply chain management arrangements, emergency contact details and mobilisation arrangements for labour, plant, and materials to implement all potential Incident Response Operations,
- (xii) management arrangements for Incidents other than vehicle damage that put Structures at risk,
- (xiii) arrangements for the provision of Mutual Aid,
- (xiv) management arrangements for the availability of the Incident Liaison Officers both during and outwith Normal Working Hours,
- (xv) arrangements for post Incident debriefing and reporting to the Director of Critical or Major Incidents, Incidents involving spillage or deposit of hazardous or sensitive materials, Incidents involving Structures and any Incident where the requirements of this Contract have not been met,
- (xvi) arrangements for liaison with all appropriate organisations referred to in this Part,
- (xvii) arrangements for coordination with other Category 1 responders referred to in this Part,
- (xviii) arrangements for dealing with spillage and deposit of hazardous or sensitive material referred to in this Part,
- (xix) arrangements for dealing with Structures including unsafe or potentially unsafe Structures referred to in this Part,

- (xx) arrangements for dealing with suicides or potential suicides,
- (xxi) arrangements for dealing with bomb warnings/threats,
- (xxii) arrangement for dealing with footway/cycle track closures on the Forth Road Bridge from Commencement of Service Date 1,
- (xxiii) arrangements for dealing with closures on the Forth Road Bridge from Commencement of Service Date 1,
- (xxiv) arrangements for dealing with closures on the Queensferry Crossing from Commencement of Service Date 2; this shall include the requirement of being able to open up the Forth Road Bridge to general traffic within 30 minutes of the police requesting such,
- (xxv) arrangements for dealing with the closure of both the Forth Road Bridge and the Queensferry Crossing,
- (xxvi) arrangements/procedures for dealing with full evacuation of the work force on the Forth Road Bridge from Commencement of Service Date 1 and or the Queensferry Crossing from Commencement of Service Date 2,
- (xxvii) arrangements/procedures for dealing with an Incident related evacuation that requires the evacuation of members of the public from the Forth Road Bridge from Commencement of Service Date 1 and or the Queensferry Crossing from Commencement of Service Date 2 that clearly demarcates responsibilities between the police and Operating Company staff,
- (xxviii) the management process for obtaining specialist advice to determine the safety and stability of damaged or at risk Structures and the Design for temporary work, remedial and strengthening measures for Structures, and
- (xxix) arrangements for complying with the liaison requirements of Schedule 3 Part 7.

4.3 Liaison Arrangements

4.3.1 In developing its Incident Response Plan, the Operating Company shall:

4.3.2 Identify all relevant Operational Partners that have involvement in dealing with an Incident:

- (i) agree the communication arrangements between itself and the relevant Operational Partners in the event of an Incident, and
- (ii) ensure mutual understanding of the roles and responsibilities of the Operating Company and the relevant Operational Partners in the event of an Incident.

Details of all relevant Operational Partners, the agreed communication arrangements and the roles and responsibilities for dealing with Incidents shall be incorporated within the Incident Response Plan.

4.3.3 The Operating Company shall maintain close working relationships with all relevant Operational Partners through regular meetings to review and update the communication arrangements and enable the integration of communication systems and technology.

- 4.3.4 The Emergency Services, in conjunction with local authorities and central government departments, undertake regular contingency planning and Incident planning meetings and conduct contingency and Incident exercises. The Operating Company shall participate in all meetings and exercises to which it is invited by such parties, including meetings of all local contingency planning forums whose areas cover any part of the Unit.

4.4 Coordination with other Incident Responders

- 4.4.1 The Operating Company shall ensure all Emergency Services, Statutory Authorities, and other appropriate Operational Partners are advised of its arrangements for initiating Incident Response Operations.
- 4.4.2 The Operating Company shall provide all relevant Operational Partners with one Electronic Copy and paper copy of its current Incident Response Plan.

4.5 Review of the Incident Response Plan

- 4.5.1 The Operating Company shall keep the Incident Response Plan under continuous review and at intervals of no more than three months:
- (i) update and re-issue such plan to the Director for consent, or
 - (ii) issue a statement to the Director declaring that the plan has been reviewed and that no update is required.
- 4.5.2 The continuous review shall include the adequacy and availability of the Incident Response Resources to implement all necessary Incident Response Operations, and where required, proposed changes to the arrangements identified through Incident de-briefings. The Operating Company's review procedures shall also ensure the accuracy of contact details is maintained.

4.6 Amendments to Incident Response Plan

- 4.6.1 The Operating Company shall not make amendments to the arrangements set out in the Incident Response Plan without the prior written consent of the Director, with the exception of changes to contact details.
- 4.6.2 When consented to by the Director, or when there is a change to contact details, the Operating Company shall immediately notify any amendments and or changes to the Incident Response Plan to all holders of copies of the plan and shall provide an Electronic Copy and a paper copy of the amendment and or change within one Working Day.

4.7 Incident Response Resource Classification

- 4.7.1 Incident Response Resources shall be classified, as initial, secondary or back-up Incident Response Resources.
- 4.7.2 The Operating Company shall ensure that:
- (i) initial and secondary Incident Response Resources are available during and outwith Normal Working Hours to comply with the response times for attendance at an Incident as stated in the Specification, and
 - (ii) arrangements are established such that the Operating Company can deliver the back-up Incident Response Resources to the site of the Incident as soon

as possible and no later than 24 hours from the time when the need for the back-up Incident Response Resources has been identified.

- 4.7.3 The Incident Response Resources identified in the Specification are the minimum provision and shall not be construed as being all the resources required by the Operating Company to fulfil its obligations for Incident Response Operations.

4.8 The Incident Liaison Officers

- 4.8.1 The Operating Company shall appoint suitably qualified personnel to undertake the role of Incident Liaison Officers in accordance with the requirements of Schedule 5 Part 4. No later than 30 days prior to Commencement of Service Date 1, the Operating Company shall notify in writing to the Director the names, contact information and back up mobile telephone contact numbers for all Incident Liaison Officers. The Operating Company shall include details of the cover arrangements during periods of absences or unavailability.

- 4.8.2 The Incident Liaison Officers shall be responsible for the management and delivery of the Incident Response Operations and shall have the information and the authority to provide an Incident Response. The Incident Liaison Officer shall be available during and outwith Normal Working Hours and be based within the Operating Company's office(s).

- 4.8.3 The Incident Liaison Officers shall act as the first point of contact within the Operating Company's organisation for all Incidents. When requested by the Director, the Incident Liaison Officers shall undertake duties from the Traffic Scotland National Control Centre.

- 4.8.4 The Incident Liaison Officers shall be available to receive notification of an Incident from:

- (i) the Traffic Customer Care Line Operator,
- (ii) the Emergency Services,
- (iii) the Traffic Scotland Operations and Infrastructure Services Contractor,
- (iv) local authorities,
- (v) the public,
- (vi) the Operating Company's personnel, and
- (vii) any other sources.

- 4.8.5 The duties of the Incident Liaison Officers include as a minimum:

- (i) notifying all parties, including as a minimum the Emergency Services, the Traffic Scotland Operations and Infrastructure Services Contractor and the Director of Incidents in accordance with the requirements specified in Annex 7.3/A of this Part,
- (ii) mobilising the initial Incident Response Resources,
- (iii) maintaining contact with and keeping informed the Emergency Services, the Traffic Scotland Operations and Infrastructure Services Contractor, local authorities and other affected parties as necessary during the Incident,
- (iv) managing and coordinating the Incident Response,

- (v) managing the Trunk Road Incident Support Service to meet the requirements of this Part,
- (vi) managing the Vehicle Recovery Service to meet the requirements of this Part,
- (vii) when necessary, providing the required support to the Emergency Services,
- (viii) determining the need for secondary and back-up Incident Response and mobilising where necessary,
- (ix) subject to an Order, the provision of Mutual Aid,
- (x) determining the need for obtaining specialist advice from the Bridges Manager and making contact as appropriate,
- (xi) ensuring all Standard Incident Diversion Routes are reviewed prior to Commencement of Service Date 1 and again prior to Commencement of Service Date 2,
- (xii) the review and update of existing Standard Incident Diversion Routes in full consultation with relevant Operational Partners,
- (xiii) developing new Standard Incident Diversion Routes in accordance with Transport Scotland's *Development Procedures for Operating Companies*,
- (xiv) making an initial assessment as to whether the Incident is already, or has the potential to escalate to, a Critical or Major Incident,
- (xv) preparing Incident reports for submission to the Director in accordance with requirements of this Part,
- (xvi) attending Incident debriefs and supporting Transport Scotland's Incident management forum,
- (xvii) being trained in all aspects of Incident management and taking a proactive role in planning resources so that Incidents are cleared up at the earliest opportunity, and
- (xviii) actively planning for getting the relevant part of the Unit open at the earliest opportunity in the instance of a road closure by consulting with the relevant parties at the scene of the Incident.

4.8.6 The Operating Company shall provide all necessary resources needed by the Incident Liaison Officers to coordinate, mobilise, deploy and supervise Incident Response Resources and Incident Response Operations.

4.9 Arrangements for Full-Time Cover

4.9.1 Incident Response Resources shall be available both during and outwith Normal Working Hours from the Commencement of Service Date 1 to the Service End Date.

4.9.2 The Operating Company shall prepare rotas of trained operatives able to attend Incidents and implement appropriate measures or actions. The Operating Company shall prepare such rotas at least 30 days prior to Commencement of Service Date 1 and thereafter at least 10 Working Days prior to 1 April and 1 October in each Annual Period and at least 30 days prior to Commencement of Service Date 2. The rotas shall detail the availability of the Incident Liaison Officers and Incident Response personnel

for each six month period commencing 1 April and 1 October in each Annual Period. Such rotas shall be issued to the Director and all relevant Operational Partners.

The rotas shall include a list of named Operating Company staff with relevant contact information including line management details. The rotas shall be updated when the staff identified on the rotas cease to be available or when changes are proposed by the Operating Company. The Director and all relevant Operational Partners shall be notified immediately of any changes to issued rotas.

- 4.9.3 The Operating Company shall train and supervise all personnel who may be involved in any aspect of Incident Response to ensure they are familiar with the types of Incident that may occur including as a minimum any special procedures to be followed outwith Normal Working Hours.

4.10 Contact Arrangements

- 4.10.1 The Operating Company's Incident Response personnel shall be contactable both during and outwith Normal Working Hours throughout the duration of each Annual Period.

4.11 Resource Mobilisation and Deployment

- 4.11.1 For all Incidents the Incident Liaison Officers shall mobilise and deploy:
- (i) initial Incident Response Resources as soon as possible to meet the response times stated in the Specification,
 - (ii) secondary Incident Response Resources as soon as possible to meet the response times stated in the Specification whenever the need for them is identified, and
 - (iii) back-up Incident Response Resources as soon as possible and no later than 24 hours from when the need for them is identified.

4.12 Offices and Depots

- 4.12.1 The Operating Company shall make available offices and depots as stated in Schedule 5 Part 7 and in the Specification to provide support for Incident Response.

4.13 Operating Company's Incident Communications

- 4.13.1 The Operating Company shall ensure that communication is maintained with other Operational Partners at all times.
- 4.13.2 Within 10 minutes of receipt of information relating to an Incident, the Operating Company shall disseminate such information to relevant Operational Partners.

5. INCIDENT RESPONSE OPERATIONS

5.1 Core and Ordered Incident Response Operations

- 5.1.1 The Operating Company shall undertake Incident Response Operations where the value of the Incident Response Operations at each Incident is less than or equal to £10,000.
- 5.1.2 The Operating Company shall undertake Incident Response Operations where the value of the Incident Response Operations at each Incident is above £10,000. Such Incident Response Operations shall be subject to an Order issued retrospectively.

5.2 Scope of Incident Response Operations

5.2.1 Incident Response Operations include as a minimum:

- (i) providing assistance to the Emergency Services,
- (ii) traffic management for hard shoulder closures, closures of Lanes , road closures and other closures instructed within the carriageway,
- (iii) arranging for and implementing traffic diversions including those necessary for carriageways, footways, cycleways and rights of way,
- (iv) making safe and protecting any part of the Unit infrastructure,
- (v) making safe and protecting infrastructure located on or adjacent to the Unit that is not the property of the Scottish Ministers and arranging with the owner of such infrastructure for its repair or replacement,
- (vi) making safe, protecting and when necessary removing unsafe and fallen trees and branches,
- (vii) cleaning and sweeping,
- (viii) removal and disposal of general debris, animal carcasses and other obstructions in the road,
- (ix) containment, removal and disposal of debris and waste including as a minimum chemicals, noxious substances, body fluids and other hazardous and sensitive material,
- (x) repairing and replacing any part of the Trunk Road infrastructure where necessary or where otherwise determined by the Director for a particular Incident as part of the Incident Response Operations,
- (xi) alleviating and averting flooding,
- (xii) checking and making safe any electrical apparatus involved in an Incident,
- (xiii) where required, the initial assessment of a Structure involved in an Incident to determine its continued safe use,
- (xiv) lifting and propping bridges, other Structures and other parts of the Trunk Road infrastructure,
- (xv) over-spanning bridge decks, supports at bridges and other Structures that are unsafe due to failure or are damaged due to any cause and, where possible, enabling such bridges and Structures to remain in service,
- (xvi) removal and disposal of debris arising from landslides and rock falls,
- (xvii) dealing with subsidence,
- (xviii) dealing with Severe Weather events,
- (xix) subject to an Order, the provision of Mutual Aid, and
- (xx) providing regular Incident status updates to relevant Operational Partners in addition to complying with the liaison requirements of Schedule 3 Part 7.

5.3 Standard Incident Diversion Routes

- 5.3.1 The Operating Company shall manage and implement all existing Standard Incident Diversion Routes and related Incident Response Operations.
- 5.3.2 The Operating Company shall ensure that signing on all diversion routes is installed to current standards and is maintained as required throughout the period of the Incident. At the conclusion of the Incident, all such signing shall be immediately removed and returned to storage.
- 5.3.3 The Operating Company will consider the effectiveness of each Standard Incident Diversion Route after each operational use and will advise the Director of any changes or improvements that may be required.
- 5.3.4 The Operating Company shall undertake a review of all Standard incident Diversion Routes 30 days prior to each of Commencement of Service Date 1 and Commencement of Service Date 2 and shall in addition undertake an annual review in each Annual Period to confirm suitability and identify any changes or potential improvements. This review must be of suitable rigour to ensure that any changes that may be detrimental to the operation of the route are identified, ensure that the route remains suitable to all classes of vehicle and confirm that signing remains adequate. This may require a driven survey of some or all routes. The review will be submitted to the Director for his written consent.
- 5.3.5 Amendments to a Standard Incident Diversion Route shall be subject to an Order, and the Operating Company shall make all changes or improvements in full consultation with relevant Operational Partners.
- 5.3.6 Where the Operating Company is instructed in accordance with paragraph 5.3.5 of this Part to make amendments or improvements to any Standard Incident Diversion Routes, it shall:
- (i) produce revised documentation in both hard copy and an Electronic Copy,
 - (ii) maintain Records of amendments and distribution, and
 - (iii) submit final documentation to the Director for approval and distribution via the Traffic Scotland Operations and Infrastructure Services Contractor.
- 5.3.7 Where a Standard Incident Diversion Route is unavailable for implementation when required, the Operating Company shall liaise with appropriate Emergency Services and appropriate Operational Partners to implement a suitable alternative diversion route where available.

6. TRUNK ROAD INCIDENT SUPPORT SERVICE

6.1 General

- 6.1.1 The Trunk Road Incident Support Service shall be integrated with the Traffic Scotland Control National Centre as stated in this Part.
- 6.1.2 The Trunk Road Incident Support Service shall be fully operational from Commencement of Service Date 1.
- 6.1.3 The Traffic Scotland Operations and Infrastructure Services Contractor will coordinate and control the dispatch of the Trunk Road Incident Support Service, including the dispatching of Trunk Road Incident Support Service resources to respond to Incidents

and the real time monitoring of the location and deployment status of all Trunk Road Incident Support Service vehicles.

- 6.1.4 The Operating Company shall ensure that all Trunk Road Incident Support Service personnel are appointed only after the Operating Company has completed satisfactorily a disclosure process through Disclosure Scotland as stated in Schedule 3 Part 1.

6.2 Primary and Secondary Functions of Trunk Road Incident Support Service

- 6.2.1 The primary functions which shall be undertaken by the Operating Company in delivering the Trunk Road Incident Support Service are:

- (i) responding to notifications of Incidents received from the Traffic Scotland Operations and Infrastructure Services Contractor. The Operating Company shall also respond to Incidents reported by the police and other Operational Partners after first notifying the Traffic Scotland Operations and Infrastructure Services Contractor,
- (ii) making Incidents safe through the application of temporary traffic management,
- (iii) relieving congestion and removing hazards by the clearance of debris from Lanes,
- (iv) arranging for immediate repairs where the Trunk Road infrastructure is damaged as a result of an Incident,
- (v) assessing the scene and securing the attendance of additional or specialist resources where the task is beyond the Trunk Road Incident Support Service team's capabilities,
- (vi) providing a communications link between the Site, the Traffic Scotland Operations and Infrastructure Services Contractor and the Operating Company's Incident Liaison Officers, which meets the requirements of the Director,
- (vii) reporting abandoned or broken down vehicles to the Operating Company's Incident Liaison Officers,
- (viii) offering assistance to broken down vehicles, including assisting in removing them to safe locations and offering fuel,
- (ix) providing high visibility patrols on the routes,
- (x) monitoring and reporting unusual or unexpected activity, disruption and or congestion on the Unit caused by Incidents and events to the Traffic Scotland Operations and Infrastructure Services Contractor and the Operating Company's Incident Liaison Officers,
- (xi) providing Incident Response Operations, to Incidents on all routes,
- (xii) liaising with the Traffic Scotland Operations and Infrastructure Services Contractor and police control rooms. Liaison with the police control rooms shall be via the Traffic Scotland Operations and Infrastructure Services Contractor and the Emergency Services at Incidents as required,

- (xiii) participating in and contributing to working groups relevant to the Trunk Road Incident Support Service, and
- (xiv) Safety Patrols, Safety Inspections and making safe or repairing Category 1 Defects in accordance with the requirements of Schedule 7 Part 1.

6.2.2 Where the Trunk Road Incident Support Service personnel are not engaged with the delivery of its primary functions, the Trunk Road Incident Support Service personnel may undertake the following secondary functions:

- (i) Safety Patrols and Safety Inspections, and
 - (ii) making safe or repairing Category 1 Defects,
- in accordance with Schedule 7 Part 1.

6.2.3 The Operating Company shall not utilise the Trunk Road Incident Support Service for other additional secondary functions without the prior consent of the Director.

6.2.4 Due to the high profile and service oriented nature of the Trunk Road Incident Support Service, Trunk Road Incident Support Service personnel shall not engage in any general duties that may compromise the image of the service.

6.3 Hours of Operations

6.3.1 The Trunk Road Incident Support Service shall utilise the Trunk Road Incident Support Service vehicle to patrol designated routes systematically in accordance with the provisions of this Part, as follows:

- (i) Vehicle 1 – between 06:30 hours and 18:30 hours, seven days a week.

Shift patterns shall allow for handover time between shifts, appropriate time for breaks and appropriate time for administration tasks at either end of the operational day.

The Director reserves the right to review and change the Trunk Road Incident Support Service patrol route without changing the number of vehicles as stated in this Part.

6.4 Geographical Coverage and Response Times

6.4.1 The Trunk Road Incident Support Service vehicle shall patrol the designated strategic routes detailed in Annex 7.3/B of this Part. The response times for each route or part thereof are stated in the Specification.

6.4.2 Where the Trunk Road Incident Support Service patrol is required to cover a secondary route, the response times for such routes shall be as stated in the Specification.

6.4.3 Where the Trunk Road Incident Support Service patrol is required by the Traffic Scotland Operations and Infrastructure Services Contractor to attend Incidents outwith its designated patrol routes or Unit in order to provide assistance to the police and other Operating Companies, the Trunk Road Incident Support Service patrol shall respond in accordance with the requirements of this Part. The Operating Company shall accommodate trunk road incident support service patrols from other units. Such circumstances shall be recorded and excluded from the relevant Performance Indicators.

6.4.4 Where the Trunk Road Incident Support Service patrol is unable to respond to an Incident, both within and outwith the Unit, the Operating Company shall immediately

notify the Traffic Scotland Operations and Infrastructure Services Contractor and Director of such circumstances.

6.5 Resource Requirements, Competence and Training

6.5.1 Sufficient, suitably qualified and experienced personnel shall be available seven days a week, during the hours of operation to undertake the Trunk Road Incident Support Service and maintain the high public profile and integrity of this service. The Trunk Road Incident Support Service shall be provided by a minimum of two personnel in each vehicle.

6.5.2 The Trunk Road Incident Support Service personnel shall possess appropriate qualifications in road maintenance and traffic management.

6.5.3 Prior to Commencement of Service Date 1, all Trunk Road Incident Support Service personnel shall be suitably trained in appropriate areas, including as a minimum:

- (i) driver training,
- (ii) vehicle and equipment checks and vehicle familiarisation,
- (iii) network and route familiarisation,
- (iv) understanding of the Trunk Road network,
- (v) roles and responsibilities of relevant Operational Partners including as a minimum the Traffic Scotland Operations and Infrastructure Services Contractor, Emergency Services, Trunk Road Incident Support Service, trunk road incident support units of other operating companies Incident Support Units,
- (vi) legal responsibilities and powers,
- (vii) Airwave,
- (viii) emergency traffic management,
- (ix) knowledge of hazardous materials,
- (x) operational response strategies and scenarios,
- (xi) road traffic collisions training ,
- (xii) carriageway clearance training,
- (xiii) Safety Inspections and Safety Patrols,
- (xiv) scene preservation and Incident management,
- (xv) broken down and abandoned vehicles – Vehicle Recovery Service,
- (xvi) administrative procedures,
- (xvii) preparation of health and safety risk assessments and dynamic risk assessments,
- (xviii) communication skills,
- (xix) first aid,
- (xx) conflict resolution, and
- (xxi) general maintenance Operations and procedures.

The scope, standards and provision of such training shall be agreed in writing by the Director prior to Commencement of Service Date 1.

- 6.5.4 The Trunk Road Incident Support Service patrol staff shall participate in joint training exercises with relevant Operational Partners.
- 6.5.5 Trunk Road Incident Support Service personnel shall carry at all times photographic identification cards provided by the Operating Company, the details of which shall be subject to the written consent of the Director. The cards shall display as a minimum full name, company, position and employee number.
- 6.5.6 Trunk Road Incident Support Service personnel shall be professionally attired including appropriately badged, uniform style clothing which will be subject to the written consent of the Director in accordance with Appendix 32/1 of the Specification.

6.6 Vehicle and Equipment

- 6.6.1 The type of vehicle and the equipment to be provided within the vehicle to be provided by the Operating Company shall be as stated in the Specification.
- 6.6.2 The Trunk Road Incident Support Service vehicle shall have a global positioning system that provides the Incident Liaison Officers with a "live" location and identification facility to enable the effective tasking of resources and monitoring of Operations. The Operating Company shall provide the Traffic Scotland Operations and Infrastructure Services Contractor with a live feed to this data and all necessary supporting information to allow this live feed to be integrated into the Traffic Scotland Service systems.
- 6.6.3 The Trunk Road Incident Support Service vehicle shall use the Trunk Road Incident Support Service Type 1 vehicle requirements as detailed in the Specification. Any temporary vehicles engaged for the service shall be clearly identified as such by the use of temporary markings complying with the Type 2 vehicle requirements as detailed in the Specification.
- 6.6.4 The Operating Company shall provide a communications link between the Trunk Road Incident Support Service personnel, the Traffic Scotland Operations and Infrastructure Services Contractor, the police and the Incident Liaison Officers which provides a swift and reliable means for the notification of Incidents.

6.7 Airwave Communications

- 6.7.1 The Operating Company shall use Airwave for the Trunk Road Incident Support Service vehicle. The Operating Company shall utilise this system as a dedicated communication system between Trunk Road Incident Support Service personnel, the Traffic Scotland National Control Centre, the Incident Liaison Officers and the police.
- 6.7.2 In order to carry out the services required, the Operating Company shall apply for, acquire and operate a TETRA Encryption Algorithm 2 sub-user licence for use of Airwave and be solely responsible for the procurement of this licence and conforming to any conditions of the licence.
- 6.7.3 The Operating Company shall comply with all codes of practice that apply to this type of licence. These codes, guidance on the Airwave sharers list and TETRA Encryption Algorithm 2 licensing are available from the Ofcom website at <http://licensing.ofcom.org.uk/radiocommunication-licences/business-radio/guidance-for-licensees/airwave-emergency-services/airwave/> or its equivalent.

6.7.4 The Operating Company shall prepare and submit a method statement for the use of Airwave in compliance with *Traffic Scotland Airwave Users Guide/Operating Protocols and Procedures*.

6.7.5 The Operating Company shall indemnify the Director in respect of any claims made against the Scottish Ministers and or Transport Scotland arising as a result of negligence or any other action on the part of the Operating Company or those for whom they are responsible, relating to the use and or, storage of Airwave equipment and the Operating Company's TETRA Encryption Algorithm 2 sub-user licence and or any non-compliance with the codes of practice and method statement.

6.8 The Trunk Road Incident Support Service Plan

6.8.1 The Operating Company shall prepare and submit a Trunk Road Incident Support Service plan to the Director as part of the Incident Response Plan and shall comply with the timescales set out in this Part for production and updating of the Incident Response Plan as if such provisions referred to the Trunk Road Incident Support Service plan.

The Operating Company's procedures and method statements contained within the Management System shall take account of the requirement to work within the public transport corridors on the Unit and cover:

- (i) traffic management,
- (ii) traffic delay monitoring and reduction,
- (iii) assistance in the removal of vehicles and provision of fuel for stranded vehicles,
- (iv) repair of Defects, and
- (v) removal of objects and debris causing a hazard.

6.8.2 The Trunk Road Incident Support Service plan shall be separate from, but suitably integrated with, the Incident Response Plan and be cross referenced where required with the procedures contained in the Incident Response Plan. The Trunk Road Incident Support Service plan shall include the following headings as a minimum:

- (i) Operating Company management structure,
- (ii) communication systems,
- (iii) police and Traffic Scotland Operations and Infrastructure Services Contractor liaison and key contacts,
- (iv) schedule of resources and staff rotas,
- (v) vehicle and equipment log including locations,
- (vi) resource training and performance appraisal, and
- (vii) reporting and evaluation.

The Operating Company shall continuously review its Trunk Road Incident Support Service plan and at intervals not exceeding three months, shall submit the plan to the Director for written consent.

6.9 Communication with the Traffic Scotland National Control Centre

- 6.9.1 On reaching the scene of an Incident, the Trunk Road Incident Support Service patrol shall report the time of arrival, the nature of Incident and its estimated duration to the Traffic Scotland National Control Centre and Incident Liaison Officers.
- 6.9.2 Once the Incident is cleared, the patrol shall report the time of departure off-task and confirm the nature of the Incident to the Traffic Scotland National Control Centre and Incident Liaison Officers.
- 6.9.3 If the Incident is expected to last more than 30 minutes, the patrol shall provide regular updates to the Traffic Scotland National Control Centre, the relevant police control rooms and Incident Liaison Officers. Such information shall be supplied within 10 minutes of receipt of information.

7. INCIDENT SUPPORT UNITS**7.1 General**

- 7.1.1 Incident Support Units shall provide the Incident Response within the Unit. When required, the Incident Support Units shall provide an Incident Response service on those routes patrolled by the Trunk Road Incident Support Service.
- 7.1.2 The Incident Support Units shall be managed and operated by the Operating Company to provide Incident Response Operations:
 - (i) on all sections of the Unit outwith the Trunk Road Incident Support Service geographical coverage,
 - (ii) on all Trunk Road Incident Support Service geographical coverage areas outwith the hours stated in paragraph 6.3.1 of this Part, and
 - (iii) on all Trunk Road Incident Support Service routes during operational hours when required.

7.2 Primary and Secondary Functions of the Incident Support Units

- 7.2.1 The primary functions of Incident Support Units are is:
 - (i) under police instruction, making Incidents safe through the application of temporary traffic management,
 - (ii) relieving congestion and removing hazards to safety by clearance of debris from traffic Lanes and hard shoulders,
 - (iii) where Trunk Road infrastructure is damaged as a result of an Incident, undertaking immediate repairs in accordance with the requirements of Schedule 7 Part 1,
 - (iv) assessing the scene and securing the attendance of additional or specialist resources where the task is beyond the Incident Support Unit's capabilities,
 - (v) providing a communications link between the Incident site and the Incident Liaison Officers,
 - (vi) reporting abandoned or broken down vehicles to the Incident Liaison Officers,

- (vii) offering assistance to broken down vehicles including assisting in removing broken down vehicles to safe locations and offering fuel, and
- (viii) liaising with the Incident Liaison Officers and with police control rooms and the Traffic Scotland Operations and Infrastructure Services Contractor, and individual police officers at Incidents as required.

7.2.2 Subject to there being no impact on the provision of the primary functions, the Incident Support Units may undertake secondary functions as part of the Operations including as a minimum:

- (i) Safety Patrols and Safety Inspections, and
- (ii) making safe or repairing Category 1 Defects,

in accordance with the requirements of Schedule 7 Part 1.

7.2.3 When the Incident Support Units are required to attend Incidents outwith the Unit in order to render assistance to the police, and or to other operating companies, the Incident Support Units shall respond in accordance with the requirements of this Part.

7.2.4 The Incident Liaison Officers shall keep Records of all occasions where incident support units from other units respond to Incidents on this Unit. Such Incidents shall be excluded from all relevant Performance Indicators.

The Incident Liaison Officers shall ensure instances are recorded where the Incident Support Units are not able to attend Incidents outwith the Unit.

7.2.5 Where the Incident Support Unit patrols are unable to respond to an Incident, both within and outwith the Unit, the Operating Company shall immediately notify the Director of such circumstances.

7.3 Resource Requirements, Competence and Training

7.3.1 Sufficient, suitably qualified and experienced personnel shall be available at all times to carry out the Incident Support Units' duties.

7.3.2 The Incident Support Units personnel shall possess appropriate qualifications in road maintenance and traffic management.

7.3.3 Prior to Commencement of Service Date 1, the Operating Company shall provide sufficient training for Incident Support Units' personnel on its plans and procedures for delivery of the requirements of this Part. Such training shall cover as a minimum:

- (i) driver training,
- (ii) vehicle and equipment checks and vehicle familiarisation,
- (iii) network and route familiarisation,
- (iv) understanding of the Trunk Road network,
- (v) roles, responsibilities and scope of Incident Support Units service,
- (vi) roles and responsibilities of relevant Operational Partners including as a minimum the Traffic Scotland Operations and Infrastructure Services Contractor, Emergency Services, Trunk Road Incident Support Service and Incident Support Units,
- (vii) legal responsibilities and powers,

- (viii) Airwave emergency traffic management,
- (ix) hazardous materials training,
- (x) operational response strategies and scenarios,
- (xi) road traffic collisions training,
- (xii) carriageway clearance training,
- (xiii) Safety Inspections and Safety Patrols,
- (xiv) scene preservation and incident management,
- (xv) broken down and abandoned vehicles – Vehicle Recovery Service,
- (xvi) administrative procedures,
- (xvii) preparation of health and safety risk assessments and dynamic risk assessments,
- (xviii) communication skills,
- (xix) first aid,
- (xx) conflict resolution, and
- (xxi) general maintenance Operations and procedures.

The scope standards and provision of such training shall be agreed in writing by the Director prior to Commencement of Service Date 1 and shall be in line with the standards agreed by the Director.

- 7.3.4 The Incident Support Units personnel shall participate in joint training exercises with relevant Operational Partners.
- 7.3.5 Incident Support Units personnel shall carry at all times photographic identification cards provided by the Operating Company, the details of which shall be subject to the written consent of the Director. The cards shall display as a minimum full name, company, position and employee number.

7.4 Vehicles and Equipment

- 7.4.1 The type of vehicles and the equipment to be provided within the vehicles by the Operating Company shall be as stated in the Specification.
- 7.4.2 Incident Support Units' vehicles shall have a global positioning system that provides the Incident Liaison Officers with a "live" location and identification facility to enable the effective tasking of resources and monitoring of Operations. The Operating Company shall provide to the Traffic Scotland Operations and Infrastructure Services Contractor with a live feed to this data and all necessary supporting information to allow this live feed to be integrated into the Traffic Scotland Service systems if requested by the Director.
- 7.4.3 Incident Support Units' vehicles shall use the Trunk Road Incident Support Service Type 1 vehicle requirements as detailed in the Specification. Any temporary vehicles engaged for the service shall be clearly identified as such by the use of temporary markings complying with the Type 2 vehicle requirements as detailed in the Specification.

7.5 Incident Support Units Plan

- 7.5.1 The Operating Company shall prepare and submit to the Director an Incident Support Units plan as part of the Incident Response Plan and shall comply with the timescales set out in this Part for production and updating of the Incident Response Plan as if such provisions referred to the incident Support Units plan.

The Operating Company's procedures and method statements contained within the Management System shall take account of the requirement to work within the public transport corridors on the Unit and shall cover:

- (i) traffic management,
- (ii) traffic delay monitoring and reduction,
- (iii) assistance in the removal of vehicles and provision of fuel for stranded vehicles,
- (iv) repair of Defects, and
- (v) removal of objects and debris causing a hazard.

- 7.5.2 The Incident Support Units plan shall be separate from, but suitably integrated with the Incident Response Plan and be cross referenced where required with the procedures contained in the Incident Response Plan. The plan shall include the following headings as a minimum:

- (i) Operating Company management structure,
- (ii) communication systems,
- (iii) police and Traffic Scotland Operations and Infrastructure Services Contractor liaison and key contacts,
- (iv) schedule of resources and staff rotas,
- (v) vehicle and equipment log including locations,
- (vi) resource training and performance appraisal, and
- (vii) reporting and evaluation.

7.6 Reporting to the Incident Liaison Officers

- 7.6.1 On reaching the scene of an Incident, the Incident Support Unit shall report the time of arrival, the nature of Incident and its estimated duration to the Incident Liaison Officers.
- 7.6.2 Once the Incident is cleared, the Incident Support Unit shall report the time of departure off-task and confirm the nature of the Incident to the Incident Liaison Officers.
- 7.6.3 If the Incident is expected to last more than 30 minutes, the Incident Support Unit shall provide regular updates to the Incident Liaison Officers. Such information shall be supplied to the relevant Operational Partners within 10 minutes of receipt of information.

8. VEHICLE RECOVERY SERVICE

8.1 General

- 8.1.1 The Operating Company shall provide a Vehicle Recovery Service which operates separately from its Trunk Road Incident Support Service and Incident Support Units. The Vehicle Recovery Service shall be fully operational and provide vehicle recovery of vehicles on the Forth Road Bridge from Commencement of Service Date 1 until the Service End Date and on the Queensferry Crossing from Commencement of Service Date 2 until the Service End Date.
- 8.1.2 The Vehicle Recovery Service during Service Period 2 shall not include heavy recovery vehicles.
- 8.1.3 The Operating Company shall coordinate and control the dispatch of the Vehicle Recovery Service.
- 8.1.4 The Operating Company shall ensure that all Vehicle Recovery Service personnel are appointed only after the Operating Company has completed satisfactorily a disclosure process through Disclosure Scotland as stated in Schedule 3 Part 1.

8.2 Primary Function of the Vehicle Recovery Service

- 8.2.1 The primary functions of the Vehicle Recovery Service are:
- (i) to provide vehicle recovery for broken down, abandoned or damaged vehicles to an agreed safe location, unless the driver opts to have the vehicle removed by its own recovery service if it can be done within 15 minutes, and
 - (ii) to provide a communications link between the Incident and or breakdown site and the Incident Liaison Officers.
- 8.2.2 The Vehicle Recovery Service will not include roadside vehicle repair or storage of vehicles.

8.3 Hours of Operation

- 8.3.1 The Vehicle Recovery Service shall be operational 24 hours a day, seven days a week during each Annual Period.

8.4 Response Times

- 8.4.1 The response times for the Vehicle Recovery Service are stated in the Specification.
- 8.4.2 Where the Vehicle Recovery Service is unable to respond to an Incident or breakdown, the Operating Company shall immediately notify the police, Traffic Scotland Operations and Infrastructure Services Contractor and the Director of such circumstances.

8.5 Resource Requirements, Competence and Training

- 8.5.1 Sufficient, qualified and experienced personnel shall be available at all times to undertake Vehicle Recovery Service duties.
- 8.5.2 The Vehicle Recovery Service personnel shall possess appropriate qualifications, certification and training in vehicle recovery for the vehicles and ancillary equipment to be used to provide this service. The training and certification shall include all appropriate modular courses or National Occupational Standards in a certified training

and certification scheme approved by the Institute of Vehicle Recovery and specified by the National Highways Sector Scheme.

8.5.3 Prior to Commencement of Service Date 1, all Vehicle Recovery Service personnel shall be suitably trained in appropriate areas, including as a minimum:

- (i) driver training,
- (ii) roadside assessment,
- (iii) vehicle and equipment checks and vehicle familiarisation,
- (iv) roles and responsibilities of the Traffic Scotland Operations and Infrastructure Services Contractor, Emergency Services, Trunk Road Incident Support Service, Incident Support Units and Vehicle Recovery Service,
- (v) legal responsibilities and powers,
- (vi) emergency traffic management,
- (vii) operational response strategies and scenarios,
- (viii) vehicle recovery - broken down, abandoned or damaged vehicles,
- (ix) ancillary equipment,
- (x) administrative procedures,
- (xi) health and safety including preparation of risk assessments and dynamic risk assessments,
- (xii) communication skills, and
- (xiii) first aid.

8.5.4 No later than one year after the Commencement of Service Date 1 the Operating Company shall ensure that the Vehicle Recovery Service is provided by an organisation which is certified to the National Highways Sector Scheme 17/17B.

8.5.5 The Vehicle Recovery Service staff shall participate in joint training exercises with relevant Operational Partners.

8.5.6 Vehicle Recovery Service personnel shall carry at all times photographic identification cards provided by the Operating Company, the details of which shall be subject to the written consent of the Director. The cards shall display as a minimum full name, company, position and employee number.

8.6 Vehicles

8.6.1 The Operating Company shall provide a Vehicle Recovery Service that utilises appropriate vehicles for the safe and efficient recovery of vehicles, provides emergency traffic management, and meets the timescales stated in the Specification. The Operating Company shall apply the livery and branding set out in the Specifications and in the *Transport Scotland Identity Guidelines* to all Operating Company vehicles utilised in the delivery of the Vehicle Recovery Service.

8.7 Radio Communications

8.7.1 The Operating Company shall use radio communications for the Vehicle Recovery Service vehicles. The Operating Company shall utilise this equipment as a dedicated

communication system between Vehicle Recovery Service personnel and Incident Liaison Officers.

8.8 Vehicle Recovery Service Plan

8.8.1 The Operating Company shall prepare and submit to the Director a Vehicle Recovery Service plan which shall be part of the Incident Response Plan and shall comply with the timescales set out in this Part for production and updating of the Incident Response Plan as if such provisions refer to the Vehicle Recovery Service plan. In the production of the Vehicle Recovery Service plan the Operating Company shall liaise with the police and take into account all requirements outlined by the police in the operation of the Vehicle Recovery Service.

The Operating Company's procedures and method statements contained within the Management System shall take account of the requirement to work within the public transport corridors on the Unit and shall cover:

- (i) traffic management,
- (ii) traffic delay monitoring and reduction, and
- (iii) assistance in the removal of vehicles – abandoned, damaged or broken down.

8.8.2 The Vehicle Recovery Service plan shall be separate from, but suitably integrated with the Incident Response Plan and be cross referenced where required with the procedures contained in the Incident Response Plan. The plan shall include the following headings as a minimum:

- (i) Operating Company management structure,
- (ii) operational procedures,
- (iii) communication systems,
- (iv) police and Traffic Scotland Operations and Infrastructure Services Contractor liaison and key contacts,
- (v) schedule of resources and staff rotas,
- (vi) vehicle and equipment log including locations,
- (vii) resource training and performance appraisal, and
- (viii) reporting and evaluation.

8.9 Reporting to the Incident Liaison Officers

8.9.1 On reaching the scene of an Incident or break down, the Vehicle Recovery Service shall report the time of arrival, the nature of Incident or break down and its estimated duration to the Incident Liaison Officers.

8.9.2 Once the Incident or break down is cleared, the Vehicle Recovery Service shall report the time of departure off-task and confirm the nature of the Incident or break down to the Incident Liaison Officers.

8.9.3 If the Incident / break down recovery time is expected to last more than 30 minutes, the Vehicle Recovery Service shall provide regular updates to the Incident Liaison Officers. Such information shall be supplied to the relevant Operational Partners within 10 minutes of receipt of information.

9. PARTICULAR REQUIREMENTS IN RESPECT OF FOOTPATH AND CYCLE TRACK CLOSURE ON THE FORTH ROAD BRIDGE DURING SEVERE WEATHER**9.1 General**

- 9.1.1 The Operating Company shall maintain the historic arrangement for a shuttle service for cyclists and pedestrians wishing to cross the Forth Road Bridge during periods of Severe Weather when footpaths and cycle tracks are closed. The Operating Company shall manually operate the pedestrian barriers to reinforce closure of the Forth Road Bridge footpaths and cycle tracks.

10. PARTICULAR REQUIREMENTS IN RESPECT OF SPILLAGE AND DEPOSIT OF HAZARDOUS OR SENSITIVE MATERIAL**10.1 General**

- 10.1.1 The following allocation of responsibilities applies to all Incidents involving the spillage or deposit of hazardous or sensitive material:
- (i) the Emergency Services have the primary responsibility for establishing a safe situation at an Incident site involving the deposit of hazardous or sensitive materials,
 - (ii) the Emergency Services shall have primary responsibility for co-ordinating the removal of body parts,
 - (iii) the Emergency Services will have the primary responsibility for identification of chemicals, noxious substances and other hazardous or sensitive material to ensure the safety of the public and the personnel dealing with the Incident. If the Emergency Services consider the Incident site to be low risk due to the nature, quantity and location of such spillages or deposits, the Operating Company shall undertake the identification and safe removal of any chemicals, noxious substances and other hazardous or sensitive material under the supervision of the Emergency Services including any body fluids not removed by the Emergency Services,
 - (iv) the Operating Company shall not enter an area containing chemicals, noxious substances, body fluids, body parts, and other hazardous or sensitive material until such time as the Emergency Services have confirmed that they require assistance and that it is safe to do so,
 - (v) the Operating Company shall deploy suitably trained resources to deal with spillages or deposit of chemicals, noxious substances, body fluids or other hazardous or sensitive materials onto the Unit,
 - (vi) the Incident Response Resources shall include facilities for the identification, management, removal and disposal of chemicals, noxious substances, body fluids and other hazardous and sensitive material,
 - (vii) the Operating Company shall liaise as necessary with the Scottish Environmental Protection Agency to ensure that identification, management, removal and disposal of waste materials is undertaken in accordance with current best practice guidance to minimise risk to the environment, and

- (viii) the Operating Company shall ensure Pollution control measures in accordance with *Pollution Prevention Guideline 22* issued by the Scottish Environmental Protection Agency are available for use.

11. PARTICULAR REQUIREMENTS IN RESPECT OF STRUCTURES

11.1 General

- 11.1.1 For any Incident affecting Structures outwith the responsibility of the Director, the Operating Company shall liaise with and, subject to an Order, provide support to relevant Operational Partners.
- 11.1.2 The Incident Response Operations relating to Incidents involving Structures shall, in accordance with the Specification, include as a minimum:
 - (i) temporary props,
 - (ii) supports,
 - (iii) barriers,
 - (iv) diversion signs,
 - (v) trench crossing units, and
 - (vi) steel plates.
- 11.1.3 The Operating Company shall liaise with the Traffic Scotland Operations and Infrastructure Services Contractor, Transport Scotland and the Performance Audit Group as detailed in Annex 7.3/A of this Part.
- 11.1.4 The Operating Company shall have access to secondary and back-up Incident Response Resources for temporary bridging, temporary bridge propping, heavy craneage, temporary barriers, demolition, access platforms and diving.
- 11.1.5 Following the provision of initial Incident Response Resources, the Operating Company shall provide secondary and back-up Incident Response Resources in respect of Structures to:
 - (i) assess the safety and stability of a damaged Structure,
 - (ii) assess whether its use or stability is put at risk and if the safety of the public is endangered,
 - (iii) arrange and implement footway and cycleway diversions,
 - (iv) make safe damaged parapets and barriers,
 - (v) clear detached non structural elements where there is a risk of them falling to the carriageway, footway, cycleway or navigable watercourse below,
 - (vi) install traffic barriers to prevent vehicular access to and across Structures following a Critical or Major Incident that renders the Structure potentially unsafe,
 - (vii) make safe electrical supplies to Structures including damaged signs, gantries, high mast lights and other Structures,
 - (viii) fence to prevent public access to damaged Structures,
 - (ix) fence damaged parapets and walls,

- (x) install temporary barriers to achieve the appropriate containment following damage to parapets and safety fence,
- (xi) provide special access to investigate damaged or unsafe Structures,
- (xii) implement weight or traffic restrictions to certain vehicle types on Structures,
- (xiii) set up signing for short or long term diversion routes, and
- (xiv) alleviate and avert flooding to Structures and take measures to prevent further damage due to scour.

11.1.6 Where Incidents require:

- (i) Design for remedial measures,
- (ii) the assessment of damage, its effect on load carrying capacity and the ability to remain in service, or
- (iii) Design of temporary work for existing Structures,

these Operations shall be subject to an Order except where such Operations are Core Operations as set out in Clause 4.5.1 and Clause 9.2.4 of Schedule 1 Part 1.

12. REPORTING OF INCIDENTS

12.1 Critical and Major Incidents

12.1.1 The names, contact telephone numbers and e-mail details of the Director's, Traffic Scotland Operations and Infrastructure Services Contractor and Performance Audit Group's staff to be contacted will be notified to the Operating Company in writing by the Director during Mobilisation Period 1 and will include outwith Normal Working Hours telephone numbers where applicable.

12.1.2 On becoming aware of a Critical or Major Incident the Incident Liaison Officers shall first take such actions as are necessary to arrange the response to such Incident and then immediately contact the Traffic Scotland Operations and Infrastructure Services Contractor and the appropriate Director's and Performance Audit Group's staff as stated in Annex 7.3/A of this Part. The Operating Company shall provide sufficient information to enable the Traffic Scotland Operations and Infrastructure Services Contractor and Director's staff to be able to brief the Scottish Ministers and the media with as full an account of events as quickly as possible.

12.2 Minor Incidents

12.2.1 On becoming aware of a Minor Incident that has the potential to escalate to a Critical Incident, cause significant delay or cause risk to the public or workers, the Operating Company shall notify the relevant Operational Partners as stated in Annex 7.3/A of this Part.

12.3 Road Traffic Incidents Involving Fatalities

12.3.1 In addition to the reporting requirements stated in Annex 7.3/A of this Part for Major and Critical Incidents, where an Incident involves fatalities, the Incident Liaison Officers shall immediately notify the staff stated in Annex 7.3/D of this Part, providing brief details of the Incident.

- 12.3.2 Within 24 hours of any fatal Incident, the Operating Company shall submit a detailed report by Electronic Copy using part 1 of the fatal accident notification form detailed in Annex 7.3/D of this Part to the appropriate Director's staff referred to in the Annex 7.3/D of this Part.
- 12.3.3 A joint site observation at the location shall be undertaken by the Operating Company, the Director and the police, within 28 days of the Incident. Within five Working Days of the site visit having been carried out, the Operating Company shall submit a detailed report using part 2 of the fatal accident notification form detailed in Annex 7.3/D of this Part to the Director within five Working Days. The report shall include all correspondence relating to the Incident and potential causal factors including the maintenance, historic site data, weather conditions and any other information relevant to the location of the Incident.
- 12.3.4 In the event of a fatal Incident inquiry being held, the Operating Company shall, subject to an Order:
- (i) assist the Director,
 - (ii) provide all available information, and
 - (iii) attend the inquiry to be examined on matters of fact.

13. POST INCIDENT DEBRIEFING

13.1 General

- 13.1.1 No later than 30 days after each Critical or Major Incident, the Operating Company shall:
- (i) review its Disruption Risk Management Plan and propose improvements to the Director,
 - (ii) coordinate debriefing activities with relevant Operational Partners as required, and
 - (iii) coordinate debriefing activities with other operating companies as required.
- 13.1.2 No later than 25 Working Days after the commencement of each Annual Period, the Operating Company shall submit an annual report reviewing the impact of Incidents on the Unit for the previous Annual Period.

14. INCIDENT DATA

14.1 General

- 14.1.1 The Incident Liaison Officer shall ensure that all data stated within this Part is collected, maintained and updated at all times.
- 14.1.2 All data and other relevant information collected by the Operating Company in implementing its:
- (i) Disruption Risk Management Plan,
 - (ii) Incident Response Plan,
 - (iii) Incident Response Operations,
 - (iv) Trunk Road Incident Support Service plan,

- (v) Incident Support Units plan, and
- (vi) Vehicle Recovery Service plan.

shall be stored within the Integrated Roads Information System in accordance with the template provided in Annex 7.3/E of this Part excluding information relevant to the Vehicle Recovery Service. Where such Records are not captured electronically, the data required shall be manually logged into the Integrated Roads Information System within 24 hours of the data being collected by the Operating Company.

Records not required to be stored in the Integrated Roads Information System shall be retained in accordance with Schedule 5 Part 2. The daily record sheet to be maintained by the Operating Company shall be in the format provided in Annex 7.3/C of this Part for both the Trunk Road Incident Support Service's and the Incident Support Units' activities. The Vehicle Recovery Service activities shall be summarised in a table provided in the format of Annex 7.3/F.

This is Annex 7.3/A to Schedule 7 Part 3 referred to in the foregoing Agreement between Scottish Ministers and Amey LG Limited.

SCOTTISH MINISTERS' REQUIREMENTS

SCHEDULE 7 PART 3

INCIDENT RESPONSE

ANNEX 7.3/A – Notification of Incidents

SCOTTISH MINISTERS' REQUIREMENTS**SCHEDULE 7 PART 3****INCIDENT RESPONSE****ANNEX 7.3/A – Notification of Incidents****Notification of Major, Critical and Minor Incidents**

Time of Day	Who to contact	Major Incident			Critical Incident			Minor Incident		
		By Whom	How	When	By Whom	How	When	By Whom	How	When
Normal Working Hours	TSoP	TRISS and/or ILO	Telephone*	Immediately	TRISS or ILO	Telephone*	Immediately	TRISS or ILO	Telephone*	Immediately
	TSMO	ILO	Telephone*	Immediately	TRISS or ILO	Telephone*	Immediately			
	D & NOp	ILO	Telephone*	Immediately	TRISS or ILO	Telephone*	Immediately			
	NNM	ILO	Telephone*	Immediately	TRISS or ILO	Telephone*	Immediately			
	NM	ILO	Telephone*	Immediately	TRISS or ILO	Telephone*	Immediately			
	CAT1	TRISS or ILO	Telephone*	Immediately	TRISS or ILO	Telephone*	Immediately			
	ANM	ILO	Telephone*	Immediately	TRISS or ILO	Telephone*	Immediately			
	ILO	TRISS and/or ISU	Telephone	Immediately	ISU	Telephone	Immediately	TRISS or ISU	Daily Record Sheet	End of shift
	PAG	ILO	Telephone*	Immediately	TRISS or ILO	Telephone*	Immediately			
Outwith Normal Working Hours	TSoP	TRISS and/or ILO	Telephone*	Immediately	TRISS or ILO	Telephone*	Immediately	TRISS or ILO	Telephone*	Immediately
	TSMO	ILO	Telephone*	Immediately	TRISS or ILO	Telephone*	Immediately			
	D & NOp	ILO	Email*	Immediately	ILO	Email* ²	Immediately			
	NNM	ILO	Email*	Immediately	ILO	Email* ²	Immediately			
	NM	ILO	Email*	Immediately	ILO	Email* ²	Immediately			
	CAT1	TRISS or ILO	Telephone*	Immediately	TRISS or ILO	Telephone*	Immediately			
	ANM	ILO	Email*	Immediately	ILO	Email* ²	Immediately			
	ILO	TRISS and/or ISU	Telephone	Immediately	ISU	Telephone	Immediately	TRISS or ISU	Daily Record Sheet	End of shift
	PAG	ILO	Email*	Immediately	ILO	Email* ²	Immediately			

Note: In addition to the reporting of Major, Critical and Minor Incidents above, the Operating Company must also follow and implement the guidance provided in Annex 7.3/D in the notification of road traffic Incidents involving fatalities.

Type of Service or Role

TSOp – Traffic Scotland Operations and Infrastructure Services Contractor

TSMO – Traffic Scotland Media Officer

D & NOp – Director & Network Operations Branch

NNM – National Network Manager

NM – Network Manager for the Unit

ANM – Area Network Manager

ILO – Incident Liaison Officer

PAG – Performance Audit Group field engineer

CAT1 – Category 1 responder in accordance with the Civil Contingencies Act 2004.

Contact Mode

Telephone* – TRISS personnel are likely to contact the police and Traffic Scotland Operations and Infrastructure Services Contractor via Airwave radio

Email * – Email immediately and follow up with telephone call not later than 0900 the next day or as soon as they can be contacted

Email*² – Email immediately and follow up with telephone call not later than 0900 the next day

Daily Record Sheet – see Annex 7.3/C.

This is Annex 7.3/B to Schedule 7 Part 3 referred to in the foregoing Agreement between Scottish Ministers and Amey LG Limited.

SCOTTISH MINISTERS' REQUIREMENTS

SCHEDULE 7 PART 3

INCIDENT RESPONSE

ANNEX 7.3/B – Designated Trunk Road Incident Support Service Routes

SCOTTISH MINISTERS' REQUIREMENTS

SCHEDULE 7 PART 3

INCIDENT RESPONSE

ANNEX 7.3/B – Designated Trunk Road Incident Support Service Routes

Forth Bridges Unit

Patrol Area 1 (Commencement of Service Date 1 to Commencement of Service Date 2)

M90 between M9J1a and A90 Scotstoun Junction

A90 between Dalmeny and Ferrytoll Junction including Forth Road Bridge

M90/A90 between Ferrytoll Junction and Halbeath Junction

A823(M) Pitreavie Spur

Patrol Area 1a (from Commencement of Service Date 2)

M90 (A90) between M9J1a and Halbeath Junction 3 including Queensferry Crossing

A90 between Dalmeny and Scotstoun Junction

A9000 between Scotstoun and Ferrytoll Junction including Forth Road Bridge (southbound includes the Public Transport Corridor between Echline and the A90 at Scotstoun, and northbound includes the slip road on to the Forth Road bridge from Echline and the slip from the A90 to the B800)

A823(M) Pitreavie Spur.

This is Annex 7.3/C to Schedule 7 Part 3 referred to in the foregoing Agreement between Scottish Ministers and Amey LG Limited.

SCOTTISH MINISTERS' REQUIREMENTS

SCHEDULE 7 PART 3

INCIDENT RESPONSE

ANNEX 7.3/C – Daily Record Sheet

SCOTTISH MINISTERS' REQUIREMENTS**SCHEDULE 7 PART 3****INCIDENT RESPONSE****ANNEX 7.3/C – Daily Record Sheet**

Patrol Routes:

Date: Day:

Operative Names:

1. No. of Incidents attended (Line out for each attended)

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
31	32	33	34	35	36	37	38	39	40	41	42	43	44	45

2. Incident Call Outs - Insert Reference Number

1.	6.
2.	7.
3.	8.
4.	9.
5.	10.

3. Incident(s) of Note - Insert Reference Number

1.	2.
3.	4.

4. Defect Identification - Insert Reference Number

1.	5.
2.	6.
3.	7.
4.	8.

5. Roadside Assistance to Public

Route and Location	Nature	Time Spent (Minutes)
1.		
2.		
3.		
4.		

6. Assistance Rendered to Police (other than Incident Call Outs)

Route and Location	Nature	Time Spent (Minutes)
1.		
2.		
3.		
4.		

7. Safety Patrol(s)

Route	Duration	No. of Faults/Issues
1.		
2.		
3.		
4.		

8. Updates for the Traffic Scotland Operations and Infrastructure Services Contractor and other agencies**(for example - required Lane closures, Severe Weather, excess surface water)**

Time(s)	Route and Location	Nature
1.		
2.		
3.		
4.		

9. Any other information not shown previously (continue overleaf if required).**Completed Daily Logs shall be forwarded to the Operating Company at the end of each shift.**

This is Annex 7.3/D to Schedule 7 Part 3 referred to in the foregoing Agreement between Scottish Ministers and Amey LG Limited.

SCOTTISH MINISTERS' REQUIREMENTS

SCHEDULE 7 PART 3

INCIDENT RESPONSE

ANNEX 7.3/D – Fatal Accident Notification

SCOTTISH MINISTERS' REQUIREMENTS**SCHEDULE 7 PART 3****INCIDENT RESPONSE****ANNEX 7.3/D – Fatal Accident Notification****FATAL ACCIDENT NOTIFICATION (PART 1)****ACCIDENT REFERENCE**

**ACCIDENT DETAILS**

Locus					
Route No and c/way type		Grid Reference			
Time		Day		Date	
Council Area		Police Area		Police Ref No	
Weather			Road Condition		
Road Works			Light condition		

DESCRIPTION OF CIRCUMSTANCES

VEHICLE DETAILS

CASUALTY DETAILS

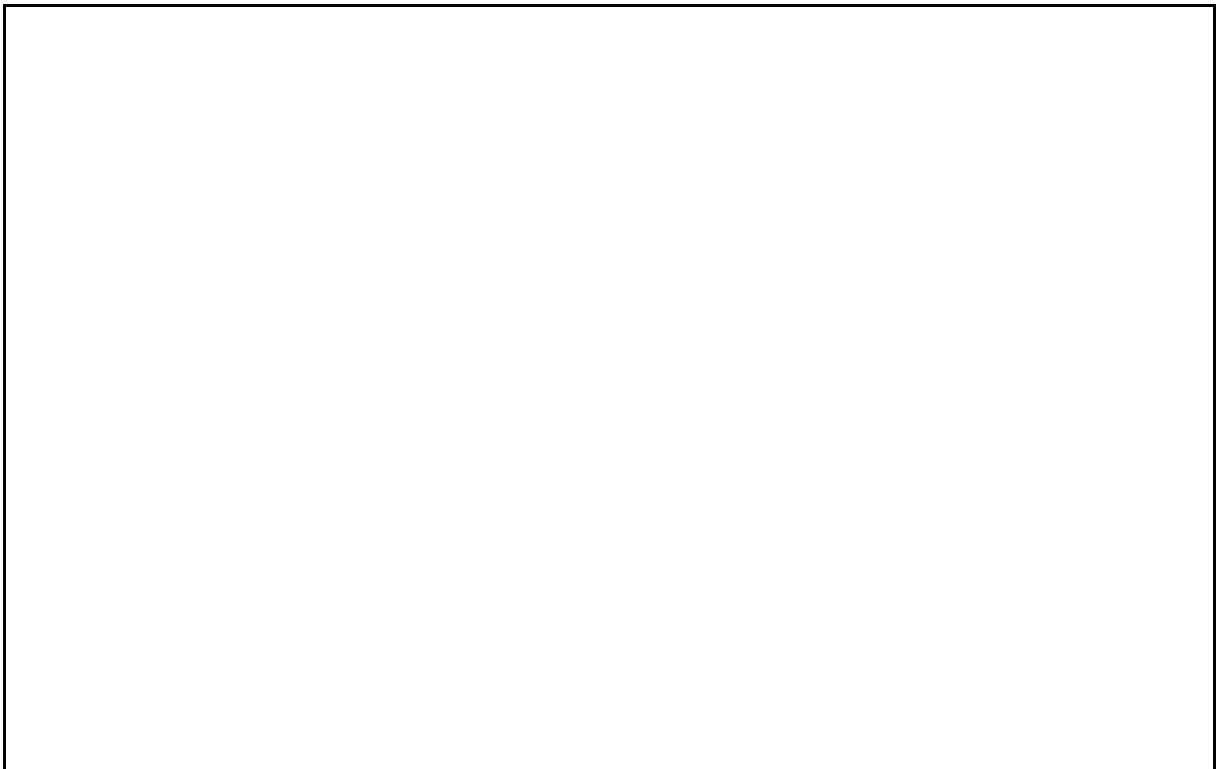
Prepared by: **Date** **Sent to:** **TS Area Manager****TS Strategic Road Safety Officer**

*The Operating Company shall inform Transport Scotland's area manager, network manager, area network manager and strategic road safety officer immediately by email after the Incident and submit this form within 24 hours.

**At an appropriate time after the Incident, ordinarily within 28 days, the Operating Company should arrange a suitable date to visit the site with representatives from Transport Scotland's accident investigation team and the Police to record the nature of the locus and establish whether any further details have come to light. The site visit is intended to ascertain at that time whether an AIP investigation is worthwhile. Following the site visit, Part 2 of this form shall be completed and submitted electronically to Transport Scotland.

FATAL ACCIDENT NOTIFICATION

LOCATION PLAN


A large empty rectangular box with a black border, intended for a location plan. It occupies the central portion of the page below the 'LOCATION PLAN' heading.

PHOTOGRAPHS

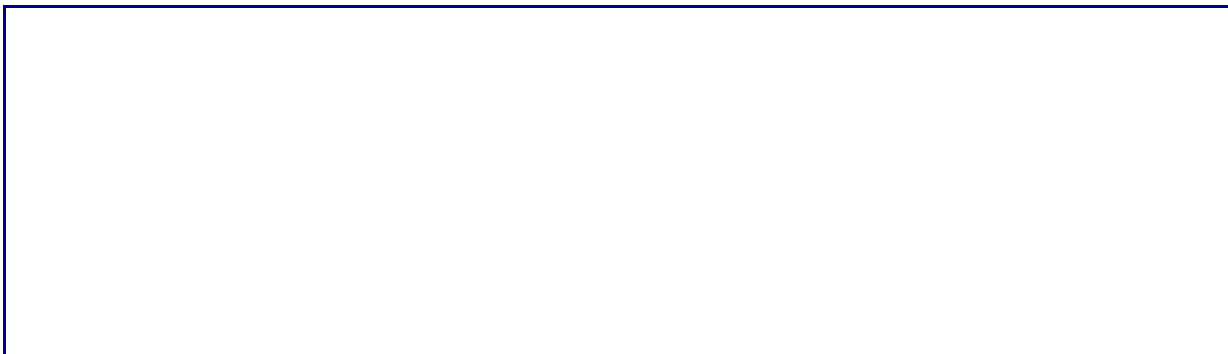
<i>No of photos at OC's discretion</i>	
	<i>No of photos at OC's discretion</i>

FATAL ACCIDENT NOTIFICATION

DETAILS OF EMERGENCY RESPONSE OPERATIONS UNDERTAKEN BY THE OPERATING COMPANY

A large, empty rectangular box with a black border, intended for the operator to provide details of emergency response operations undertaken by the operating company.

ADDITIONAL NOTES

An empty rectangular box with a blue border, intended for additional notes related to the fatal accident notification.

FATAL ACCIDENT NOTIFICATION (PART 2)**JOINT SITE OBSERVATIONS****ACCIDENT REFERENCE**

--

**ACCIDENT DETAILS**

Locus					
Route No and c/way type		Grid			
Time		Day		Date	
Council		Police Area		Police Ref No	
Weather			Road		
Road Works			Light		

SITE VISIT DETAILS

Day/Date and time of inspection			
Weather at time of site		Road	
Attendees at meeting			

OVERALL DESCRIPTION OF THE LOCUS AND SITE OBSERVATIONS

--

C/Way type and width		Road Surface	
Speed Limit		Road Studs	
Is kerbing present?		Drainage type	
Is footway present?		Verge width	
Carriageway markings		Street Lighting	
Road signs or safety barrier present		Other street furniture	
Pedestrian Crossing		Vehicle hit object off c/way	

3 YEAR ACCIDENT HISTORY (IF APPLICABLE)

--

FATAL ACCIDENT REPORT FORM SUPPLEMENTARY PHOTOGRAPHS

--	--

SUMMARY

As a result of discussions and information gathered from the site visit as well as consideration given to the concentration and level of accidents throughout the network it is suggested that:

Tick as appropriate

- | | |
|--|--------------------------|
| a) An accident investigation report is undertaken as part of the current year's programme. | <input type="checkbox"/> |
| b) An accident investigation study is not required at this time. | <input type="checkbox"/> |
| c) A copy of the Police fatal accident report is obtained when it becomes available. | <input type="checkbox"/> |

Prepared by: Date

Sent to: TS Area Manager

TS Strategic Road Safety Officer

- ➡ A copy of the form should be retained by the OC and copies submitted to TS and the Police.

FATAL ACCIDENT PROCEDURES GUIDE

The Operating Company shall notify the following personnel within Transport Scotland in the case of an Incident involving a fatality **immediately by e-mail**:

Area Manager

Network Manager

National Network Manager

Strategic Road Safety Officer (strategicroadsafety@transportscotland.gsi.gov.uk)

A detailed report using Part 1 of this form shall be submitted to the Area Manager and Strategic Road Safety Officer by Electronic Copy within **24 hours** of the incident. It shall include, but not be limited to, the following information:

- ➡ Location (preferably with plan)
- ➡ Brief description of the circumstances
- ➡ Photographs of the location if possible
- ➡ Details of casualties and vehicles involved
- ➡ Details of road conditions
- ➡ Information such as weather, roadworks, and furniture
- ➡ Outline of the emergency response undertaken
- ➡ Information about the deceased or the Police incident reference number

A joint site observation at the locus should be undertaken by the Operating Company's AIP representative, Transport Scotland's Strategic Road Safety Officer and the Police, ordinarily within 28 days, of the incident.

A detailed report using Part 2 of the incident reporting procedure shall be submitted to the Area Manager and Strategic Road Safety Officer within **5 Working Days** of the site visit having been carried out.

This is Annex 7.3/E to Schedule 7 Part 3 referred to in the foregoing Agreement between Scottish Ministers and Amey LG Limited.

SCOTTISH MINISTERS' REQUIREMENTS

SCHEDULE 7 PART 3

INCIDENT RESPONSE

ANNEX 7.3/E – Template for the Management of Incidents Function of the Integrated Roads Information System

<u>Database Field</u>	<u>Description</u>
Weather Conditions	See Codes List
Road Surface Conditions	See Codes List
Patrol Route Number (TRISS Only)	TRISS Patrol Route Number (if applicable)
Call Out Ref No. or N/A	Incident Call Out Reference Number from the TRISS Daily Record Sheet or ISU Daily Record Sheet, or state Not Applicable
Primary Response Date/Time	Date and time of commencement of appropriate action at the site of the Incident by Primary Response
Secondary Response Date/Time	Date and time of commencement of appropriate action at the site of the Incident by Secondary Response
Contingency Response Date/Time	Date and time of commencement of appropriate action at the site of the Incident by Contingency Response
Additional Details	A short description of the Unplanned Incident and the response

Type of Incident	Disruption Type	Weather Conditions	Road Surface Conditions
1 Road Traffic Collision (RTC)	1 lane or lanes closed	1 Fine no high winds	1 Dry
2 Landslide	2 carriageway closed	2 Raining no high winds Snowing no high	2 Wet or damp
3 Rock fall	3 road closed	3 winds	3 Snow
4 Flooding	4 other	4 Fine + high winds	4 Frost or ice
5 Scouring of roads and structures		5 Raining + high winds	5 Flood over 3cm deep
6 High Winds		6 Snowing + high winds	6 Other
7 Severe Weather (Snow, Fog, Rain)		7 Fog or mist	
8 Structural Failure (other than as a result of a Road Traffic Collision)		8 Other	
9 Subsidence		9 Unknown	
10 Damaged road and roadside furniture			
11 Deposit or spillage of inert material (shed loads)			
12 Spillages of liquids			
13 Obstruction or damage from vandalism			
14 Other			

This is Annex 7.3/F to Schedule 7 Part 3 referred to in the foregoing Agreement between Scottish Ministers and Amey LG Limited.

SCOTTISH MINISTERS' REQUIREMENTS

SCHEDULE 7 PART 3

INCIDENT RESPONSE

ANNEX 7.3/F – Vehicle Recovery Service – Breakdown Statistics

SCOTTISH MINISTERS' REQUIREMENTS

SCHEDULE 7 PART 3

INCIDENT RESPONSE

ANNEX 7.3/F – Vehicle Recovery Service – Breakdown Statistics

BREAKDOWN STATISTICS

YEAR _____

	Category of Breakdown/Recovery (Light Recovery Vehicles)										TOTAL LIGHT RECOVERY		MONTHLY TOTAL
	MECHANICAL		ACCIDENT		PUNCTURE		FIRE		FUEL				
MONTH	FRB	QC	FRB	QC	FRB	QC	FRB	QC	FRB	QC	FRB	QC	
JAN													
FEB													
MAR													
APR													
MAY													
JUN													
JUL													
AUG													
SEP													
OCT													
NOV													
DEC													
TOTAL													

	Category of Breakdown/Recovery (Heavy Recovery Vehicles)										TOTAL HEAVY RECOVERY		MONTHLY TOTAL
	MECHANICAL		ACCIDENT		PUNCTURE		FIRE		FUEL				
MONTH	FRB	QC	FRB	QC	FRB	QC	FRB	QC	FRB	QC	FRB	QC	
JAN													
FEB													
MAR													
APR													
MAY													
JUN													
JUL													
AUG													
SEP													
OCT													
NOV													
DEC													
TOTAL													

