

## **SCOTTISH MINISTERS' REQUIREMENTS**

### **SCHEDULE 7 PART 3**

#### **INCIDENT RESPONSE**

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## **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 on or near to the Unit,
- (ii) executing its Incident Response Operations,
- (iii) minimising the duration of Incidents that occur on or near the Unit, 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 its Incident Response Resources.

1.1.3 The Operating Company's Incident Response planning activities shall include 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 Operating Company's Incident Response Operations shall commence immediately after it has been notified of an Incident. Such Operations shall include:

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

The Operating Company shall undertake its 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 seek to minimise or eliminate the risks associated with Incidents that impact on the operation and use of the Unit. Such mitigation activities shall include:

- (i) Disruption Risk Management activities relating to Incidents that cause disruption of the operation of the network. The Operating Company shall undertake such activities in accordance with the Disruption Risk Management Plan which shall be prepared and maintained by the

Operating Company in accordance with Transport Scotland's *Manual for the Management of the Risk of Unplanned Network Disruption* and as stated in this Part, and

- (ii) activities relating to Incidents that do not cause disruption to the operation and use of the Unit.

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 Operating Company's Trunk Road Incident Support Service and Incident Support Units shall attend to all Incidents in accordance with the response times stated in the Specification.

## **1.3 Multi Agency Response Team**

1.3.1 For the purposes of this Part, the Multi Agency Response Team comprises 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 considered by the Director in dialogue with the Multi Agency Response Team partners. 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 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 shall 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 the Commencement of Service Date, the Operating Company shall produce and thereafter maintain up to date throughout the Contract Period 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.

1.3.5 The Multi Agency Response Team organisational partners will vary over the lifetime of this Contract and are likely to include:

- (i) Transport Scotland,

- (ii) the Traffic Scotland Operator,
- (iii) other operating companies,
- (iv) Network Rail,
- (v) First Scotrail,
- (vi) the Meteorological Office, and
- (vii) the Association of Chief Police Officers in Scotland.

## **2. CLASSIFICATION OF INCIDENTS**

### **2.1 Major Incidents**

2.1.1 For the purposes of this Part , a 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, or
- (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.

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 Operator 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 For the purposes of this Part, a Critical Incident means any unplanned event that includes:

- (i) all 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 Incident 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 immediately notify the appropriate Category 1 responder, the Director and the Traffic Scotland Operator.

### **2.3 Minor Incidents**

2.3.1 For the purposes of this Part, a 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 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.

## **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's shall develop and implement its Disruption risk management processes 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 action at Disruption Risk Sites identified as having a high and very high risk level. Such actions include capital investment projects, development and implementation of a management plan and further investigation of specific Disruption Risk Sites,
- (iv) when consented to by the Director, implement approved risk management actions where a bid for funding has been successful, and

- (v) establish, maintain, implement and continuously improve a Disruption Risk Management Plan for the Unit. The Operating Company shall update the Disruption Risk Management Plan at intervals not exceeding 12 months.

3.1.2 The Operating Company's 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 include:

- (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) disruption risk Records,
- (x) Disruption Risk Sites,
- (xi) the Statement of Intent requests for risk management action, and
- (xii) any other management plans and risk records related to potential disruption risk.

3.2.2 No less than 30 days prior to the Commencement of Service Date, the Operating Company shall submit to the Director for consent, a draft Disruption Risk Management Plan covering the full extent of the Unit. 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* by utilising all relevant historic data supplied by the Director.

3.2.3 The Operating Company shall, at intervals not exceeding 12 months, update the Disruption Risk Management Plan and re-issue it to the Director, or issue a statement that the plan has been reviewed and that no update is required.

## **4. INCIDENT RESPONSE PLAN**

### **4.1 General**

4.1.1 No less than 30 days prior to the Commencement of Service Date, the Operating Company shall submit an Incident Response Plan to the Director for his written consent.

## **4.2 Scope of the Incident Response Plan**

4.2.1 The Operating Company's Incident Response Plan shall ensure a prompt and efficient response to Incidents including:

- (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) landslips 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 Operating Company's Incident Response Plan shall demonstrate the adequacy and availability of its 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 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 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 Officer,
- (v) arrangements with operating companies in other Units for the use of additional Incident Response Resources in exceptional circumstances,
- (vi) communication methods including 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) communication between Operating Company vehicles, offices, depots, sites of Incidents, Emergency Services and other Operational Partners,
  - (ix) 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,
  - (x) management arrangements for Incidents other than vehicle damage that put Structures at risk,
  - (xi) arrangements for the provision of Mutual Aid,
  - (xii) management arrangements for the availability of the Incident Liaison Officer both during and outwith Normal Working Hours,
  - (xiii) 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,
  - (xiv) arrangements for liaison with all appropriate organisations referred to in this Schedule,
  - (xv) arrangements for coordination with other Incident responders referred to in this Schedule,
  - (xvi) arrangements for dealing with spillage and deposit of hazardous or sensitive material referred to in this Schedule,
  - (xvii) arrangements for dealing with Structures including unsafe or potentially unsafe Structures referred to in this Schedule,
  - (xviii) the management process for obtaining specialist advice to determine the safety and stability of damaged or at risk Structures and the Design for temporary works, remedial and strengthening measures for Structures, and
  - (xix) 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:

- (i) identify all relevant Operational Partners that have involvement in dealing with an Incident,
- (ii) agree the communication arrangements between itself and the relevant Operational Partners in the event of an Incident, and
- (iii) 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.

4.3.2 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.

4.3.3 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 one controlled 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.

4.5.3 Notwithstanding the requirements above, the Incident Response Plan shall be re-issued to the Director not later than 10 Working Days prior to the end of each Annual Period.

#### **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, the Operating Company shall immediately notify any amendments to the Incident Response Plan to all holders of controlled copies of the plan and shall provide a controlled copy of the 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,
- (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 Officer**

**4.8.1** The Operating Company shall appoint suitably qualified personnel to undertake the role of Incident Liaison Officer in accordance with the requirements of Schedule 5 Part 4. No later than 30 days prior to the Commencement of Service Date, 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 Officer shall be responsible for the management and delivery of the Operating Company's Incident Response duties and shall have the information and the authority to provide an effective response appropriate to any Incident. 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 Officer shall act as the first point of contact within the Operating Company's organisation for all Incidents on or near the Trunk Road Unit. When requested by the Director, the Incident Liaison Officer shall undertake duties from the Traffic Scotland Control Centre.

**4.8.4** The Incident Liaison Officer 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 Operator,
- (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 Officer include:

- (i) notifying the Emergency Services, the Traffic Scotland Operator 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) managing and coordinating the execution of Incident Response Operations,
- (iv) managing the Trunk Road Incident Support Service to meet the requirements of this Part,
- (v) maintaining contact with and keeping informed the Emergency Services, the Traffic Scotland Operator, local authorities and other affected parties as necessary during the Incident,
- (vi) when necessary, providing the required support to the Emergency Services,
- (vii) determining the need for secondary and back-up Incident Response and mobilising where necessary,
- (viii) subject to an Order, the provision of Mutual Aid,
- (ix) determining the need for obtaining specialist advice from the Bridges Manager and making contact as appropriate,
- (x) ensuring all Standard Incident Diversion Routes supplied by the Director are reviewed prior to the Commencement of Service Date,
- (xi) the review and update of existing Standard Incident Diversion Routes in full consultation with relevant Operational Partners,
- (xii) developing new Standard Incident Diversion Routes in accordance with Transport Scotland's '*Development Procedures for Operating Companies*',
- (xiii) making an initial assessment as to whether the Incident is already, or has the potential to escalate to, a Critical or Major Incident, and
- (xiv) preparing Incident reports for submission to the Director in accordance with requirements of paragraph 10 of this Part.

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

#### **4.9 Arrangements for Full-Time Cover**

4.9.1 Incident Response cover shall be available both during and outwith Normal Working Hours from the Commencement of Service Date to the Contract Expiry 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 the Commencement of Service Date and thereafter at least 10 Working Days prior to 1 April and 1 October in each Annual Period. The rotas shall detail the availability of the Incident Liaison Officers and Incident Response crews 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 any special procedures to be followed outwith Normal Working Hours.

#### **4.10 Contact Arrangements**

4.10.1 The Operating Company's Incident Response Resources 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 Officer 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 the Specification to provide support for the provision of the Incident Response Operations.

#### **4.13 Operating Company's Incident Communications**

4.13.1 The Operating Company shall ensure that adequate 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 as Core Operations where the cost 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 cost of the Incident Response Operations at each Incident is above £10,000. Such Incident Response Operations shall be subject to a retrospective Order.

#### **5.2 Scope of Incident Response Operations**

5.2.1 Incident Response Operations include:

- (i) providing assistance to the Emergency Services,
- (ii) traffic management for hard shoulder closures, lane closures, 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 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 landslips 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 execute the management and implementation of all existing Standard Incident Diversion Routes and related Incident Response Operations.
- 5.3.2 The Operating Company shall ensure that signing on all Standard Incident 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 Subject to an Order, the Operating Company shall review a Standard Incident Diversion Route to identify changes or potential improvements. This review shall be undertaken in full consultation with relevant Operational Partners.

5.3.4 Where the Operating Company undertakes a review of any Standard Incident Diversion Route to identify changes or potential improvements, it shall:

- (i) produce revised documentation in both hard copy and electronic format,
- (ii) maintain Records of amendments and distribution, and
- (iii) submit final documentation to the Director for approval and distribution via the Traffic Scotland Operator.

## **6. TRUNK ROAD INCIDENT SUPPORT SERVICE**

### **6.1 General**

6.1.1 The Trunk Road Incident Support Service shall patrol designated strategic routes of the Unit to detect and respond to Incidents. The Trunk Road Incident Support Service shall be integrated with the Traffic Scotland Control Centre as stated in this Part.

6.1.2 The Operating Company's Trunk Road Incident Support Service shall be fully operational from the Commencement of Service Date.

6.1.3 The Traffic Scotland Operator 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 comply with the requirements of *Disclosure Scotland* clearance 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 Operator. The Operating Company shall also respond to Incidents reported by the Police and other Operational Partners after first notifying the Traffic Scotland Operator,
- (ii) making Incidents safe through the application of temporary traffic management,
- (iii) relieving congestion and removing hazards by the clearance of debris from traffic lanes and hard shoulders,
- (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 team's capabilities,
- (vi) providing a communications link between the site, the Traffic Scotland Operator and the Operating Company's Incident Liaison Officer which meets the requirements of the Director,

- (vii) reporting abandoned or broken down vehicles to the Operating Company's Incident Liaison Officer,
- (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 special events to the Traffic Scotland Operator and the Operating Company's Incident Liaison Officer,
- (xi) providing Incident Response Operations, subject to support being available, to Incidents on the routes,
- (xii) liaising with the Traffic Scotland Operator and Police control rooms. Liaison with the Police control rooms shall be via the Traffic Scotland Operator and the Emergency Services at Incidents as required,
- (xiii) participating in and contributing to the Trunk Road Incident Support Service working groups, 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 The Operating Company shall not utilise Trunk Road Incident Support Service resource for other additional secondary functions without the prior approval of the Director.

6.2.3 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 resource shall utilise the Trunk Road Incident Support Service vehicles to patrol designated routes systematically in accordance with the provisions of this Schedule, as follows:

- (i) Vehicle 1 – between 06:00 hours and 19:00 hours, seven days a week, and
- (ii) Vehicle 2 – between 06:30 hours and 19:30 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 shift patterns shall ensure that at least one vehicle is operational during any change of working shifts.

### **6.4 Geographical Coverage and Response Times**

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

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



- 6.4.3 Where the Trunk Road Incident Support Service patrols are required by the Transport Scotland Operator to attend Incidents outwith their designated patrol routes or Unit in order to provide assistance to the Police and other Operating Companies, the Trunk Road Incident Support Service patrols 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 Key Performance Indicators.

- 6.4.4 Where Trunk Road Incident Support Service patrols are unable to respond to an Incident, both within and outwith the Operating Company's own Unit, the Operating Company shall immediately notify the Traffic Scotland Operator 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.

- 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 commencing any Trunk Road Incident Support Service Operations, all Trunk Road Incident Support Service personnel shall be suitably trained in appropriate areas, including:

- (i) driver training,
- (ii) vehicle and equipment checks and vehicle familiarisation,
- (iii) network and route familiarisation,
- (iv) understanding of the all purpose Trunk Road and motorway network,
- (v) roles and responsibilities of the Traffic Scotland Operator, Emergency Services, Trunk Road Incident Support Service and Incident Support Units,
- (vi) legal responsibilities and powers,
- (vii) Airwave communication,
- (viii) emergency traffic management,
- (ix) knowledge of hazardous materials,
- (x) scenarios,
- (xi) what to do at road traffic collisions,
- (xii) how to undertake carriageway clearance,
- (xiii) Safety Inspections and 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, and
- (xx) conflict resolution.

The scope and provision of such training shall be agreed in writing by the Director prior to the commencement of Operations and shall be in line with the standards agreed by the Director.

- 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 the wearing of appropriately badged, uniform style clothing which shall be subject to the written consent of the Director in accordance with Appendix 32/1 of the Specification.

## **6.6 Vehicles and Equipment**

- 6.6.1 The type of vehicles to be provided by the Operating Company and their equipment shall be as stated in the Specification.
- 6.6.2 Trunk Road Incident Support Service vehicles shall have a global positioning system that provides the Operating Company's Incident Liaison Officer with a "live" location and identification facility to enable the effective tasking of resources and monitoring of Operations. The Operating Company shall provide the relevant Network Operations provider 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 Trunk Road Incident Support Service vehicles shall use the Trunk Road Incident Support Service Type 1 vehicle requirement 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 requirement 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 Operator, the Police and the Incident Liaison Officer which provides a swift and reliable means for the notification of Incidents.

## **6.7 Airwave Communications**

- 6.7.1 The Trunk Road Incident Support Service shall use an encrypted digital radio communications system known as Airwave. The Operating Company shall utilise this equipment as a dedicated communication system between Trunk Road Incident Support Service personnel, the Traffic Scotland Control Centre, the Incident Liaison Officer and the Police.
- 6.7.2 In order to carry out the services required, the Operating Company shall be required to apply for, acquire and operate a TETRA Encryption Algorithm 2 sub-user licence

for use with this communication system. The Operating Company shall be solely responsible for the procurement of, and conforming to any conditions of, this licence.

6.7.3 The Operating Company shall comply with the various codes of practice that apply to this 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/>.

6.7.4 The Operating Company shall develop an approved code of practice for Airwave in compliance with *Traffic Scotland Airwave Users Guide/Operating Protocols and Procedures*.

6.7.5 The Operating Company shall indemnify the Director against any claims arising as a result of negligence or any other action on its part, relating to the use, storage and compliance of Airwave equipment and the Operating Company's TETRA Encryption Algorithm 2 licence.

## **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.

The Operating Company's procedures and method statements contained within its Management System 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.

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 plan shall include the following headings:

- (i) Operating Company management structure,
- (ii) communication systems,
- (iii) Police and Traffic Scotland Operator 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 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 Control Centre and Incident Liaison Officer.
- 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 Control Centre and Incident Liaison Officer.
- 6.9.3 If the Incident is expected to last more than 30 minutes, the patrol shall provide regular updates to the Traffic Scotland Control Centre, the relevant Police control rooms and Incident Liaison Officer. 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 service within the Unit. When required, the Incident Support Unit 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 designated routes of the Trunk Road Incident Support Service,
  - (ii) on all Trunk Road Incident Support Service routes outwith the hours stated in paragraph 6.3.1 of this Part, and
  - (iii) on all Trunk Road Incident Support Service Routes during its normal 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:
  - (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 team's capabilities,
  - (v) providing a communications link between the Incident site and the Operating Company's Incident Liaison Officer,
  - (vi) reporting abandoned or broken down vehicles to the Operating Company's Incident Liaison Officer,
  - (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 Operating Company's Incident Liaison Officer and with Police control rooms and the Traffic Scotland Operator 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 Operating Company's operations including:
- (i) Safety Patrols and Safety Inspections,
  - (ii) maintenance Operations such as cleaning signs, drainage clearance and litter picking, and
  - (iii) making safe or repairing Category 1 Defects
- in accordance with the requirements of Schedule 7 Part 1.
- 7.2.3 When the Operating Company's Incident Support Units are required to attend Incidents outwith the Unit in order to render assistance to the Police, other Operating Companies and Trunk Road Incident Support Service patrols, the Incident Support Units shall respond in accordance with the requirements of this Part.
- 7.2.4 The Incident Liaison Officer 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 Officer shall ensure instances are recorded where Incident Support Units are not able to attend Incidents outwith the Unit.
- 7.2.5 Where Incident Support Unit patrols are unable to respond to an Incident, both within and outwith the Operating Company's own Unit, the Operating Company shall immediately notify the Traffic Scotland Operator and 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 commencing any Incident Support Unit Operations, 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:
- (i) driver training,
  - (ii) vehicle and equipment checks and vehicle familiarisation,
  - (iii) network familiarisation,
  - (iv) understanding of the all purpose Trunk Road and motorway network,
  - (v) roles, responsibilities and scope of Incident Support Units service,
  - (vi) roles and responsibilities of relevant Operational Partners including the Traffic Scotland Operator, Emergency Services, Trunk Road Incident Support Service, including legal responsibilities and powers,
  - (vii) Airwave communication,
  - (viii) 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 and provision of such training shall be agreed to in writing by the Director prior to the commencement of Operations and shall be in line with the standards agreed by the Director.

7.3.4 The Incident Support Unit personnel shall participate in joint training exercises with relevant Operational Partners.

7.3.5 Incident Support Unit personnel shall carry at all times photographic identification cards provided by the Operating Company. 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 them by the Operating Company shall be as stated in the Specification.

7.4.2 Incident Support Unit vehicles shall have a global positioning system that provides the Operating Company's Incident Liaison Officer with a "live" location and identification facility to enable the effective tasking of resources and monitoring of Operations. If requested by the Director, the Operating Company shall provide the relevant Network Operations provider 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.

7.4.3 Incident Support Unit 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 submit to the Director an Incident Support Units plan which shall be part of the Incident Response Plan.

The Operating Company's procedures and method statements contained within its Management System shall cover:

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

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:

- (i) Operating Company management structure,
- (ii) communication systems,
- (iii) Police and Traffic Scotland Operator 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 Incident Support Units plan and at intervals not exceeding three months, shall submit the plan to the Director for written consent.

## **7.6 Reporting to the Incident Liaison Officer**

- 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 Officer.
- 7.6.2 Once the Incident is cleared, the patrol shall report the time of departure off-task and confirm the nature of the Incident to the Incident Liaison Officer.
- 7.6.3 If the Incident is expected to last more than 30 minutes, the patrol shall provide regular updates to the Incident Liaison Officer. Such information shall be supplied to the relevant Operational Partners within 10 minutes of receipt of information.

## **8. PARTICULAR REQUIREMENTS IN RESPECT OF SPILLAGE AND DEPOSIT OF HAZARDOUS OR SENSITIVE MATERIAL**

- 8.1.1 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 Operating Company's 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.

## **9. PARTICULAR REQUIREMENTS IN RESPECT OF STRUCTURES**

### **9.1 General**

- 9.1.1 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.
- 9.1.2 The Operating Company's Incident Response Operations relating to Incidents involving Structures shall, in accordance with the Specification, include:
  - (i) temporary props,
  - (ii) supports,
  - (iii) barriers,
  - (iv) diversion signs,
  - (v) trench crossing units, and
  - (vi) steel plates.



- 9.1.3 The Operating Company shall liaise with the Traffic Scotland Operator, Transport Scotland and the Performance Audit Group as detailed in Annex 7.3/A of this Part.
- 9.1.4 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.
- 9.1.5 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 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.
- 9.1.6 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 works for existing Structures,
- these Operations shall be subject to an Order.

## **10. REPORTING OF INCIDENTS**

### **10.1 Critical and Major Incidents**

- 10.1.1 The names, contact telephone numbers and e-mail details of the Director's, Traffic Scotland Operator and Performance Audit Group staff to be contacted will be notified to the Operating Company in writing by the Director during the Mobilisation Period and will include outwith Normal Working Hours telephone numbers where applicable.
- 10.1.2 On becoming aware of a Critical or Major Incident, the Incident Liaison Officer shall first take such actions as are necessary to arrange the response to such Incident and then immediately contact the Traffic Scotland Operator and the appropriate Director's and Performance Audit Group staff as stated in Annex 7.3/A of this Part. The Operating Company shall provide sufficient information to enable the Traffic Scotland Operator 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.

### **10.2 Minor Incidents**

- 10.2.1 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.

### **10.3 Road Traffic Incidents Involving Fatalities**

- 10.3.1 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 Officer shall immediately notify the staff stated in Annex 7.3/D of this Part, providing brief details of the Incident.
- 10.3.2 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.
- 10.3.3 A joint site observation at the location shall be undertaken by the Operating Company, the Director and the Police, within 25 Working 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.
- 10.3.4 In the event of a fatal Incident inquiry being held, the Operating Company shall, subject to an Order:
- (i) assist the Director, provide all available information, and
  - (ii) attend the inquiry to be examined on matters of fact.

## **11. POST INCIDENT DEBRIEFING**

### **11.1 General**

- 11.1.1 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.
- 11.1.2 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.

## **12. INCIDENT DATA**

### **12.1 General**

- 12.1.1 The Incident Liaison Officer shall ensure that all data stated within this Part is collected, maintained and updated at all times.
- 12.1.2 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, and
  - (v) Incident Support Units plan,

shall be stored within the Integrated Roads Information System database in accordance with the template provided in Annex 7.3/E of this Part. 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, including the daily record sheet to be maintained by the Operating Company in the format provided in Annex 7.3/C of this Part for both Trunk Road Incident Support Service and Incident Support Unit activities.



This is Annex 7.3/A to Schedule 7 Part 3 referred to in the foregoing Agreement between Scottish Ministers and Scotland TranServ being a Joint Venture comprising of Balfour Beatty Civil Engineering Limited and Mouchel 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 (Mon 0800 - Fri 1800)	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	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	ILO	Email*	Immediately	ILO	Email* <sup>2</sup>	Immediately			
	NNM	ILO	Email*	Immediately	ILO	Email* <sup>2</sup>	Immediately			
	NM	ILO	Email*	Immediately	ILO	Email* <sup>2</sup>	Immediately			
	CAT1	TRISS or ILO	Telephone*	Immediately	TRISS or ILO	Telephone*	Immediately			
	ANM	ILO	Email*	Immediately	ILO	Email* <sup>2</sup>	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* <sup>2</sup>	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 Operator

TSMO – Traffic Scotland Media Officer

D – Director

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 Operator 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\*<sup>2</sup> – 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 Scotland TranServ being a Joint Venture comprising of Balfour Beatty Civil Engineering Limited and Mouchel 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**

###### ***Patrol Area 1***

**M8** Between Junction 13 (M80) and Junction 8 (Baillieston Interchange)

**M73** Between Junction 1 (M74) and a point 1.3km south of Junction 3

**M74** Between the M8 Motorway west of Kingston Bridge to Junction 6 (Hamilton Interchange)  
- (M74 extension not currently shown on Figure B1 below)

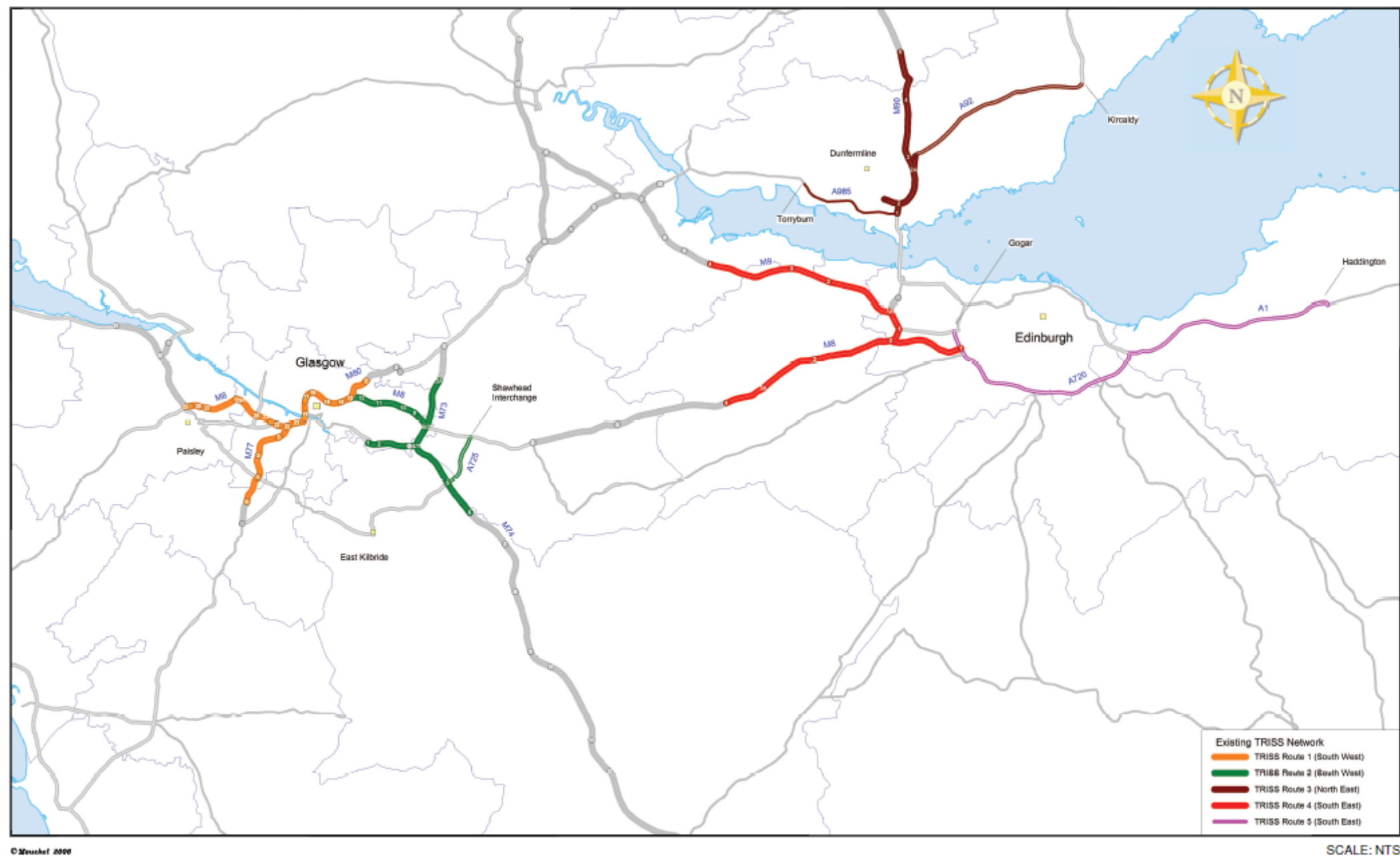
**A725** Between Shawhead Interchange and M74 (Junction 5)

###### ***Patrol Area 2***

**M8** Between Junction 29 (St James Interchange) and Junction 13 (M80)

**M80** Between Junction 1 (M8, Junction 13) and Junction 2 (B765)

**M77** Between the M8, Junction 22 and Junction 5 (Mallettsheugh)



Existing TRISS Routes

FIGURE B1

This is Annex 7.3/C to Schedule 7 Part 3 referred to in the foregoing Agreement between Scottish Ministers and Scotland TranServ being a Joint Venture comprising of Balfour Beatty Civil Engineering Limited and Mouchel 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**

<b>1.</b>	<b>5.</b>
<b>2.</b>	<b>6.</b>
<b>3.</b>	<b>7.</b>
<b>4.</b>	<b>8.</b>

**5. Roadside Assistance to Public**

<b>Route and Location</b>	<b>Nature</b>	<b>Time Spent ( Minutes)</b>
<b>1.</b>		
<b>2.</b>		
<b>3.</b>		
<b>4.</b>		



**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 Operator and other agencies**

**(for example - required Lane closures, Severe Weather, excess surface water)**

<b>Time(s)</b>	<b>Route and Location</b>	<b>Nature</b>
<b>1.</b>		
<b>2.</b>		
<b>3.</b>		
<b>4.</b>		

**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 Scotland TranServ being a Joint Venture comprising of Balfour Beatty Civil Engineering Limited and Mouchel 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

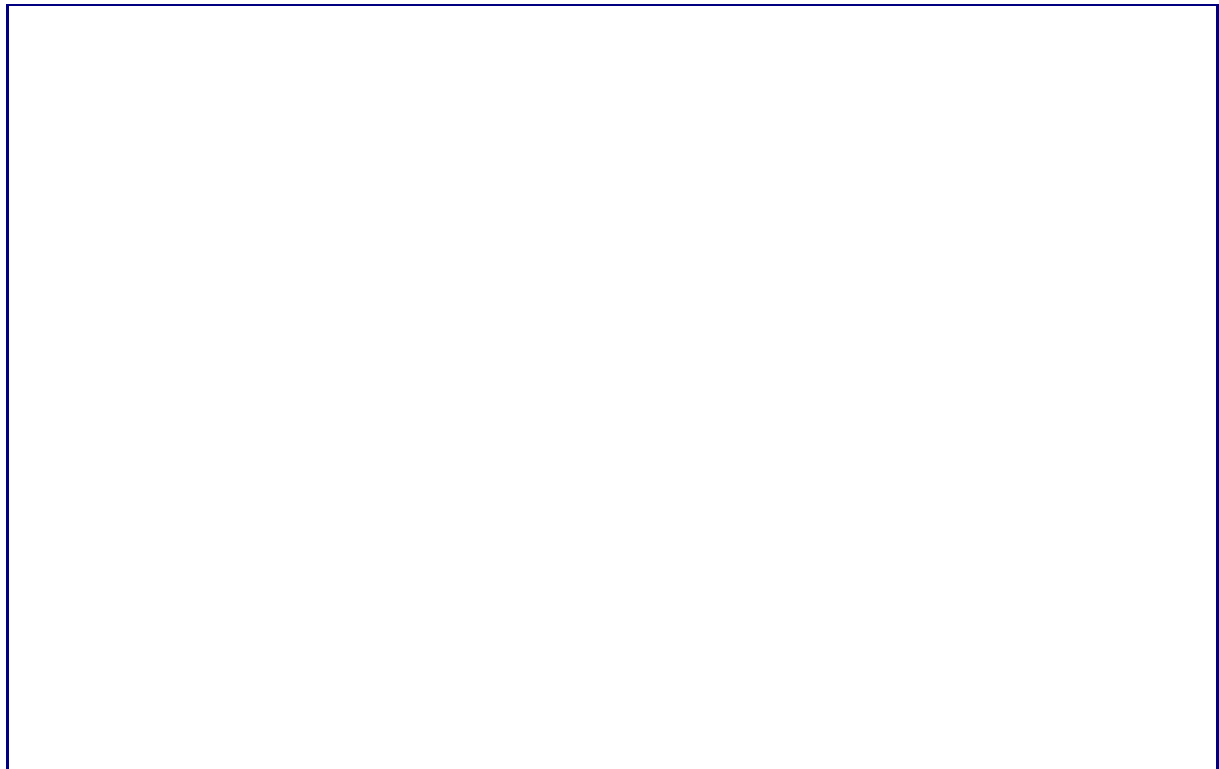
TS Strategic Road Safety Officer

\* 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



## 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**

**ADDITIONAL NOTES**



## **FATAL ACCIDENT NOTIFICATION (PART 2)**

### **JOINT SITE OBSERVATIONS**

#### **ACCIDENT REFERENCE**

#### **ACCIDENT DETAILS**

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

#### **SITE VISIT DETAILS**

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

#### **OVERALL DESCRIPTION OF THE LOCUS AND SITE OBSERVATIONS**



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

### 3 YEAR ACCIDENT HISTORY (IF APPLICABLE)

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### 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:	<input type="text"/>	Date	<input type="text"/>
Sent to:	<input type="text"/>	TS Area Manager	
	<input type="text"/>	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](mailto: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, road works, 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 **1 week** 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 Scotland TranServ being a Joint Venture comprising of Balfour Beatty Civil Engineering Limited and Mouchel Limited.

## **SCOTTISH MINISTERS' REQUIREMENTS**

### **SCHEDULE 7 PART 3**

#### **INCIDENT RESPONSE**

#### **ANNEX 7.3/E – Template for the Incidents Database Function of the Integrated Roads Information System**



## SCOTTISH MINISTERS' REQUIREMENTS

**SCHEDULE 7 PART 3**

## INCIDENT RESPONSE

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

[illegible]

<u>Database Field</u>	<u>Description</u>
Reference	Disruption Incident Reference Number
Year	Year of Incident (YYYY)
Month	Month of Incident (01-12)
Day	Day of the Month (01-31)
Day of Week	Monday - Sunday
Start Time of Disruption Incident	24hr clock time entry i.e. 17.55, Notification of Incident will be the Incident start time
Trunk Road Unit	Trunk Road Unit
Route Number	Route Number - A1
Direction of Travel	N, S, E ,W, clockwise, anti-clockwise, roundabout
Link Number (IRIS)	IRIS Link Number
Section & Chainage (IRIS)	IRIS Section & Start Chainage
OS Reference Easting	Ordnance Survey Grid Reference (Start point) - Easting (5 char)
OS Reference Northing	Ordnance Survey Grid Reference (Start point) - Northing (5 char)
Length of Disruption	Description of length of disruption caused by incident (junction to junction, length of restricted road)
Risk Site Ref. (if appropriate)	Identify if the Incident location is a common Risk Site and enter the reference
Management Plan Ref No. (if applicable)	Identify Flooding, Wind or Landslide Management Plan Reference Number (flooding incidents may also refer to flood reports)
Disruption or Non-Disruption Incident	Did the Incident cause Disruption to the Trunk Road Network or is it classified as a Non-Disruption Incident
Type of Incident	Brief Description of Incident (see Codes List)
Disruption Type	See Codes List
Lanes affected	Number of running lanes affected excluding hardshoulder
Duration of Disruption	Duration from Incident Notification to the removal of live carriageway restrictions
Diversion Route	SIDR Reference or description
Accident Reference	Police Accident Reference Number
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
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			