

This is Document “Schedule 7 Part 3” referred to in this Contract

SCOTTISH MINISTERS’ REQUIREMENTS

SCHEDULE 7 PART 3

EMERGENCY RESPONSE

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SCOTTISH MINISTERS' REQUIREMENTS

SCHEDULE 7 PART 3

EMERGENCY RESPONSE

1 INTRODUCTION

1.1 General

- 1.1.1 The provisions of this Part 3 of this Schedule 7 identify the requirements for planning management and response arrangements that shall be in place for responding to Emergencies that shall be executed by the Operating Company as part of the Operations.
- 1.1.2 The Operating Company shall provide all resources required to deal with Emergencies including but not limited to those scheduled in Clause 3201 of the Specification.
- 1.1.3 The Operating Company shall ensure that in the event of an Emergency occurring on or affecting the Unit Operating Company personnel shall
- (i) take immediate action to deal with the Emergency and
 - (ii) assist the emergency services and other third parties as necessary to deal with the Emergency and to minimise the disruption and delay to road users.
- 1.1.4 The Operating Company shall include or procure the inclusion of documented procedures in the Quality Management System for effective
- (i) notification
 - (ii) planning
 - (iii) management and
 - (iv) response
- for Emergency Response Operations.

1.2 Resources for Emergency Response Operations

- 1.2.1 Emergency Response Resources shall be classified according to the availability and response time requirements of this Contract as
- (i) initial
 - (ii) secondary or
 - (iii) contingency
- Emergency Response Resources.
- The Operating Company shall ensure that
- (iv) initial and secondary Emergency Response Resources shall be available at all times and
 - (v) arrangements shall be established such that the Operating Company shall deliver the contingency Emergency Response Resources to the Site of the

Emergency as soon as possible within a maximum of 24 hours of the requirement for the Emergency Response Resources being identified.

- 1.2.2 The Emergency Response Resources identified in Clause 3201 of the Specification shall be deemed to be the minimum provision and shall not be construed as being all the resources required by the Operating Company to fulfil its obligations for Emergency Response Operations.

1.3 Emergency Response Operations

- 1.3.1 Emergency Response Resources shall be provided subject to an Order to execute Emergency Response Operations including but not limited to

- (i) providing assistance to the emergency services
- (ii) traffic management for
 - (a) hardshoulder closures
 - (b) Lane closures
 - (c) road closures and
 - (d) the like
- (iii) arranging for and implementing traffic diversions including but not limited to those necessary for
 - (a) carriageways
 - (b) footways
 - (c) cycleways
 - (d) rights of way and
 - (e) the like
- (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 shall not be 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 the like
- (vii) cleaning and sweeping
- (viii) removal of
 - (a) general debris
 - (b) animal carcasses and
 - (c) the like
- (ix) containment removal and disposal of debris and waste including but not limited to
 - (a) chemicals
 - (b) noxious substances
 - (c) body fluids

- (d) body parts and
- (e) other hazardous and sensitive material
- (x) repairing and replacing any part of the Unit where necessary or where otherwise determined by the Director for a particular Emergency as part of the Emergency Response Operations
- (xi) alleviating and averting flooding
- (xii) lifting and propping
 - (a) bridges
 - (b) other Structures and
 - (c) other parts of the Unit
- (xiii) over-spanning
 - (a) bridge decks
 - (b) supports at bridges and
 - (c) other Structures

that shall be unsafe due to failure or shall be damaged due to any cause including but not limited to scour and where possible enabling such bridges and Structures to remain in service
- (xiv) removal and disposal of debris arising from landslips and rockfalls
- (xv) dealing with subsidence and
- (xvi) any other Emergency Response Operations identified from the risk assessments as referred to in paragraph 2.2.1 of this Part 3 of this Schedule 7.

2 EMERGENCY RESPONSE PLAN

2.1 Requirements

- 2.1.1 The Emergency Response Plan shall form a controlled item of the Quality Management System including The Quality Plan documentation as referred to in Part 1 of Schedule 5.

2.2 Scope of the Emergency Response Plan

- 2.2.1 The Operating Company shall undertake risk assessments to establish the types of Emergencies to which it may be required to respond resulting from foreseeable circumstances and incidents including but not limited to
- (i) road traffic collisions
 - (ii) road traffic collisions with any
 - (a) tree
 - (b) sign
 - (c) barrier
 - (d) lighting column
 - (e) structures

- (f) rockface and
 - (g) the like
- whether they shall be the property of the Scottish Ministers or not
- (iii) deposit and spillage of
 - (a) debris
 - (b) waste and
 - (c) animal carcasses
- (iv) damaged infrastructure on the Unit
- (v) flooding and scour of roads and Structures
- (vi) incidents other than vehicle damage that would put Structures at risk
- (vii) spillage of
 - (a) fuels
 - (b) chemicals
 - (c) noxious substances
 - (d) body fluids
 - (e) body parts and
 - (f) other sensitive material
- (viii) landslips and rockfalls
- (ix) subsidence
- (x) Emergencies arising from Severe Weather conditions affecting any part of the Unit excluding but not linked to the clearance of ice and snow in accordance with the Winter Service Plan and
- (xi) any other relevant circumstances or incidents.

2.2.2 The Emergency Response Plan shall contain details of the Operating Company's arrangements and requirements including but not limited to contingency arrangements to enable Emergency Response Operations to be executed in respect of all the potential Emergencies identified as a result of the risk assessments as referred to in paragraph 2.2.1 of this Part 3 of this Schedule 7 including but not limited to

- (i) management arrangements including but not limited to named personnel of
 - (a) the Operating Company and
 - (b) other relevant organisations
- (ii) management arrangements to ensure the provision of out of hours Emergency Liaison Officers as referred to in this Part 7 of this Schedule 3
- (iii) management communication and instruction arrangements to provide the response referred to in paragraph 3.1 of this Part 3 of this Schedule 7
- (iv) arrangements for notifying the emergency services of
 - (a) the names

- (b) areas of responsibility and
 - (c) arrangements for contacting suitably qualified members of staff who shall be conversant with the drainage systems within the Unit.
- Such staff shall be available to assist the emergency services in the event of Emergencies
- (v) communication methods which shall include but not be limited to
 - (a) a dedicated direct telephone number available to the emergency services to contact the Operating Company and
 - (b) the Operating Company's method of informing the emergency services of the direct telephone number and any changes to it
- (vi) contingency arrangements for communication in the event of failure as a result of any cause of
 - (a) electricity supplies
 - (b) mobile phone services
 - (c) land line phone services
 - (d) radio communication services or
 - (e) any other serviceon which the Emergency Response Operations depend
- (vii) availability of
 - (a) Operating Company and other resources and their locations
 - (b) supply chain management arrangements
 - (c) emergency contact details and
 - (d) mobilisation arrangementsfor
 - (e) labour
 - (f) plant
 - (g) equipment and
 - (h) materialsto execute all the potential Emergency Response Operations identified as a result of the risk assessments undertaken
- (viii) arrangements for post-incident debriefing and reporting to the Director
 - (a) major incidents as referred to in paragraph 5.1.1 to 5.1.4 inclusive of this Part 3 of this Schedule 7
 - (b) fatal incidents as referred to in paragraph 5.2.1 of this Part 3 of this Schedule 7
 - (c) incidents involving spillage or deposit of hazardous or sensitive materials as referred to in paragraphs 3.6.1 to 3.56.3 inclusive of this Part 3 of this Schedule 7 and

- (d) any Emergency where the requirements of this Contract shall not be being met
- (ix) arrangements for liaison with all appropriate organisations as referred to in paragraph 2.3.1 of this Part 3 of this Schedule 7
- (x) arrangements for coordination with other emergency responders as referred to in paragraph 2.4.1 of this Part 3 of this Schedule 7
- (xi) arrangements for dealing with spillage and deposit of hazardous or sensitive material as referred to in paragraphs 3.6.1 to 3.56.3 inclusive of this Part 3 of this Schedule 7
- (xii) arrangements for dealing with Structures as referred to in paragraph 3.7.1 to 3.7.8 inclusive of this Part 3 of this Schedule 7
- (xiii) arrangements for measures to be implemented for the avoidance of damage to the Unit infrastructure from impending dangers
- (xiv) arrangements for dealing with unsafe or potentially unsafe Structures and
- (xv) the management process in arranging for specialist advice to determine
 - (a) the safety and stability of damaged or at risk Structures and
 - (b) the Design for temporary Works remedial and strengthening measures for Structures.

2.3 Liaison arrangements

2.3.1 The Operating Company shall liaise as necessary with all appropriate organisations including but not limited to

- (i) the emergency services
- (ii) local road authorities
- (iii) other operating companies responsible for management and maintenance of adjacent Trunk Roads
- (iv) contractors responsible for management and maintenance of adjacent or any other roads that have an interface with the Unit
- (v) the Scottish Environment Protection Agency
- (vi) local authority emergency planning departments
- (vii) Undertakers
- (viii) Statutory Authorities
- (ix) Network Rail
- (x) bridge owners
- (xi) the NADICS operator and
- (xii) other appropriate organisations as required by the Director or as identified in the risk assessments as referred to in paragraph 2.2.1 of this Part 3 of this Schedule 7

when

- (xiii) preparing and reviewing the Emergency Response Plan

- (xiv) during Emergency Response Operations and
- (xv) for post-incident debriefing.

The Operating Company shall ensure that the Emergency Response Plan shall be compatible with the emergency plans of all the appropriate organisations and shall be understood by those organisations.

2.4 Coordination with other Emergency Responders

2.4.1 The Operating Company shall advise all

- (i) emergency services
- (ii) Statutory Authorities and
- (iii) all other appropriate organisations

as referred to in Paragraph 2.3.1 of this Part 3 of this Schedule 7 as necessary and as required by the Director of the arrangements for initiating Emergency Response Operations.

The Operating Company shall provide appropriate

- (iv) emergency services
- (v) Statutory Authorities and
- (vi) other organisations

with one Electronic Copy and one controlled paper copy of the Emergency Response Plan.

2.5 Review of Emergency Response Plan

2.5.1 The Operating Company shall keep the Emergency Response Plan under continuous review and shall modify it to ensure that the requirements of this Contract shall be met at all times.

Such continuous review shall include but not be limited to

- (i) the adequacy and availability of the Emergency Response Resources to execute all necessary Emergency Response Operations
- (ii) necessary or desirable changes to the arrangements identified through incident de-briefings and
- (iii) maintaining the accuracy of contact details.

2.6 Changes to Emergency Response Plan

2.6.1 The Operating Company shall only make changes to the arrangements set out in the Emergency Response Plan with the prior written consent of the Director with the exception of changes to contact details.

2.6.2 The Operating Company shall immediately notify any change to the Emergency Response Plan to all holders of controlled copies of the plan and shall provide a controlled copy of the change within one Working Day.

3 EMERGENCY RESPONSE OPERATIONS

3.1 Response times

3.1.1 The response times for attendance of the Operating Company's

- (i) initial
- (ii) secondary and
- (iii) contingency

Emergency Response Resources at the scene of an Emergency shall be as referred to in Clause 3201 of the Specification.

3.2 Arrangements for full-time cover

3.2.1 Emergency cover shall be available for 24 hours a day on every day of each Annual Period.

The Operating Company shall prepare rotas of suitably trained operatives to attend on the Unit at the location of an Emergency whenever necessary to implement appropriate measures or actions.

3.2.2 The Operating Company shall prepare rotas at least 60 days prior to the commencement of the First Annual Period and thereafter at least two weeks prior to 1 April and 1 October in each Annual Period detailing the availability of

- (i) supervisors and
- (ii) emergency crews

for each six month period of each Annual Period commencing on such dates.

3.2.3 The rotas shall include a list of named personnel with contact details of their line manager.

The rotas shall be updated when the personnel identified on the rotas cease to be available or when changes shall be proposed by the Operating Company.

3.2.4 The Operating Company's arrangements for training and supervision shall ensure that all the Operating Company's staff who may be involved in any aspect of Emergency response are familiar with the types of Emergency that can be expected including but not limited to any special procedures to be followed during the hours of darkness.

3.2.5 Part 7 of Schedule 3 refers to the customer contact service to be provided by the Operating Company.

Part 7 of Schedule 3 also refers to the role of the Emergency Liaison Officer.

The Operating Company's out of hours arrangements for Emergency response and for customer contact service shall be compatible.

3.3 Contact arrangements

3.3.1 The Operating Company's Emergency response staff shall be contactable at all times during their period of duty.

3.4 Resource mobilisation and deployment

3.4.1 For all Emergencies the Operating Company shall mobilise and deploy

- (i) initial Emergency Response Resources as soon as possible within the response times referred to in Clause 3201 of the Specification having regard to the information available at any time in respect of the particular Emergency
- (ii) secondary Emergency Response Resources as soon as possible within four hours whenever the need for them shall be identified and
- (iii) contingency Emergency Response Resources as soon as possible within 24 hours whenever the need for them shall be identified

and shall execute Emergency Response Operations as necessary in accordance with the requirements of this Contract.

3.4.2 Whenever the emergency services shall be controlling the response to an Emergency the Operating Company shall provide all possible assistance to them.

The Operating Company shall deploy its resources and execute Emergency Response Operations in accordance with the requirements of the emergency services.

The Operating Company's obligation to comply with the requirements of the emergency services shall be limited to such Operations as the Operating Company can accept responsibility for

- (i) the safety of the Operations that it executes and the staff it deploys
- (ii) compliance with
 - (a) legal requirements
 - (b) appropriate codes of practice and
 - (c) the like

including but not limited to health and safety and the consequences that any Operations may have on the environment.

3.5 Standard Diversion Routes

3.5.1 The Operating Company shall when required

- (i) in response to an Emergency and/or
- (ii) by the Police

implement

- (i) the appropriate Standard Diversion Route or
- (ii) where there is no Standard Diversion Route establish a suitable diversion route and position all diversion signing required.

3.5.2 The implementation and removal of any diversion signing shall be in accordance with traffic management standards as required by Chapter 8 of the Traffic Signs Manual and as agreed in consultation with

- (i) the Police
- (ii) local road authorities whose roads form the diversion route
- (iii) the NADICS operator and
- (iv) other operating companies and relevant agencies.

3.5.3 The Scottish Ministers shall provide diversion signing and trailer resources to the Operating Company for use solely for implementing Standard Diversion Routes.

The Operating Company shall make such diversion signing and trailer resources where provided available at all times solely for implementing Standard Diversion Routes when required in response to any Emergency.

3.6 Particular Requirements in Respect of Spillage and Deposit of Hazardous or Sensitive Material

3.6.1 Responsibilities

3.6.1.1 The emergency services shall have the primary responsibility for establishing a safe situation at an incident site and for dealing with identifiable body parts when Emergencies require spillages or deposit of

- (i) chemicals
 - (ii) noxious substances
 - (iii) body fluids
 - (iv) body parts and
 - (v) other hazardous or sensitive materials
- onto the Unit or part of the Unit to be dealt with.

3.6.1.2 The emergency services shall normally identify

- (i) chemicals
- (ii) noxious substances and
- (iii) other hazardous or sensitive material

except in those situations where it has not been necessary for the emergency services to identify the materials to ensure the safety of the public and the staff dealing with the incident.

3.6.1.3 The Operating Company and its sub-contractors shall not enter an area containing

- (i) chemicals
- (ii) noxious substances
- (iii) body fluids
- (iv) body parts and
- (v) 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.

3.6.1.4 The Operating Company shall deploy suitably trained personnel to deal with waste materials on the Unit.

3.6.1.5 The Operating Company's Emergency Response Resources shall include but not be limited to

- (i) a waste disposal contractor and
- (ii) such other contractors

as shall be necessary for the identification management removal and disposal of

- (iii) chemicals
- (iv) noxious substances
- (v) body fluids
- (vi) body parts and
- (vii) other hazardous and sensitive material

The Operating Company shall not be responsible for the management removal or disposal of identifiable body parts.

3.6.1.6 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

- (i) statutory requirements and
- (ii) current best practice guidance

to minimise risk to the environment.

3.6.1.7 Pollution Prevention Guideline 22 issued by the Scottish Environmental Protection Agency gives advice on containment and dealing with such spillages.

3.6.2 The Operating Company shall deploy Emergency Response Resources to assist the emergency services with the containment of any

- (i) chemicals
- (ii) noxious substances and
- (iii) other hazardous and sensitive material

when it shall be instructed by the emergency services that they require such assistance and that it is safe to do so.

3.6.3 When the emergency services have established a safe situation and the Operating Company shall be instructed by the emergency services the Operating Company shall

- (i) identify the nature of the waste materials where this has not been undertaken by the emergency services and
- (ii) remove and dispose of
 - (a) chemicals
 - (b) noxious substances
 - (c) body fluids
 - (d) body parts and
 - (e) other hazardous or sensitive materials excluding identifiable body parts

on the Unit in accordance with statutory requirements as directed by the Statutory Authorities and with due care to avoid

- (f) risk to Operating Company other personnel and the public
- (g) pollution of the environment and
- (h) to preserve dignity in sensitive situations.

3.7 Particular Requirements in Respect of Structures

3.7.1 Subject to the emergency services exercising their Statutory Functions for command and control at the scene of an Emergency incident the Operating Company shall have primary responsibility when dealing with an Emergency affecting Structures other than at a road and rail accident where the emergency services and Network Rail shall take the primary role.

In both instances the Operating Company shall comply with the requirements as referred to in paragraphs 3.7.1 to 3.7.8 inclusive of this Part 3 of this Schedule 7.

3.7.2 The resources that shall be available to be mobilised to execute the Emergency Response Operations for responding to and dealing with emergencies involving Structures shall include but not limited to

- (i) temporary props
- (ii) supports
- (iii) barriers
- (iv) diversion signs
- (v) temporary bridge and decking units
- (vi) trench crossing units and
- (vii) steel plates.

3.7.3 The Operating Company shall deploy trained competent personnel to deal with all Emergencies or major incidents involving Structures including but not limited to where this involves

- (i) rail bridges
- (ii) confined spaces
- (iii) electrical installations
- (iv) gantries and
- (v) runway beams.

3.7.4 The Operating Company shall liaise with the Scottish Executive officers listed in table 5.1.2 A of this Part 3 of this Schedule 7 in response to all Emergencies or major incidents.

3.7.5 The Operating Company shall ensure that its contingency Emergency Response Resources include but shall not be limited to

- (i) a temporary bridging unit contractor
- (ii) a temporary bridge propping contractor
- (iii) a heavy crane contractor
- (iv) a temporary barrier contractor
- (v) a demolition contractor
- (vi) an access platform contractor and
- (vii) a diving contractor.

These shall be competent and capable of supplying and erecting this equipment to the timescales referred to in paragraph 3.1.1 of this Part 3 of Schedule 7.

3.7.6 Following the provision of initial Emergency Response Resources the Operating Company shall when assessed as being safe to do so by a competent qualified Operating Company engineer provide secondary and contingency Emergency Response Resources in respect of Structures.

These shall be subject to an Order where they shall not be already covered elsewhere in this Contract and shall include but not be limited to

- (i) assessment by
 - (a) Bridges Manager
 - (b) approved deputy or
 - (c) competent qualified engineerof the safety use and stability of a damaged Structure or of circumstances where a Structure its use and/or stability is put at risk and the safety of the public shall be endangered
- (ii) arranging for and/or implementing foot and cycleway diversions
- (iii) making safe damaged parapets and barriers
- (iv) clearing detached non structural elements where there shall be risk of them falling to the carriageway or navigable watercourse below
- (v) installing traffic barriers to prevent vehicular access to and across Structures following an Emergency or a major incident that renders the Structure potentially unsafe
- (vi) making safe electrical supplies to Structures including but not limited to damaged
 - (a) signs
 - (b) gantries
 - (c) high mast lights and
 - (d) other Structures
- (vii) fencing to prevent public access to damaged Structures
- (viii) temporary fencing to damaged parapets or walls
- (ix) installing temporary barriers to achieve the appropriate containment following damage to parapets and walls
- (x) provide special access to investigate damaged or unsafe Structures
- (xi) implementing weight or traffic restrictions to certain vehicle types on Structures
- (xii) setting up signing for short or long term diversion routes and
- (xiii) alleviating and averting flooding to Structures and taking measures to prevent further damage due to scour.

3.7.7 The scope of the Emergency Response Plan shall also consider incidents other than vehicle damage that would put Structures at risk and how such incidents shall be managed.

3.7.8 Where Emergencies require urgent Design for remedial measures and the assessment of

- (i) damage
- (ii) the effect on load carrying capacity
- (iii) ability to remain in service or
- (iv) design of temporary works

for existing Structures these Operations shall be subject to an Order.

4 PARTICIPATION IN EMERGENCY PLANNING ACTIVITIES

4.1 Requirements

4.1.1 From time to time the emergency services in conjunction with local authorities and central government departments hold contingency planning and emergency planning meetings and conduct contingency and emergency exercises.

The Operating Company shall participate in all

- (i) meetings to which it shall be invited by such parties including but not limited to meetings of all local contingency planning forums whose areas cover any part of the Unit and
- (ii) exercises to which it shall be invited by such parties in which the role of Trunk Road Emergency response has any relevance whatsoever.

5 REPORTING

5.1 Major incidents

5.1.1 Major incidents include but shall not be limited to incidents where

- (i) Severe Weather
- (ii) ground stability problems
- (iii) significant damage or impending damage to Structures
- (iv) a traffic accident
- (v) a series of traffic accidents
- (vi) the spillage of hazardous materials and
- (vii) and the like

on or in the vicinity of any Trunk Road within the Unit has resulted in or may cause

- (viii) major disruption to traffic flow
- (ix) serious inconvenience to road users or
- (x) prolonged inconvenience to road users

in relation to the normal level of service provided by the Trunk Road in the particular area during the relevant period of time or the incident has resulted in or may cause

- (xi) a serious risk of harm to the environment or

(xii) serious risk to the safety or welfare of

- (a) road users
- (b) the public or
- (c) personnel engaged in Operations Works or works on the Trunk Road including but not limited to circumstances relating to Emergency Response Operations.

5.1.2 Notwithstanding any other provisions of this Contract on becoming aware of a major incident the Operating Company shall

- (i) first take such actions as are necessary to arrange the response to the Emergency

then

- (ii) immediately contact

- (a) the NNCC and
- (b) the appropriate Scottish Executive and Performance Audit Group staff as referred to in Table 5.1.2 A of this Part 3 of this Schedule 7.

S7/P3.Table 5.1.2 A – Notification of major incidents		
	The Operating Company shall notify Scottish Executive staff as follows	The Operating Company shall notify Performance Audit Group Field staff as follows
At all times	<ol style="list-style-type: none"> 1. Contact the National Network Control Centre in accordance with procedures that shall be agreed by the Operating Company with the NADICS Operator and 2. Make the other contacts specified below. 	
Monday to Friday working days - 09.00 to 21.00	1st contact - the Area Manager 2nd contact - the Network Manager for the Unit 3rd contact – the National Network Manager 4th contact – the Director 5th contact – the Scottish Executive Media Officer	<ol style="list-style-type: none"> 1. The Performance Audit Group field engineer
Monday to Friday working days 21.00 to 09.00	<ol style="list-style-type: none"> 1. Contact the Scottish Executive Media Officer and 2. Submit a report of the incident by e-mail including details as set out in paragraph 5.2 of this Part 3 of this Schedule 7 to <p>The Area Manager and The Network Manager and The National Network Manager</p> <p>by not later than 09.00 on the next normal working day</p>	<p>Submit a report of the incident by e-mail including details as set out in paragraph 5.2 of this Part 3 of this Schedule 7 to the Performance Audit Group office by not later than 0900 on the next normal working day.</p>
21.00 Friday to 09.00 Monday and Bank Holidays	<ol style="list-style-type: none"> 1. Notify Scottish Executive staff as required for Monday to Friday working days 21.00 to 09.00 and 2. Make contact as soon as possible with the Scottish Executive contacts in order until successful contact shall be made, as required for Monday to Friday working days – 09.00 to 21.00, between the hours of 10.00 and 21.00 following the occurrence of the major incident. 	<ol style="list-style-type: none"> 1. Notify Performance Audit Group staff as required for Monday to Friday working days 21.00 to 09.00 and 2. Make contact as soon as possible with the Performance Audit Group field engineer, as required for Monday to Friday working days – 09.00 to 21.00, between the hours of 10.00 and 21.00 following the occurrence of the major incident.

5.1.3 The

- (i) names
- (ii) contact telephone numbers and
- (iii) email details

of the Scottish Executive and Performance Audit Group staff to be contacted shall be notified to the Operating Company in writing by the Director during the Mobilisation Period and shall include out of normal working hours telephone numbers where applicable.

5.1.4 The purpose of making contact with Scottish Executive staff shall be to ensure that they shall be in a position to brief Ministers and the media with as full an account of events as quickly as possible.

The Operating Company shall always remain responsible for the response to the major incident.

5.2 Fatal Accidents

5.2.1 In the case of any incident involving fatality the Operating Company shall notify the Scottish Executive's

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

immediately by e-mail providing brief details of the incident.

A detailed report of the fatal accident shall be submitted to the Area Manager by Electronic Copy within 24 hours of the incident occurring which shall include but shall not be limited to the following information

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

6 RECORDS

6.1 Register of Emergencies

6.1.1 An electronic register of all Emergencies shall be maintained by the Operating Company.

6.1.2 Information to be Recorded

The information recorded for each Emergency shall include but is not limited to

- (i) the time of receipt of notification
- (ii) the name of the Operating Company member of staff receiving the report
- (iii) the name of the organisation or person notifying the Emergency
- (iv) full details of the Emergency
- (v) details of all Emergency Response Resources mobilised
- (vi) details of all Emergency Response Operations undertaken by the Operating Company in responding to the Emergency and
- (vii) the times taken
 - (a) by each of the Emergency Response Resource to implement the Emergency Response Operations
 - (b) to make the Unit safe and useable.

6.2 Register of Fatal Accidents

6.2.1 An electronic register of all Fatal incidents shall be maintained by the Operating Company.

6.2.2 Information to be recorded shall include but is not limited to

- (i) Trunk Road route number
- (ii) location
- (iii) date of accident
- (iv) name and address of deceased
- (v) Police incident reference number as issued by the Police to Procurator Fiscal
- (vi) with video and photographic evidence referenced to a plan and
- (vii) details of any subsequent investigation into the accident

6.3 Inspection of Records

6.3.1 All records shall be held within the Central Office and shall be available for inspection by the Director or the Performance Audit Group at any time.