



Bristol Airport Plan



April 2012
Version 0.4



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PREFACE

In the event of a major emergency at, or affecting, Bristol Airport (BA) NSC may be called upon to provide support to the Emergency Services, BA or the local community.

Emergencies will be stressful situations, both for those directly affected and for responding NSC staff. A key step in minimising this stress is the development of robust procedures, staff awareness of their potential role and participation in appropriate training and exercises. This plan will be exercised as part of Bristol Airport's exercise schedule.

Responding NSC staff should familiarise themselves with this plan and actively support and participate in exercises designed to test this plan.

This plan will be reviewed on a 5 yearly basis or following significant revision made to BA's own Emergency Plans if sooner.

Further information and advice on the Council's role in an emergency is available from the Emergency Management Unit (EMU). Email the team at emu@n-somerset.gov.uk

Recipients of the document are asked to:

- 1) Ensure its safekeeping.
- 2) Send details of any amendments to the EMU, NSC.
- 3) Promptly insert any amendments issued by the EMU, NSC and destroy the old pages.

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1. ACTIVATION

In the event of an **emergency** at Bristol Airport (BA), BA may request support from NSC ranging from the provision of trauma support to the setting up and management of rest centres, to the provision of specialist advice e.g. environmental health, building control etc.

On notification of the emergency the Emergency Management Unit will notify the Senior Duty Officer and initiate the Corporate Call Out procedure, arranging for the deployment of the Incident Liaison Team and activation of the Emergency Centre.

Consideration should be given by the appointed Corporate Contact Officer to the early notification/standby of the following officers/ teams:

Officer/ Team	Local Authority Responsibilities
NSC CEO & CMT	NSC Strategic leadership
Incident Liaison Team	Attend Silver
Gold Liaison Team	Attend 'Gold' Meetings (if Gold level control is set up)
NSC Press Officer	Media liaison, briefings & press conferences as appropriate in conjunction with multi agency team. Also, possible requirement to attend 'Gold'
Contact Centre & Web	Public Information Line, website support
Emergency Centre Staff	Set up Emergency Centre to manage NSC's response
Welfare/ Rest Centre Team and other support staff	<ul style="list-style-type: none"> • Survivor Reception Centre secure area where survivors not requiring acute hospital treatment can be taken for short term shelter, first aid, interview and documentation. • Friends & Relatives Reception Centre secure area where friends and family of passengers can go for information and updates regarding the emergency. • Rest Centres (overnight accommodation) this will be set up and managed by NSC off site. NSC has a Rest Centre Plan and trained volunteers in place. • Humanitarian Assistance Centre (longer term one stop shop multi-agency welfare facility) set up and managed by NSC. Could be physical location(s), virtual (website, contact centre) or a combination.
NSC Trauma & After Care Team (TACT)	Small team specialised in diffusing trauma in the immediate aftermath of an incident
CRB Checked staff	Dealing with the vulnerable and children
Emergency Feeding Team	Emergency Feeding - BA has an immediate solution with catering facilities available on site. NSC would deliver emergency feeding as part of a rest centre located off site.
Emergency Transport Team	Emergency Transport - BA has taxis on site, this is a practical and immediate solution for BA. NSC has an

	Emergency Transport Plan which details internal transport assets and external transport providers with contact details. Response will be subject to availability and access.
NSC Highways	Traffic management and road closures in support of the Police
NSC Building Control	Assess the condition of buildings in the event of a collision/fire and Building Control Advice
Evacuation Team	NSC Evacuation Plan, trained volunteers to assist the Police & BA with door knocking the local community and provision of advice and information to evacuees (subject to availability and access).
NSC Environmental Health	As a Port Health Authority, NSC has responsibility for health related incidents at BA and will dispatch an Environmental Health Officer to BA if requested.
Voluntary Agencies	NSC will mobilise and co-ordinate the activities of the voluntary agencies
Partner Agencies	NSC will contact the Environment Agency, Utility Companies, other local authorities (mutual aid) etc as appropriate.
HM Coroner and the Police	NSC will liaise with the Police and HM Coroner in respect of a temporary mortuary requirement

NSC Organisational diagram can be found at [Annex N](#).

Under normal conditions NSC's response time to Bristol Airport will be in the region of 1-2 hours. This may take longer if there are problems with the road network/ traffic congestion.

All deployed local authority and voluntary agency staff should report to "REDACTED" for initial reception and registration.

Identification

To aid identification, all officers and responding organisations must carry and display ID. Your organisational photograph ID badge will be sufficient in most cases however some areas may be restricted and entry will only be granted on presentation of your passport or both parts of your drivers licence (paper and card).

2. NSC EMERGENCY CENTRE & EMERGENCY CONTROLLER

The Emergency Centre should be activated at the earliest opportunity to manage NSC's response to a major emergency.

The **Emergency Controller** is the lead officer based in the Emergency Centre with overall responsibility for managing NSC's response; deploying staff and commitment of resources and expenditure as appropriate.

Timely and appropriate intelligence into the Emergency Centre is key. All NSC officers involved in the response have a responsibility to maintain regular communications with the Emergency Centre.

3. MULTI-AGENCY 'SILVER CONTROL' AT BRISTOL AIRPORT

Location

REDACTED

On notification of a major emergency NSC will dispatch an ILT officer to Silver.

Briefings

Prior to ILT deployment to Silver the **Incident Liaison Team Leader** should seek a **briefing** from the EMU or Emergency Controller as appropriate.

On arrival at Silver the ILT Team Leader should report to the Incident Commander for a further briefing.

In the event that further NSC staff or voluntary agency staff need to be deployed to Silver, a local authority Incident Control Point should be established to co-ordinate and brief these staff.

Silver Meetings

Silver meetings will take place in "REDACTED". Silver meetings should be attended by the ILT officer and will be chaired by the Senior Police Officer in charge.

Communications

Silver Control will have communication links with operations at the incident scene. The ILT Officer should maintain an incident log and refer requests for assistance/resources to NSC's Emergency Centre. Situation reports (**SITREP's**) should be submitted by the ILT officer to NSC's Emergency Centre (frequency to be agreed between NSC ILT Officer and NSC's Emergency Controller) to ensure that NSC is in possession of all relevant facts and crucially, up-to-date, information.

In the event that the designated Silver Control cannot be used an alternative location for Silver Control will be advised.

4. FIRST RESPONDER RVP'S

RVP Locations REDACTED

Location Map of RVP's can be found at **Annex J**.

Health & Safety

The Incident Liaison Team (ILT) is responsible for health & safety advice to all members of NSC and responding voluntary agencies.

The ILT should outline the hazards of the specific incident and the safe systems of work that need to be adopted. This briefing should identify safe access routes,

restricted (cordoned off) areas and the need for Personal Protection Equipment (PPE).

In the unlikely event that NSC staff or voluntary agencies need to enter the inner cordon, access must be granted by the Fire Incident Commander (FIC). The FIC will log personnel in and out of the inner cordon and provide further briefings about the actions personnel need to take in the event of escalation/ evacuation signal, hazards and other issues. Personnel will not be permitted to enter the cordon unless they are wearing appropriate safety clothing and equipment.

5. STAFF RVP'S

Staff RVP's are primarily aimed at BA staff but may be used by NSC, partner organisations and voluntary agency staff if instructed by ILT or Police Silver.

Staff Emergency Transport Points

Staff RVP's will be utilised in the event of severe traffic congestion resulting from a major emergency at BA. The decision to activate staff RVP's will be taken by BA who will instruct coach drivers to report to the RVP's. Each coach should park at the staff RVP and collect staff that are in possession of valid ID. Coach drivers should attempt to leave at intervals not exceeding 30 minutes.

The staff RVP's are located at "**LOCATION REDACTED**"

6. TEMPORARY TRACKWAYS

Incidents off Apron or off-site may present difficulties particularly for heavy transport. The emergency services may ask for assistance with sourcing of temporary tracking to facilitate unrestricted transport movement.

Investigations have shown that whilst portable track can be sourced a best estimate of on site delivery is **5 hours**.

An alternative is the use of locally resourced stone aggregate. Determination has not been made that this method would produce a comparative length of useable track any quicker, nor have environmental issues been addressed.

[Annex K](#) lists companies that produce trackway or stone aggregate.

7. MEDIA

'Gold' (if set up) are responsible for developing and approving the broad media strategy. This strategy will be developed by lead agency press officers. On notification of Gold being established NSC will dispatch the Gold Liaison Team and a Senior Press Officer.

Bristol Airport's media response will be co-ordinated and managed by BA's Press and Media Team. On notification of a major emergency, NSC will dispatch a Press

Officer to work alongside BA's Press & Media Team. This collaborative approach will ensure that all press officers from responding agencies have access to current and accurate information on the progress of the emergency. It should also ensure a consistent and co-ordinated approach to the media response.

In the initial stages of an emergency it is likely that the ILT or Senior Emergency Management Officer will act as NSC's spokesperson for the incident but once briefed this role will transfer to the Marketing & Communications Team (or an Elected Member if appropriate).

The role of NSC's Press Officer may include formulation of holding statements and updates (in liaison with other agencies) and participation in joint press briefings. However the Police will have overall primacy and agencies should restrict individual comments to matters concerning their own areas of responsibility. For NSC this may include arrangements regarding:

- Rest Centre(s)
- Evacuation and Transport
- Schools
- Voluntary agencies
- Long term issues / Recovery

Media monitoring is essential to ensure that the public receive consistent and accurate information. Inaccuracies should be addressed swiftly and rebutted. NSC's Press Officer should also maintain regular communication with NSC's Marketing & Communications Team and NSC's Emergency Centre.

Bristol Airport will advise the external press and media where they may set up base to report.

8. LOG KEEPING

Incident logs must be maintained by all NSC officers involved in the response. A major incident will necessarily result in an investigation as to its cause and quite possibly a formal inquest, inquiry or criminal trial. The actions of senior officers will be of considerable interest as they provide a perspective against which decisions and priorities were made. Notes relating to the incident should be written up in log books as soon as possible. Additional Emergency Log Books are available from EMU upon request.

9. APPEAL FUNDS

In the event of a disaster it is usual for the public to want to make donations to help those affected by the emergency to recover from the incident. If required, NSC will contact the British Red Cross to set up an appeal fund on behalf of BA. If BA chooses to lead the appeal fund campaign themselves, they are advised that donations of anything other than money should be avoided.

10. NSC RELATED EMERGENCY PLANS

This plan should be read and deployed in conjunction with the following NSC plans:

- Rest Centre Plan
- Emergency Feeding Plan
- Evacuation Plan
- Emergency Transport Plan

11. DEBRIEFING

In the event of a major incident at BA the emergency services would normally conduct a 'hot' debrief in the immediate aftermath. A formal written debrief would occur afterwards. The Civil Aviation Authority (CAA) or the Avon & Somerset Local Resilience Forum may wish to take the lead in the formal debrief.

In addition to post incident debriefing which concentrates on learning lessons (which will help BA to improve plans and procedures to deal more effectively with an incident in the future) psychological de-briefing may also take place. Psychological debriefing (also known as critical incident stress debriefing) is a useful way of helping people to come to terms with an incident. This type of debrief must be carried out by a trained specialist.

NSC has links to trained psychologists and counsellors, and can help facilitate the debriefing process.

12. MEMORIALS

In the event of a major incident it is usual for the community to want to mark the event in some way/ pay their respects. This may involve some kind of memorial. NSC and BA will engage with the community to mark the event in an appropriate way. A book of condolence can be opened at NSC if required.

ANNEX A – POSSIBLE REST CENTRE LOCATIONS
INFORMATION REDACTED

ANNEX B – FRIENDS & RELATIVES RECEPTION CENTRE (FRR)

It is the responsibility of BA to Resource, Set up and co-ordinate the FRR. The Police and local authority will assist managing this function. NSC may take over the running of the FRR by agreement at Silver.

FURTHER INFORMATION REDACTED.

ANNEX C – SURVIVOR RECEPTION CENTRE (SRC)

It is the responsibility of BA to Resource, Set up and co-ordinate the SRC. The Police and Local Authority will assist Managing this function. NSC may take over the running of the SRC by agreement at Silver.

FURTHER INFORMATION REDACTED

ANNEX D - Categories of Emergency or Standby

The predetermined attendance of services alerted and the scale of deployment and response actions will all be determined by the aircraft size category and the type of emergency or standby declared. The categories are detailed with Manual of Air Traffic Services Part 1.

FURTHER INFORMATION REDACTED

INTENTIONALLY BLANK

ANNEX E - INCIDENT LIAISON TEAM (ILT) LEADER (SILVER CONTROL)

1.	Note: Time Date
2.	Take callers: Name Tel No.
3.	Name and contact details of Corporate Contact Officer or Emergency Controller
4.	Start a log.
5.	Brief details of incident:
6.	Record details of silver: Location: Grid ref: Police Tel No: & Contact Person Rendezvous Point:.....Grid ref..... Any road/access problems that you should be aware of
7.	Discuss: (a) Future course of action (b) Your communications requirements at Silver (Standby / callout of RAYNET)
8.	Confirm (with Emergency Contact Officer / Emergency Controller): Your future contact details
ACTION	
9.	Call-out and brief: (a) At least one other ILT team member (b) Standby another team leader for next shift or reinforcement

10.	Notify Silver of: (a) your (and your teams) intended arrival (b) vehicle details (c) contact details in the meantime
11.	Move to Silver ensuring you have: (a) ID (b) an emergency bag (c) a mobile phone (& charger)
12.	On arrival: (a) Report to the Incident Commander for briefing (b) Notify the NSC Emergency Centre / Controller of your arrival and brief on the current situation and future intentions (c) Establish the NSC Incident Liaison Point and Rendezvous Point (RVP) as appropriate, confirm contact arrangements at allocated desk with NSC. (d) Brief NSC staff and volunteers on arrival and allocate tasks (see Briefing Aide-memoire)
13.	Responsibilities: (a) Arrange Local Authority and Voluntary Agency support to the Community and Emergency Services through the NSC Emergency Centre (b) Maintain regular liaison and disseminate information to all organisations on site (c) Attend Silver briefings (d) Maintain regular liaison with the NSC Emergency Centre – use of SITREP (Annex H) (e) Anticipate future actions (f) Ensure briefing of all NSC staff and Voluntary Agencies on arrival (including Health and Safety issues) (g) Ensure comprehensive logs are maintained (h) Ensure all NSC staff / Volunteers are logged on and off site – (Use of Daily Attendance Pads) (i) Liaise regularly with NSC staff and volunteers on site (j) Establish a rota system
14.	Consider: (a) admin support (arrange through NSC Emergency Centre) (b) communications / ICT (any longer term needs?) (c) accommodation (d) feeding (e) requirement for a separate Rendezvous Point (RVP) for Local Authority and VA's staff (f) specialist assistance e.g. Environmental Health Officer, Scientific Services
15.	Handover: (a) Ensure a staggered hand over (b) Brief your successor and introduce him / her to the Silver Commander (c) Inform the Emergency Centre of the hand over (d) Give your contact details to your successor (e) Ensure you know the time of your next shift

ANNEX F – EMERGENCY CONTROLLER AIDE MEMOIRE

1.	Note: Time Date
2.	Take callers: Name Tel No.
3.	Start a log.
4.	Obtain details of the incident:
ACTION	
5.	Discuss respective roles with Corporate Contact Officer, considering: (a) aim (b) roles and responsibilities (c) immediate actions
6.	Move to nominated NSC Emergency Centre <i>(Out-of-hours access to Town Hall by CCTV (01934 634666, 622669 or 634700) if appropriate)</i>
7.	Initial Action: (a) Complete log sheet (b) Telephone the Contact Officer (c) Obtain briefing on latest situation (d) Request regular updates (e) Give him/her your telephone number (f) Establish liaison with CCTV (g) Begin to make a plan (h) Prepare a briefing (see briefing aide-memoire)
8.	Brief Corporate Emergency Response Team (CERT). (Use briefing aide-memoire)

9.	<p>Commence Operations:</p> <ul style="list-style-type: none">(a) Inform the Contact Officer that you are now operational(b) Inform CCTV that you are operational(c) Establish liaison with ILT at Silver (or if they are not in place, with the Police)(d) Establish liaison with GLT at Gold(e) Ensure liaison is established with other Agencies' Emergency Centres as appropriate(f) Establish liaison with supporting agencies and arrange for call-out or standby as appropriate
10.	<p>Operating:</p> <ul style="list-style-type: none">(a) Regularly update Silver and Gold(b) Regularly update the Corporate Emergency Response Team(c) Prioritise tasks and resources(d) Ensure a rota system is devised(e) Allot tasks as appropriate(f) Consider the need for Public Information(g) Ensure full records are maintained(h) Forward plan for the next 48 hrs
11.	<p>Rotas:</p> <p>As soon as possible, ensure directorates establish staff lists and rotas for the next 48 hrs</p>
12.	<p>Handover:</p> <ul style="list-style-type: none">(a) Ensure staggered hand over with the Assistant Emergency Controller (at least 2 hour interval)(b) Prepare a hand over document highlighting outstanding actions and decisions (use briefing aide-memoire as a guide)(c) Verbally brief your successor(d) Sign and hand over the log sheet(e) Give your contact details to your successor(f) Note when your next shift is

ANNEX G – BRIEFING AIDE MEMOIRE

HEADING	EXPLANATION	PLANNING	BRIEFING
SITUATION	Where are we now?	<ol style="list-style-type: none"> 1. Interpretation of incident details, known facts and assumptions. 2. Deployed resources. 3. Intelligence gathering (ILT/others). 4. Vision/Mission Statement. 	<ol style="list-style-type: none"> 1. Present the situation both as it was and as you understand it now. 2. Detail what is known and the assumptions you have made. 3. If yours is a subordinate briefing include the Vision/Mission statement of the higher authority. 4. Highlight any threats posed by the situation.
MISSION	Where do we want to be?	<ol style="list-style-type: none"> 1. Consider what the Vision statement requires you to achieve. 2. Consider the expectations of partner organisations and the wider community. 	<ol style="list-style-type: none"> 1. Present a clear, concise statement of the tasks to be achieved, the who, what, where, when and why. 2. It should explain the concept of operations without referral to other sections of the briefing.
EXECUTION	How we are going to achieve this?	<ol style="list-style-type: none"> 1. What do we need to do in order to complete our mission? 2. What are our priorities (consider Critical Path Analysis) 	<ol style="list-style-type: none"> 1. Present an outline of what we need to do. 2. Allocate tasks & responsibilities. 3. Provide Leadership. 4. Co-ordinating instructions.
SERVICE & SUPPORT	What resources and personnel do we have/need?	<ol style="list-style-type: none"> 1. Consider scale & nature of incident, duration of our response. 2. Resource priorities. 	<ol style="list-style-type: none"> 1. Allocate available resources & detail means of securing future needs. 2. Allocate personnel & ensure sustainable work patterns.
COMMAND & COMMUNICATIONS	Who is in charge and what communications do we have?	<ol style="list-style-type: none"> 1. At some level YOU are! 2. Consider the Chain of Command. 3. Consider not only the physical means of communication but also the need for reporting mechanisms. 	<ol style="list-style-type: none"> 1. Accept command! 2. Detail the Command Chain and Communications Network. 3. Explain the reporting mechanism and timings.

ANNEX H - SITREP (SITUATION REPORT)

A SITREP is required by the Emergency Controller, from all areas of operation away from the main Emergency Centre.

1.	<u>SITREP</u> as at (time) (date)	
2.	From (location):	Compiled by: Tel No:
3.	General situation currently: (What has/is happening, when and where)	
4.	Main developments since last SITREP:	
5.	Future intentions:	
6.	Anticipated problems:	
7.	Anticipated resource requirements:	

ANNEX I – SILVER CONTROL –  MAP REDACTED

ANNEX J – FIRST RESPONDER RVP's

MAP REDACTED

ANNEX K – COMPANIES SUPPLYING TEMPORARY TRACK

Company	Telephone	Response Time
Eve Trakway	08700 76 76 76 (24 hr)	6hrs – 500m of track laid within 24 hrs.
Trax Portable Access (TPA)	0870 240 2381	Engineer within 4 hrs. Recovery/Installation Teams within 5 hrs. Track as above.
Tarmac Ltd Durnford Quarry Long Ashton	01275 392471	Work crews on site ready to commence work within 2-3 hours.

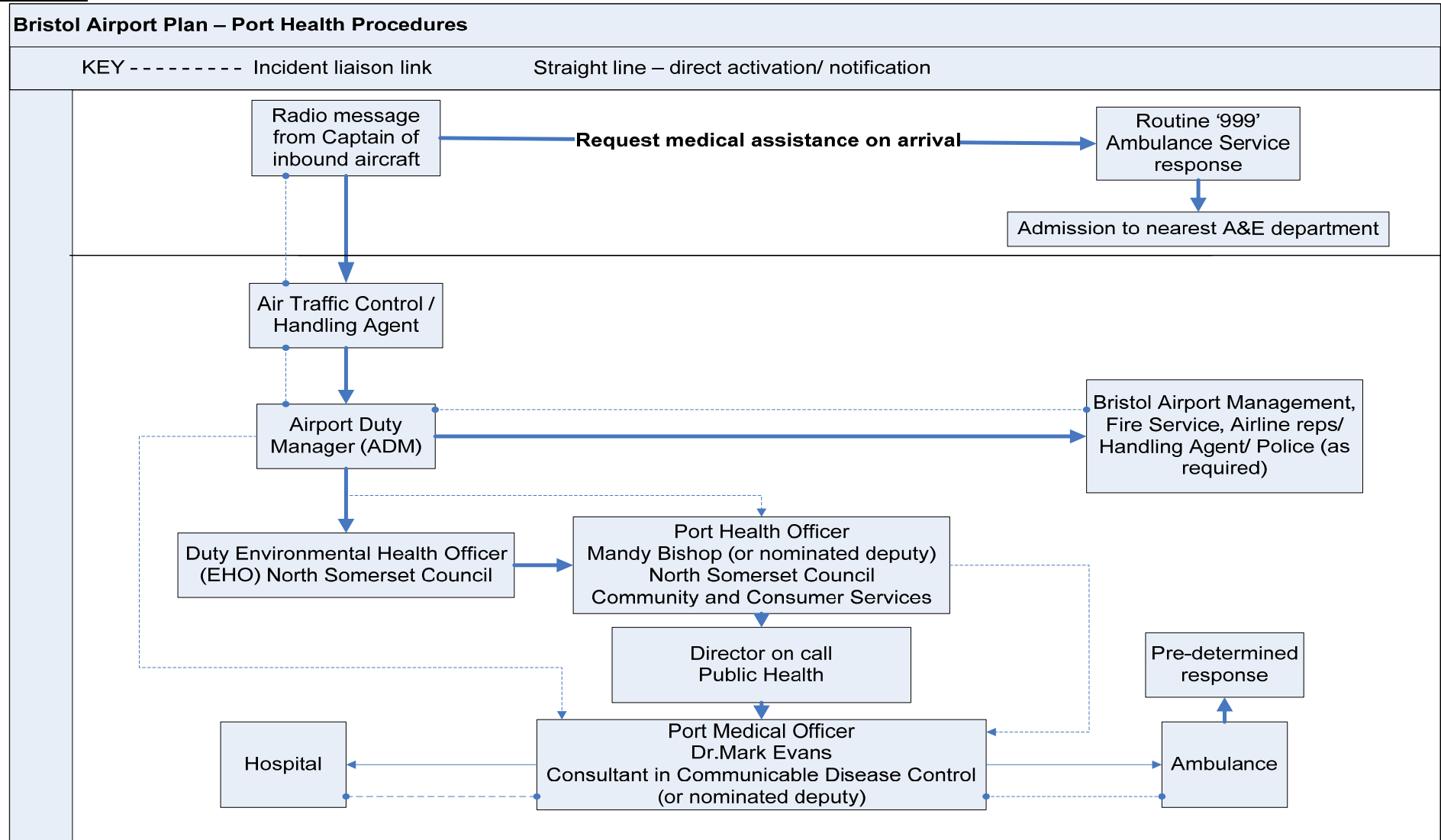
ANNEX L – MULTI-AGENCY MEETING ROOMS

FLOOR PLANS REDACTED

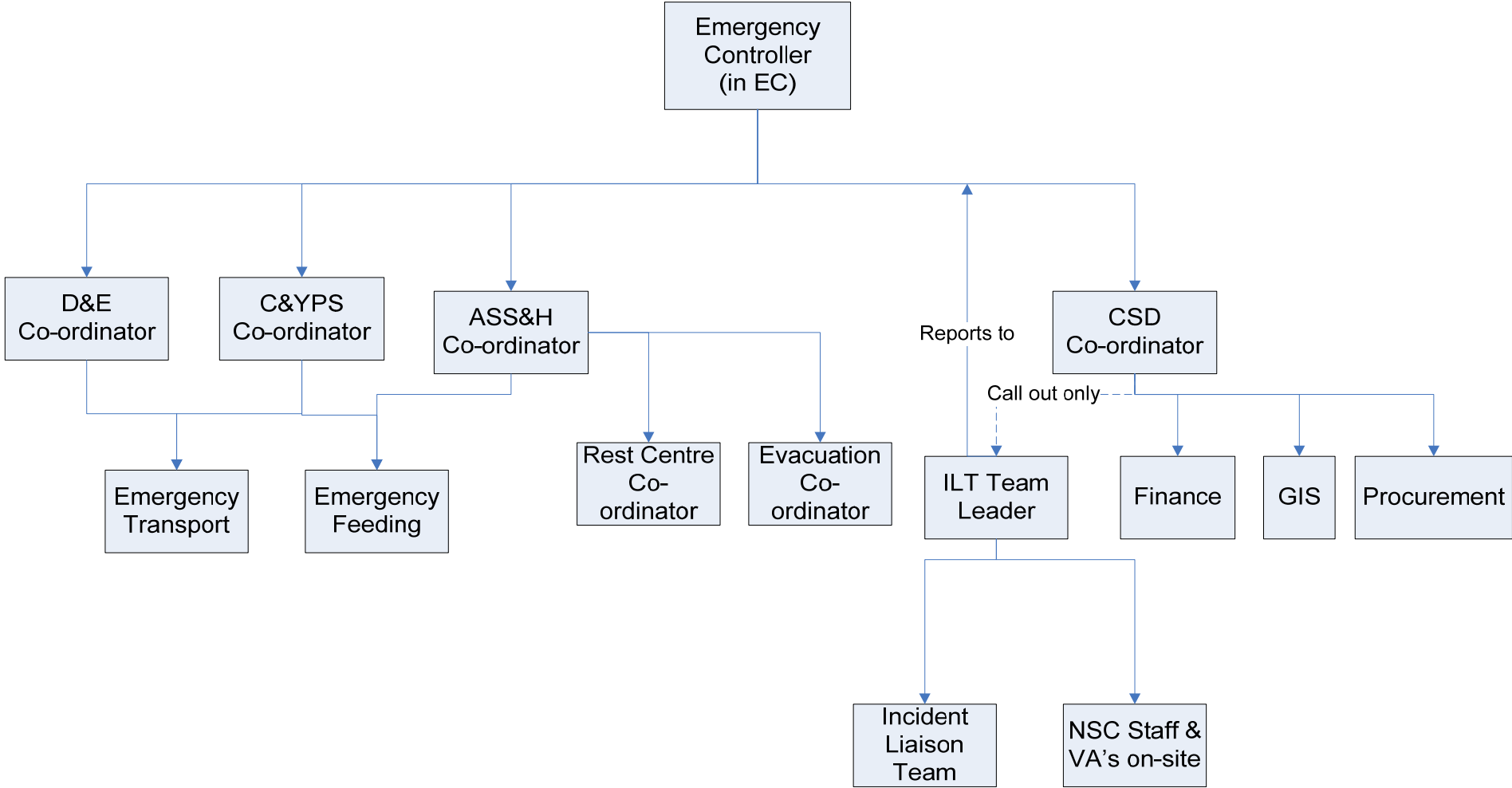
ANNEX M - PORT HEALTH PROCEDURES

1. With the increasing passenger footfall and range of destinations from which Bristol Airport receives arriving aircraft, the chances of a port health incident are also increasing. In particular, the frequency of flights from international 'hubs' such as Paris CDG means that it is now possible to arrive in Bristol from almost any part of the world within a twenty-four hour period, and the introduction of direct flights from higher risk areas such as Gambia to Bristol also increases the chances of a serious port health incident. Bristol Airport has also received planning consent for expansion which further increases the risk.
2. 'Figure 1' provides the generic response framework for a port health incident at Bristol Airport and clarifies the activation and liaison arrangements applicable to any port health incident.

Figure 1



ANNEX N – NSC ORGANISATIONAL DIAGRAM



**ANNEX O – BRISTOL AIRPORT SILVER CONTROL ROOM EMERGENCY
TELEPHONE NUMBERS**

CONTACT NUMBERS REDACTED

INTERNAL CONSULTATION LIST

DEPARTMENT / JOB TITLE	NAME
CEO & Directors	
Emergency Management Unit	
Marketing & Communications Team	
D&E Co-ordinator	
Environmental Health	
ASS&H Co-ordinator	
C&YPS Rep	
CSD Co-ordinator	
Incident Liaison Team	

EXTERNAL CONSULTATION LIST

- Bristol Airport: Emergency Responders Forum

INTERNAL DISTRIBUTION LIST

DEPARTMENT / JOB TITLE	NAME
Chief Executive Officer	
Executive Member	
Corporate Emergency Controller	
Corporate Emergency Controller	
Corporate Emergency Controller	
Corporate Emergency Controller	
Corporate Emergency Controller	
Corporate Emergency Controller	
Corporate Emergency Controller	
Corporate Emergency Controller	
Corporate Emergency Controller	
Corporate Emergency Controller	
Corporate Emergency Controller	
Corporate Emergency Controller	
Incident Liaison Team	
Incident Liaison Team	
Incident Liaison Team	
Incident Liaison Team	
Incident Liaison Team	
ASSH Co-ordinator	
ASSH Co-ordinator	
ASSH Co-ordinator	
CSD Co-ordinator	
CSD Co-ordinator	
CSD Co-ordinator	
CSD Co-ordinator	
CSD Co-ordinator	
CSD Co-ordinator	
CSD Co-ordinator	
C&YPS Rep	
C&YPS Co-ordinator	

Public Information Copy
North Somerset Council

CYPS Co-ordinator	
D&E Co-ordinator	
D&E Co-ordinator	
D&E Co-ordinator	
Environmental Health	
Emergency Centre Admin Manager	
Emergency Management Unit	
Media Team	
Building Control	

EXTERNAL DISTRIBUTION LIST

- Bristol Airport: Emergency Responders Forum
- Chief Inspector Weston-s-Mare Police Station
- BNSSG Health Emergency Planner
- Bristol City Council – Emergency Management Unit
- South Glos Council - Emergency Management Unit
- Somerset County Council - Emergency Management Unit
- BANES Council - Emergency Management Unit