

## **Response in the event of an incident involving FAAM facilities**

1. Action Diagram .....	2
2. Leadership – Who Takes Charge.....	3
3. Gather the Facts and Report Onwards .....	4
4. Ongoing Incident Management .....	7
5. Post incident debrief procedure and process improvement. ....	9
Appendix A – pro-forma for an incident log .....	10

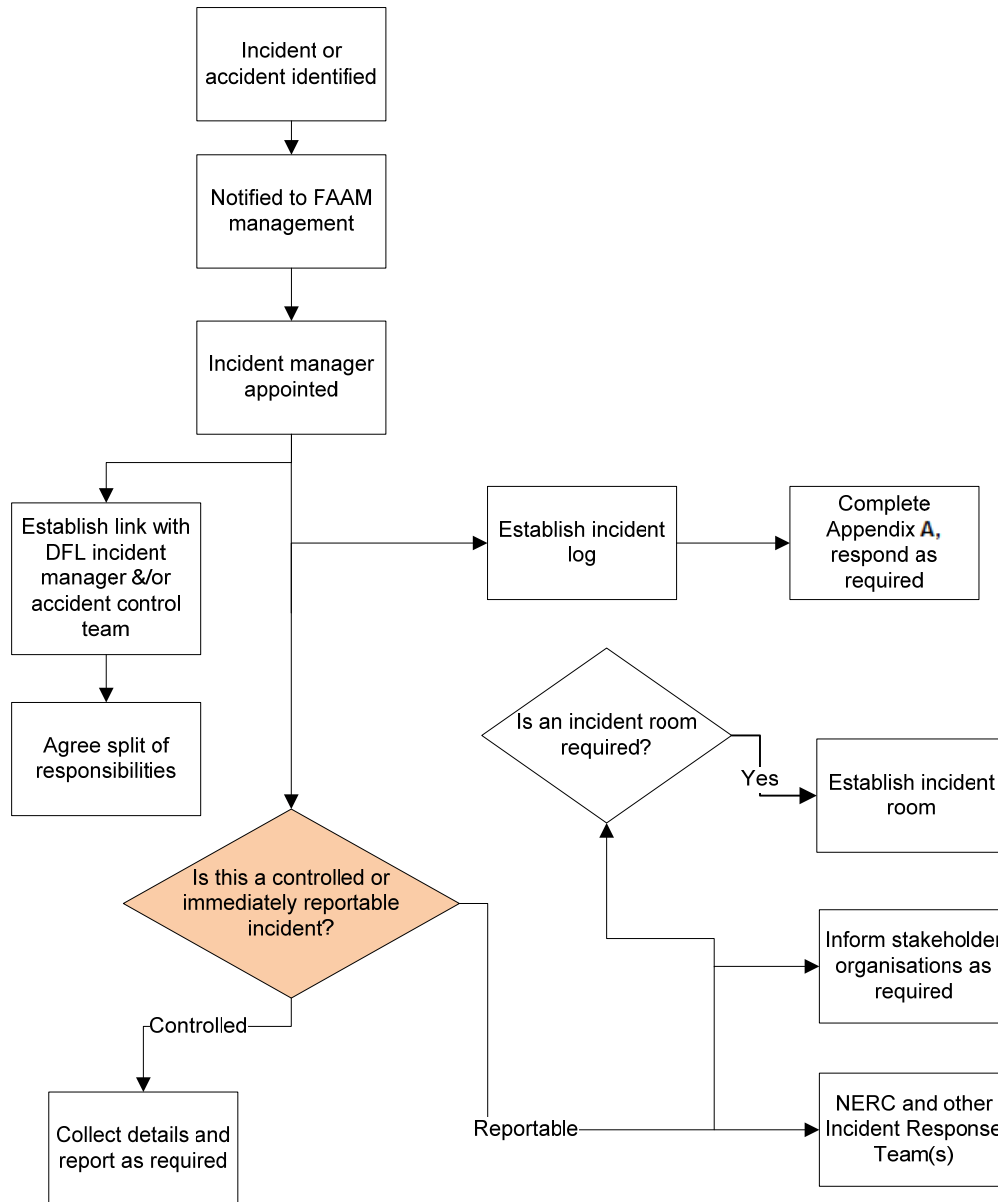
**You've picked this procedure up because something serious has happened. Try to stay calm. Take a few minutes to skim through this document, which will help you decide what you need to do next.**

**In here you will find a sequence of actions, contact details and other information. Gather the facts first, and then this document will help you decide what to do.**

# 1. Action Diagram

This flow chart describes the actions to be taken, in order. The shaded decision box (controlled/reportable) meshes with NERC's business continuity procedure and will trigger a series of higher-level decisions to be taken by NERC.

The next few pages provide a walk-through of these actions.



## 2. Leadership – Who Takes Charge

### 2.1 Establish an Incident Manager

On discovery of an accident or incident, establish an Incident Manager from the list below according to where the incident can best be managed.

#### Home Incident

<b>Best</b>	<b>Head of FAAM</b> Alan Woolley +44 (0) 7733 075562
<b>Better</b>	<b>One of the FAAM Management Team:</b> Steve Devereau +44 (0) 7500 973201 Maureen Smith +44 (0) 7753 880646 Jamie Trembath +44 (0) 7581 176186 Mark Carpenter +44 (0) 7714 271098
<b>Good</b>	Any other FAAM staff member, by seniority

#### Detachment Incident

<b>Best</b>	<b>Detachment Manager</b>
<b>Better</b>	<b>Any Management Team Member on Detachment</b> Steve Devereau +44 (0) 7500 973201 Maureen Smith +44 (0) 7753 880646 Jamie Trembath +44 (0) 7581 176186 Alan Woolley +44 (0) 7733 075562
<b>Good</b>	Any FAAM staff at the detached location, By Seniority
<b>Acceptable</b>	Any FAAM staff at the home base, by seniority

Contact details for FAAM individuals are available online and also held in greater detail by members of the FAAM management team and other FAAM staff.

Until further notified, the person informed becomes known as the FAAM Incident Manager, who will be in charge of all further activities until relieved by the Head of FAAM or, if this is appropriate, by a NERC Incident Response team. The Incident Manager will work with the Airtask Incident Response Team commander and any nominated Met Office incident manager as required.

### 2.2 Nominate a Deputy and Airtask Liaison

Where it appears likely that active management of the incident or accident is likely to extend beyond 4 hours, the Incident Manager must identify a deputy who, if possible, should be a member of the FAAM management team.

If this is an aircraft incident then Airtask will assume a major role in management of the situation. The FAAM incident manager should consider appointing a member of staff, from the FAAM office in the UK, to act as FAAM liaison in the Airtask crisis centre that will be established at their head office.

### 2.3 Establish Links

For aircraft accidents and incidents, the FAAM incident manager (or team) assume a secondary role to that of the Airtask Incident Response Team who

in particular are responsible for directing aircraft movements and if required informing aviation authorities. For other incidents, save those where only Airtask and Avalon staff are involved, it would normally be the case that the FAAM incident manager and his/her team will take the primary role.

### 3. Gather the Facts and Report Onwards

#### 3.1 *Open Incident Log*

An incident log must be opened. This must record activities and events that have taken place, including time, event and person recording.

Records must be kept of organisations who are responding to the incident: police, fire, medical, aviation bodies, airport security etc.

A suggested template for the incident log is in appendix A.

Local security/response teams should be advised of how to contact the FAAM Incident Manager. If on detachment, inform the Head of FAAM or nominated deputy at Home Base. At Home Base, Cranfield Security must be advised that questions about the incident should be directed to the FAAM Incident Manager or Airtask Incident Response Team.

#### 3.2 *Is this Immediately Reportable?*

Serious incidents should immediately be reported to the main stakeholders.

To decide whether any accident/incident is **immediately reportable** the following checklist can be used (slightly modified from NERC Business Continuity Framework):

- Are fatalities involved?
- Will it ultimately be necessary to inform the next of kin of a staff member?
- Is there a likelihood of the incident affecting public health or safety?
- Is there a lack of availability (locally) of the skills to cope with this incident?
- Is there a possibility that the incident may not be contained?
- Is there a high probability of significant damage to stakeholder reputation?
- Is more than one organisation involved in the incident?
- Is there a likelihood that gross negligence or grounds for disciplinary actions exists?
- Is the incident likely to be of concern to the wider community?
- Is the incident likely to attract national/international media interest?

If the incident is immediately reportable, then the Primary Contacts (below) should be contacted immediately.

### 3.3 Immediate Reporting – If Necessary

If the incident is immediately reportable then the FAAM incident manager must ensure the main stakeholder representatives in table 1, and relevant university contacts in Appendix B, are contacted, either directly or via an assistant. They must be informed that details of an incident involving FAAM will shortly be given by the Incident Manager. It should be noted that incident control remains primarily with FAAM and/or Airtask, and that this reporting this is for purposes of information and, if necessary, seeking advice or assistance.

*Table 1. Primary Contacts for an Immediately Reportable Incident*

	<b>Airtask</b>	<b>NERC</b>	<b>Met Office</b>	<b>NCAS</b>	<b>BAeS</b>
<b>First point of contact</b>	<i>Duty Manager</i> +44 1234 757766	<i>Chief Operations Officer</i> <b>Paul Fox</b> +44 7786 975940	<i>Manager, OBR</i> <b>Justin Langridge</b> +44 7557 921592	<i>Director of NCAS</i> <b>Stephen Mobbs</b> +44 7889 646739	<i>ARA Programme Manager</i> <b>Bobby Irvine</b> +44 7801 716180
<b>Reserve point of contact</b>	N/A	<i>Director of Science/Innovation</i> <b>Tim Wheeler</b> +44 7720 202730	<i>Director of Meteorological Science</i> <b>Simon Vosper</b> +44 7826 917311	<i>NCAS Observations Director</i> <b>Geraint Vaughan</b> +44 7890 578290	N/A

**Contacts for University/External staff are given for reference in Appendix 2 of this document.**

Following immediate reporting, as many immediate details as practicable should be prepared from the incident log and relayed to the Primary Contact, including:

- A statement as to whether there is likely a need for a corporate intervention (a serious incident which FAAM lack the resources to deal with).
- The name and contact details of the FAAM Incident Manager.
- The nature of the accident or incident, including location, if known.
- Whether this is an incident which involves: the ARA or Airtask/Avalon personnel (Aircraft Operations Incident). (if so, Airtask would need to be involved and a Airtask Incident Response Team Commander would have been identified). Pertinent details such as flight profile and route should be given.
- Whether this is an incident which involves FAAM staff, visitors to FAAM, FAAM accommodation or FAAM equipment only (FAAM Only Incident). Airtask should be informed but subsequent activity involves a FAAM Incident Manager only.
- Details of casualties/involved persons.
- What action already taken.
- Control measures.
- Latest situation.

- Names of other persons/organisations aware of the incident, including PR contacts.
- Whether an Incident Room is established and its location.
- Arrangements to maintain communication, including: landline and mobile telephone numbers, an e-mail address, a fax number monitored by a trusted agent.
- If detached, country and relevant Embassy or Consulate.
- Name of the Airtask Incident Response Team Commander, if applicable.

### **3.4 Reporting a Controlled incident**

If the incident is not immediately reportable then it should be considered a 'Controlled Incident' such that no wider engagement is required outside FAAM and Airtask. In this instance the secondary contacts should be informed at the earliest convenience, during normal working hours.

*Table 2. Secondary Contacts for a Controlled Incident*

	<b>Airtask</b>	<b>NERC</b>	<b>Met Office</b>	<b>NCAS</b>	<b>BAeS</b>
<b>Point of contact</b>	<i>Duty Manager</i>	<i>AINM Process (Section 5)</i>	<i>Manager, OBR Clare Lee</i>	<i>Observations Director Geraint Vaughan</i>	<i>ARA Programme Manager Bobby Irvine</i>

*To avoid duplication, and because at this point an immediate response is not required, please find the contact numbers for these individuals in table 1*

## **4. Ongoing Incident Management**

### **4.1. Establish and Incident Room.**

Under many circumstances it will be appropriate for the incident manager to establish a private room from which to coordinate the response to an incident. Depending on the type of incident, it may also be appropriate to co-locate alongside any Airtask incident response team arrangements. This will usually be needed for ongoing incidents as well as making provision for any assigned deputy or assistant. Features of an incident room might include (as appropriate):

- Voice, e-mail and fax communications. For security reasons, the use of mobile phones should be minimised, if possible.
- Desk space for up to 10 persons.
- A lockable door, especially on uncontrolled (external) premises.

Only those persons immediately assisting the Incident Manager should be permitted to enter and remain in the Incident Room. Any calls from the media or Next of Kin should be directed to the FAAM Incident Manager in the first instance. With an Aircraft Operations Incident, relevant calls should be deflected to the Airtask Incident Response Team.

### **4.2. Incident Log**

Maintain the incident log. This document will record the actions taken by those involved, and will form part of a trail of documentary evidence as to what happened, and the subsequent response. NERC's corporate response to an incident may take time, and subsequent understanding of an incident, and design of procedures to mitigate future events may be contingent upon accurate records of what happened.

Where any personnel are affected directly, Casualty/involved personnel lists must be prepared, including job titles and employing organisations.

### **4.3. FAAM Media Presence**

Crew lists and sortie information etc are not routinely made available to the wider world via the FAAM website, being protected as they are behind a registered user password. Consideration should be given to further securing such information immediately following an incident by removing these lists from the website, or elevating the user permission needed, in order to ensure that information be communicated in a controlled manner.

### **4.4. Communications with Staff.**

Being on the periphery of an incident can be a distressing event but the uncoordinated actions of individuals can be equally distressing for friends and relations of those involved, and can be extremely detrimental to the response efforts. Local non-essential personnel should be assembled in one location. Personnel should be appraised of the incident as early as possible and

provided with regular updates to militate against speculation. Briefs should be given either by the FAAM Incident Manager or jointly by senior FAAM and Airtask managers: the combination to be jointly decided by negotiation. The need to not engage in any communications outside of local personnel should be stressed. If applicable, personnel might be asked to **not** contact their own friends and family until any Next of Kin informing process has been implemented by the parent organisations.

#### **4.5. Next Of Kin**

FAAM staff will not be involved in informing Next of Kin directly. The need for strict discretion should be emphasised; inbound enquiries should be directed to the FAAM Incident Manager. Any inbound communication from Next of Kin will be noted, contact details taken and forwarded to the relevant parent organisation.

Next of Kin details are not held at FAAM currently. This information and dedicated support would be expected to be provided by parent organisations.

#### **4.6. Preparation of Background Information**

If applicable, details of sortie profiles and aims, reasons for detachments etc should be prepared in order to assist investigating authorities and for subsequent NERC media release. Also, as time and resources permit, copies of any working procedures (including for example, laser safety procedures or COSHH assessments) should be gathered together centrally.

#### **4.7. Media Enquiries**

Where reasonably possible, the FAAM Incident Manager should not aim to engage with the media; enquires being routed via the most appropriate (NERC or Met Office) PR department. However, in some circumstances, a response might be unavoidable, not least, as there might be an incident where Airtask feels compelled to issue a statement.

The FAAM Incident Manager should only issue basic facts; these may be combined with a statement from the Airtask Incident Response Team.

#### **4.8. Subsequent Relationship with a NERC Incident Response Team**

If the NERC incident response team decides to attend the site of either any accident/incident, or the incident control room, they should meet immediately with the FAAM incident manager and any corresponding managers from Airtask and/or other affected organisations. It is likely that the incident control will remain within FAAM but with assistance from the NERC response team. By mutual agreement, it may be that it is decided that the NERC response team should take over incident control, but if so then the FAAM incident manager must remain an integral part of the reformed team.



## 5. Post incident debrief procedure

Following the response to an incident it is important that statutory reporting procedures are followed and the incident is investigated, where appropriate. Consult the NERC procedure [WORK RELATED ACCIDENT, INCIDENT, ILL HEALTH AND NEAR MISS REPORTING AND INVESTIGATION](#)

A M Woolley  
 Head of FAAM  
 Date as header

### Amendment Record

<u>Issue</u>	<u>AL</u>	<u>Date</u>	<u>Pages</u>	<u>Notes</u>
A	0	7 July 2009	6	Initial draft
A	1	9 July 2009	9	First revision, working draft for CAVIAR
1	0	2 July 2010	12	First formal issue
2	1	16/11/2016	11	AMW Reissue
2	2	10/5/17	11	Emergency contacts merged with Detachment Manager master list, Primary contacts updated.
2	3	11/12/17	11	Primary Contacts updated



## Appendix B – Contacts Master List

<b>Master List - Emergency Contacts</b>			
<b>Primary Contacts in Red</b>			
<b>Institution</b>	<b>Number</b>	<b>Time</b>	<b>Contact Name</b>
FAAM	+44 (0) 7733 075562	Mobile	Alan Woolley
	+44 (0) 7500 973201	Mobile	Steve Devereau
	+44 (0) 7753 880646	Mobile	Mo Smith
	+44 (0) 7581 176186	Mobile	Jamie Trembath
	+44 (0) 7714 271098	Mobile	Mark Carpenter
Airtask	<b>+44 (0)1234 757766</b>	<b>24 Hours</b>	<b>Duty Manager</b>
NERC	<b>+44 (0) 7786 975940</b>	<b>Mobile</b>	<b>Paul Fox, Chief Operations Officer</b>
	+44 (0) 7720 202730	Mobile	Tim Wheeler, Director of Science
NCAS	<b>+44 (0) 7889 646739</b>	<b>Mobile</b>	<b>Stephen Mobbs, NCAS Director</b>
	+44 (0) 7890 578290	Mobile	Geraint Vaughan, Obs Director
Met Office	<b>+44 (0) 1392 884758</b>	<b>24 hours</b>	<b>Duty Security Officers</b>
	+44 (0) 7920 767279	Mobile	Clare Lee, Head OBR
	+44 (0) TBC	Mobile	Simon Vosper, Director of Science
BAESystems	<b>+44 (0) 7801 716180</b>	<b>Mobile</b>	<b>Bobby Irvine, Programme Manager</b>
Manchester	+44 (0) 161 3069966	24 hours	Emergency Incident Manager
Bristol	+44 (0) 7547347520	Mobile	Anita Ganesan
	+44 (0) 117 331 1223	24 hours	24-hr emergency number
York	+44 (0) 1904 324757	Daytime	Rachel Dunmore
	+44 (0) 7592 195127	Mobile	rachel.dunmore@york.ac.uk
Reading	+44 (0)118 378 6300	24 hours	University Security Officer
	+44 (0) 771 148 3742	Mobile	Stephen Gill, School H&S Coord.
Leeds	+44 (0) 113 343 2222	Emergencies only	University Security Office
	+44 (0) 113 343 5494/5	Non-emergencies	University Security Office
STFC (BADC)	+44 (0) 7708 064750	Mobile	Wendy Garland, Line Manager
	+44 (0) 1235 778175	Work	<a href="mailto:wendy.garland@stfc.ac.uk">wendy.garland@stfc.ac.uk</a>
	+44 (0) 1235 765855	Home	
CEH	+44 (0) 7979 530656	Mobile	"On-Call" Site Services
	+44 (0) 1491 838800	Office	CEH Wallingford
	+44 (0) 1491 692424	Office	
	+44 (0) 7768 631863	Mobile	Nick Reynard, Section Head
	+44 (0) 1865 400095	Office	Nick Reynard, Section Head
Cambridge	+44 (0) 1223 767444	24 hours	University Security Control Centre <a href="mailto:security@admin.cam.ac.uk">security@admin.cam.ac.uk</a>
Royal Holloway	+44 (0) 1784 443888	24 hours	University Security Control Centre
	+44 (0)		<a href="mailto:securityrhul@royalholloway.ac.uk">securityrhul@royalholloway.ac.uk</a>
Imperial College	+44 (0) 20 7589 1000	Emergency contact	University Security Office