Scottish Trunk Roads
Forth Bridge Unit

Incident Response Plan

Approval Status

	Name	Position	Date
Prepared By:	[redacted]	Senior Project Manager	Oct 2015
Checked By:	Keith McKune	Network Manager	Oct 2015
Authorised By:	Mark Arndt	Operating Company representative	Oct 2015

Revision History

This plan shall be reviewed at a minimum of 3 monthly intervals and updated as appropriate. The reviews, including no changes, are noted in the following table.

Version	Status	Sections Changed	Approved By	Date
01	Draft	TS comments incorporated	N/A	May 2015
02	Draft	Further comment revision	N/A	
03	Draft	Further comments included in review	N/A	June 2015
04	Draft	Updated to reflect PAG comments	N/A	Sept 2015
05	Draft	Updated to reflect staff changes	N/A	October 2015

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1 Introduction

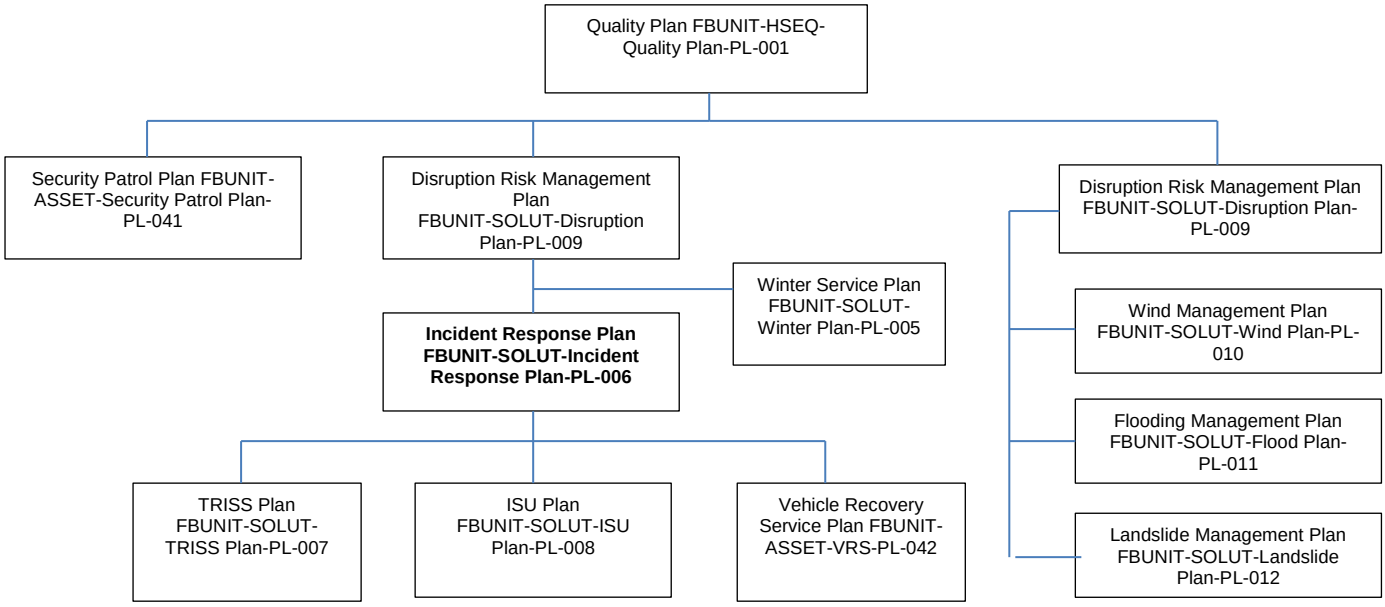
Introduction

The Operating Company's Incident Response Plan is intended to demonstrate and document 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.

The scope of the Operating Company's Incident Response Plan shall ensure a prompt and efficient response to Incidents below as a minimum:

(i) road traffic collisions,
(ii) vehicle breakdown,
(iii) deposit and spillage of debris, waste or animal carcasses,
(iv) “damaged infrastructure on the Unit, including fire damage
(v) flooding and scour of roads and Structures,
(vi) “Incidents including vehicle impact and / or damage that put Structures at risk,
(vii) spillage of fuels, chemicals, noxious substances, body fluids and other sensitive material,
(viii) landslides and rock falls,
(ix) “subsidence, including swallow holes and voids
(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.

Incident Response Plan Structure



Coordination with other Incident Responders

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.

The Operating Company shall provide all relevant Operational Partners with one Electronic Copy and one controlled paper copy of its current Incident Response Plan.

Review of the Incident Response Plan

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.

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.

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

Amendments to Incident Response Plan

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.

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.

Definitions

"Airwave" means the proprietary encrypted digital radio communications system utilised for dedicated communication between licensed Emergency Services and other licensed organisations.

"Category 1 Defect" means a Defect that necessitates prompt attention because it presents:

(i) an immediate or imminent hazard, or

(ii) a risk of rapid structural deterioration to the affected element.

"Category 2 Defect" means any Defect which is not a Category 1 Defect.

"Crown Property" means everything that is part of the Unit.

"Damage to Crown Property" means any damage caused by the actions, omissions or negligence of a third party that reduces the lifespan, moves, impairs the usefulness, or alters the appearance of Crown Property.

"Emergency Services" means the ambulance service, police, fire and rescue service, maritime and coastguard agency.

"Incident" means an unplanned event on or near the Unit that has given rise to, or is likely to give rise to, disruption to traffic flow, harm to the environment or harm to the safety or welfare of road users, the public, or those working on or close to the Unit.

"Incident Response" means all operational activities undertaken by the Operating Company to co-ordinate, direct and execute an effective response after identification or notification of an Incident.

"Incident Response Operations" means all operational activities undertaken by the Operating Company to execute an effective response after identification or notification of an Incident.

"Incident Response Plan" means a written plan containing the Operating Company's arrangements for executing its Incident Response Operations and Incident Response, including details of Incident Response Resources, roles and responsibilities and communication arrangements.

"Incident Response Resources" means personnel, equipment, supplies, facilities and other resources utilised by the Operating Company to execute its Incident Response Operations.

"Incident Support Unit" means all Operating Company's vehicle and personnel responding to Incidents occurring on the Trunk Road network outwith the Trunk Road Incident Support Service geographical coverage areas and on all Trunk Road Incident Support Service Routes as required.

"Critical Incident" has the meaning given to it in Schedule 7 Part 3.

2.2 Critical Incidents

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

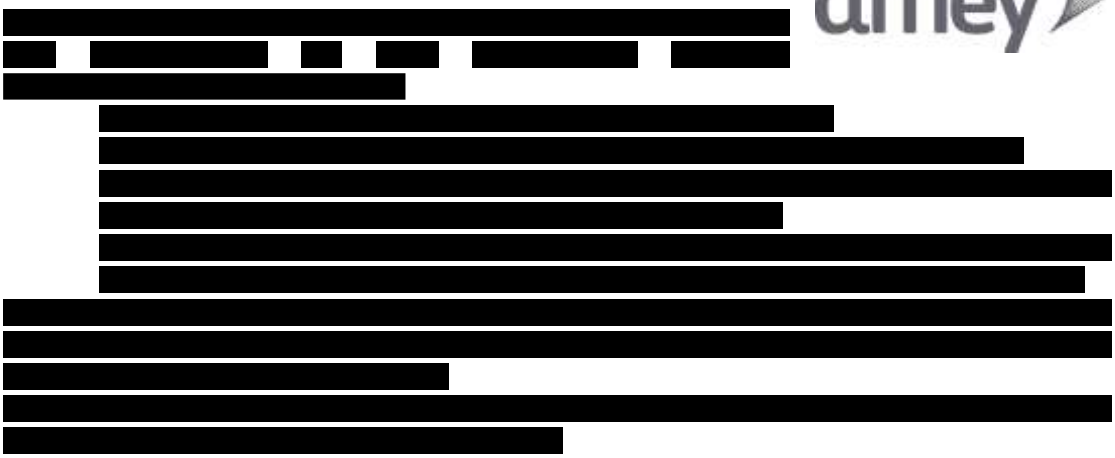
(i) any Incidents and Severe Weather events that result in significant disruption to the operation of the Unit,
(ii) road traffic accidents on a Trunk Road involving fatalities, serious injuries, or dangerous substances,
(iii) partial or full closure of a Trunk Road due to weather or road conditions,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

"Major Incident" has the meaning given to it in Schedule 7 Part 3.

2.1 Major Incidents

[redacted]



"Minor Incident" has the meaning given to it in Schedule 7 Part 3.

> **2.3 Minor Incidents**
> 2.3.1 "Minor Incident" means any unplanned event on the Unit that is not considered by the Operating Company to be a Major Incident or a Critical Incident.
> 2.3.2 The Operating Company shall declare an Incident to be a Minor Incident for its own and the Director's management purposes.
> 2.3.3 The 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.

"Mutual Aid" means the provision of assistance and resources to Operational Partners in exceptional circumstances as determined by the Director.

"Press Transport Scotland" means the team in Transport Scotland that are responsible for the management, answering and issue of media and press enquiries on behalf of Transport Scotland.

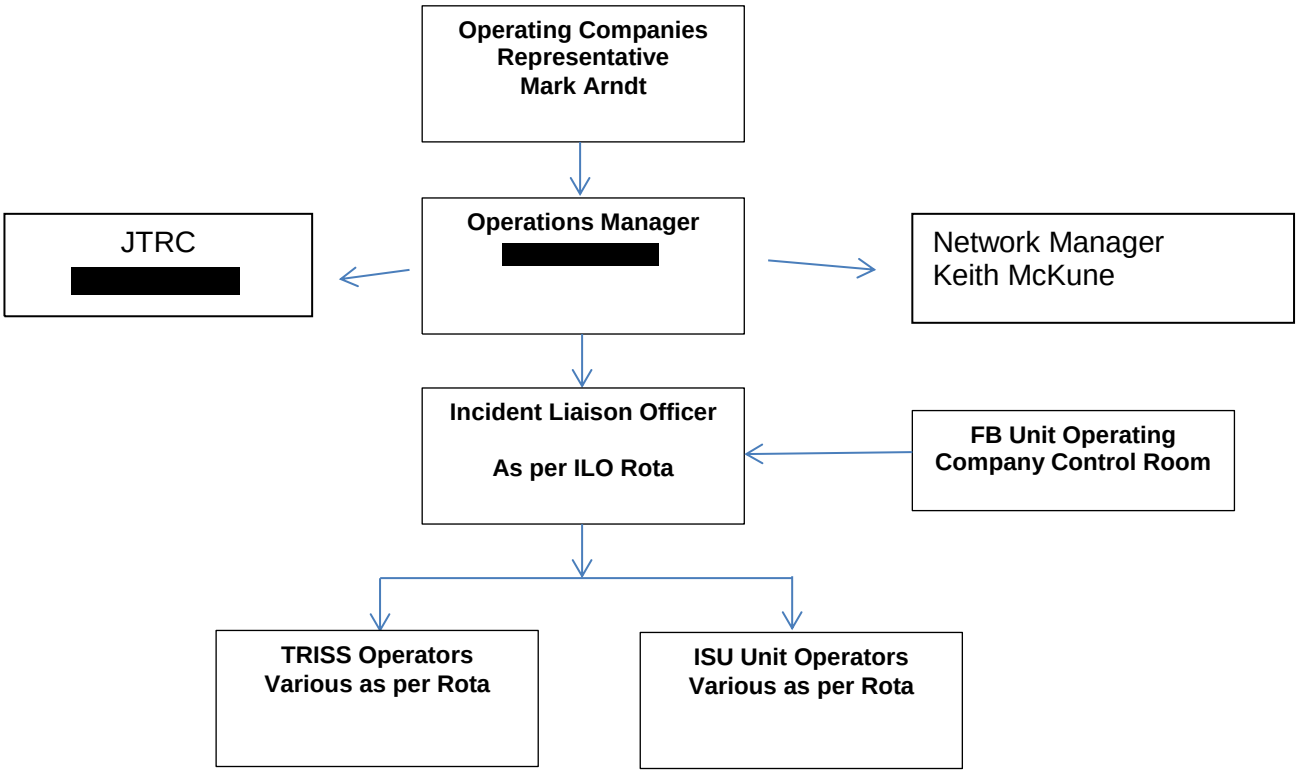
"Severe Weather" means adverse weather conditions that disrupt, or are likely to disrupt, driving conditions and traffic movements on the Unit.

"Standard Incident Diversion Route" means existing roads designated by the Director as temporary routes for maintaining traffic around sections of the Trunk Road network temporarily closed due to roadworks, Incidents, Severe Weather events or special events.

"Traffic Scotland Control Centre" means the location from which the operational element of the Traffic Scotland Service is provided and managed.

2 Management arrangements including the named resources of the Operating Company and other relevant organisations

Basic Management Structure in relation to the Incident Response Plan is shown below:



Name	Title	Contact Details
Operational Control Room	Operational Control Room	[redacted]
Mark Arndt	Operating Companies Representative	[redacted]
Keith McKune	Network Manager	[redacted]
[redacted]	Operations Manager	[redacted]
[redacted]	Journey Time Reliability Coordinator (JTRC)	[redacted]
Incident Liaison Officer	Incident Liaison Officer	[redacted]
Police Scotland	Headquarters	101 (999 in an emergency)
Police - Trunk Roads East Traffic Management	[redacted]	[redacted]
Police – Trunk Roads Traffic Management Scotland	[redacted]	[redacted]
Transport Scotland Emergencies	Transport Scotland Emergencies Mailbox	[redacted]
Network Rail	Multi Agency Response	[redacted]
South East Unit	Control Room	[redacted]
Traffic Scotland	Control Centre	[redacted]
FCBC	Ferry Toll	[redacted]
North East Unit	BEAR Control Room	[redacted]

3 Management arrangements to ensure the provision of out of hours Incident Response as referred to in the Specification

The principal arrangements to ensure the provision of the out of hours incident response, are described below:

Operating Company Control Centre (OCCR)

The FB Unit Operating Company Control Centre (OCCR) will be manned 24 hours a day, 7 days a week.

Incident Liaison Officer

A nominated Incident Liaison Officer, will be available 24 hours a day, 7 days, via a Rota detailed in Appendix 2.

ISU Units

See arrangements in the ISU Plan FBUNIT-SOLUT-ISU Plan-PL-008, and this Plans associated Rotas.

TRISS Units

See arrangements in the TRISS Plan FBUNIT-SOLUT-TRISS Plan-PL-007, and this Plans associated Rotas.

JTRC

Arrangements are in place to cover 24/7 (see Appendix 1)

Vehicle Recovery Service.

As per Amey recovery service plan POO5 which refers to RTA, Abandoned Vehicles, break downs for both light and heavy goods vehicles

Shuttle Service.

Amey will continue the historic arrangements for the shuttle service for cyclists and pedestrians wishing to cross the Forth Road Bridge during periods of Severe Weather when the footpaths and cycle tracks are closed.

Pending the intercom system, signs will be displayed advising pedestrians and cyclists to contact the OCCR either directly from the south or by the roadside telephone at the sited on the Welldene layby on the north approach to the bridge. It is also the intention where practical when footpaths and cycleway closures are required, operatives will manually attend the pedestrian barriers to reinforce the closures. If conditions deteriorate to create unsafe conditions for the operatives to remain at the barrier, the OCCR will monitor the barrier by camera for any pedestrian or cyclist approaching the closed barrier.

The service will be provided by a transit type vehicle, suitable for the carriage of a number of bicycles and passengers. This service will be provided as long as it is safe to continue to cross the bridge in such a vehicle.

Winter Service Duty Officer (WSDO)

During the winter period the WSDO will be available 24/7 as per the published ROTA. ([redacted]– Winter Service Manager)

4 Management communication and instruction arrangements to provide the response referred to in Schedule 7 Part 3

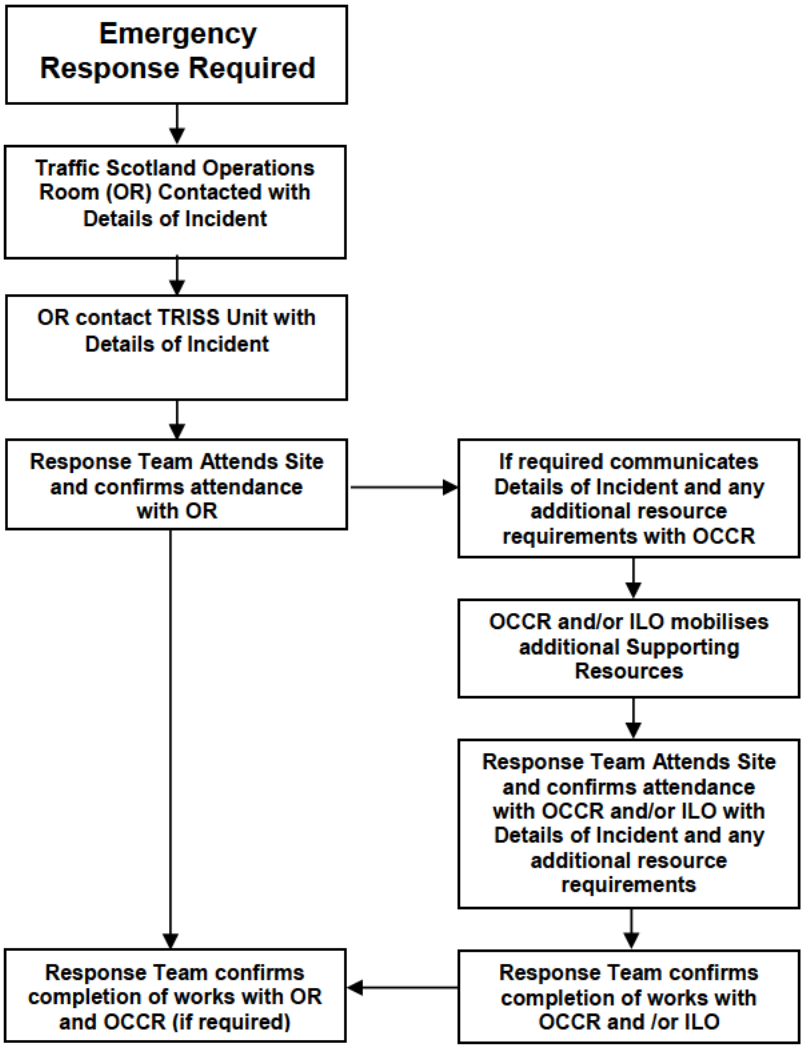
Response Times

The response time for attendance at an Incident shall be defined as the time taken from receipt of notification of the Incident by the Operating Company to commencement of appropriate action at the site of the Incident.

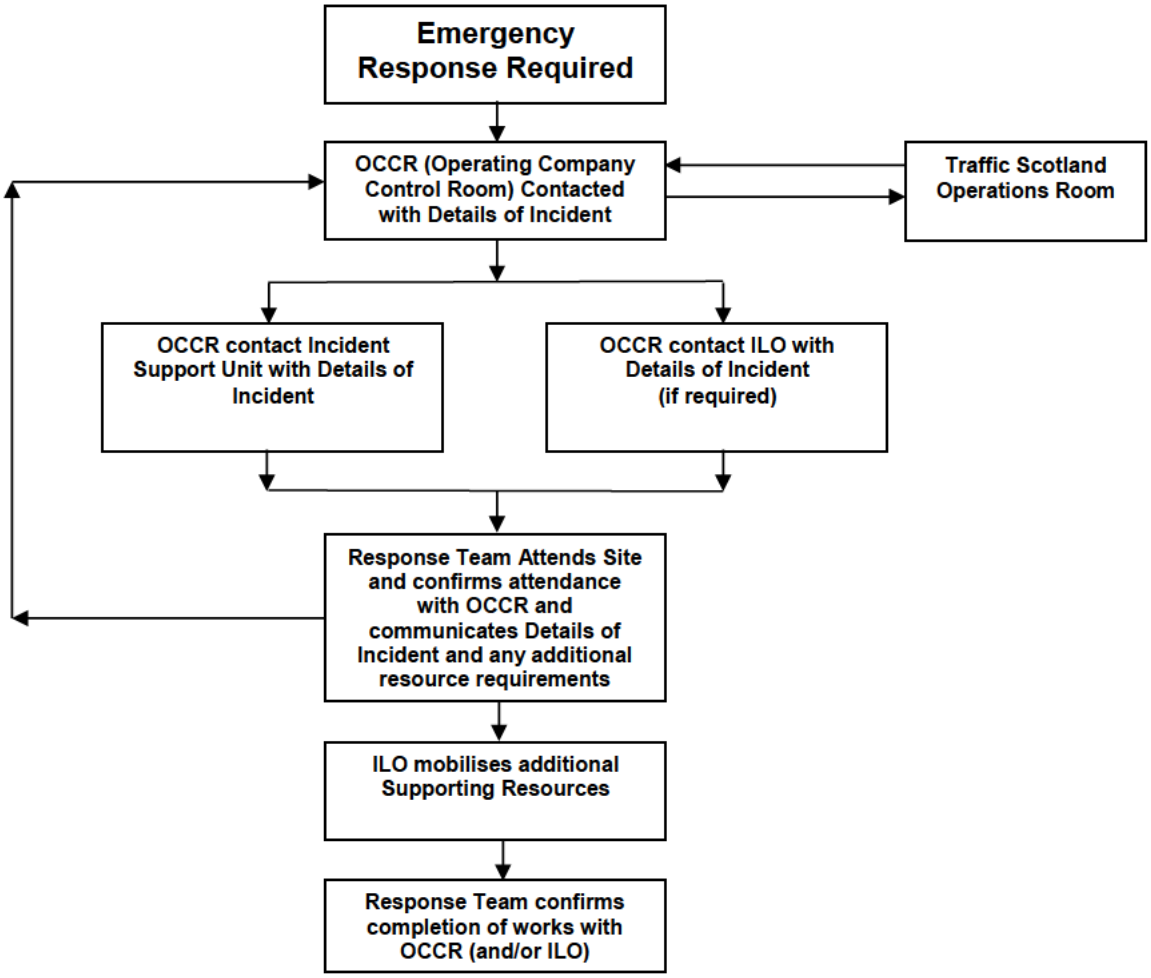
Management Communication and Instruction Arrangements

TRISS Incident Response Flowchart-

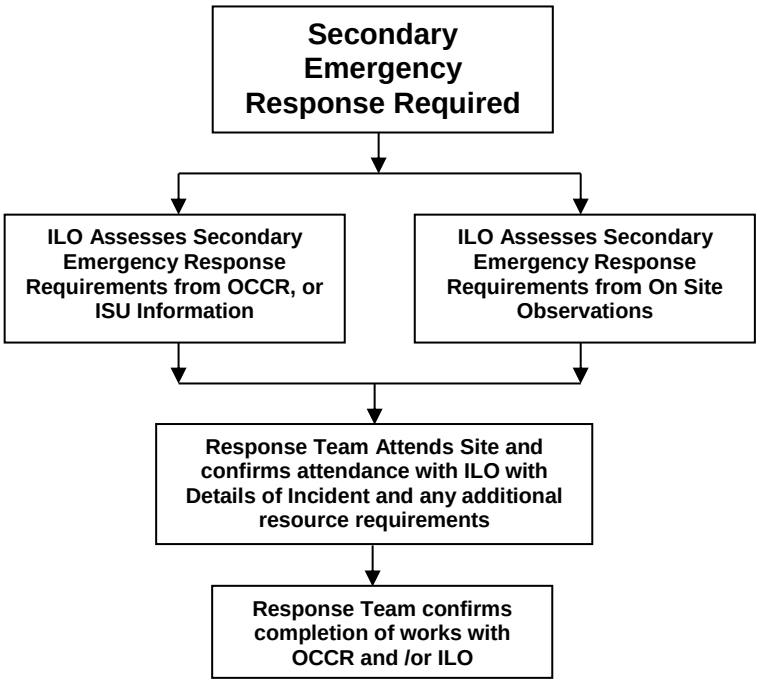
The Primary function of TRISS is -To ensure that safety is paramount for the traveling public be it for the issue on site with a broken down vehicle, keeping the occupants safe as well as the traveling public informing traffic Scotland of the issue along with clearance times for the issue to be closed.



Initial Incident Response Flowchart



Secondary Incident Response Flowchart



TRISS Incident Response Times

The Trunk Road Incident Support Service response times shall always be as short as practicable but in any event shall aspire to the target times stated in Table, below:

TRISS RESPONSE TIMES FOR STRATEGIC TRUNK ROAD ROUTES

Road Type	Operational Hours	Maximum initial response time
Designated Strategic Trunk Roads M90 between M9J1a and A90 Scotstoun Junction A90 between Dalmeny and Ferrytoll junction, including Forth Bridge M90/A90 between Ferrytoll junction and Halbeath junction A823(M) Pitreavie Spur	Vehicle 1 06.30 to 1830	20mins

ISU Incident Response Times

The Incident Support Unit response times shall always be as short as practicable but in any event shall not exceed the maximum times states in Table, below:

5 Arrangements for notifying the Emergency Services of the contact details for the Incident Liaison Officer

Contact Details of Incident Liaison Officer

The nominated Incident Liaison Officer, will be available via a dedicated Incident Liaison Officer Mobile Telephone, which will remain the same regardless of who the nominated Incident Liaison Officer is, or the time of day.

Name	Title	Contact Details
Various	Incident Liaison Officer	[redacted]

Additional Contact Details

In the event of a failure of the dedicated Incident Liaison Officer Mobile Telephone, the Amey Operating Company Control Centre will have access to further contact details, including business and home telephone contact details.

Notification of the Emergency Services

Should this number change, the Emergency Services will be notified of the change formally, and this Incident Response Plan will be updated and redistributed.

6 Arrangements with operating companies in other units for the use of additional Incident Response Resources in exceptional circumstances,

Arrangements are in place with the following Operating Companies in other Units, for the use of additional Incident Response Resources, in exceptional circumstances, are detailed, below:

Organisation	Contacts	Contact Information
Traffic Scotland	Control Centre	[redacted]
South East Unit	Amey Control Room	[redacted]
North East Unit	BEAR Control Room	[redacted]

7 Communication methods including as a minimum a dedicated direct telephone number available to the Emergency Services to contact the Operating Company and the Operating Company's method of informing the Emergency Services of the direct telephone number and any changes to it,

The dedicated number to contact the Operating Company is 0800 0420188 (opt Forth Bridge Unit).

As agreed with the emergency services, the Operating Company make contact by phoning 101 or 999.

8	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

Amey Operating Company Control Room (OCCR):

Initial Communication System				Secondary Communication System	
"Airwave" Radio	2 way radios	Mobile Telephones	Public Land Line Telephone System	Alternative OCR (i.e. Sheffield Streets Ahead)	Works Vehicles acting as Messengers

TRISS Units:

Initial Communication System		Secondary Communication System		
"Airwave" Radio	Mobile Telephones	Motorway Emergency Telephone System	Public Land Line Telephone System	Works Vehicles acting as Messengers

ISU Units:

Initial Communication System	Secondary Communication System		
Mobile Telephones	Motorway Emergency Telephone System	Public Land Line Telephone System	Works Vehicles acting as Messengers

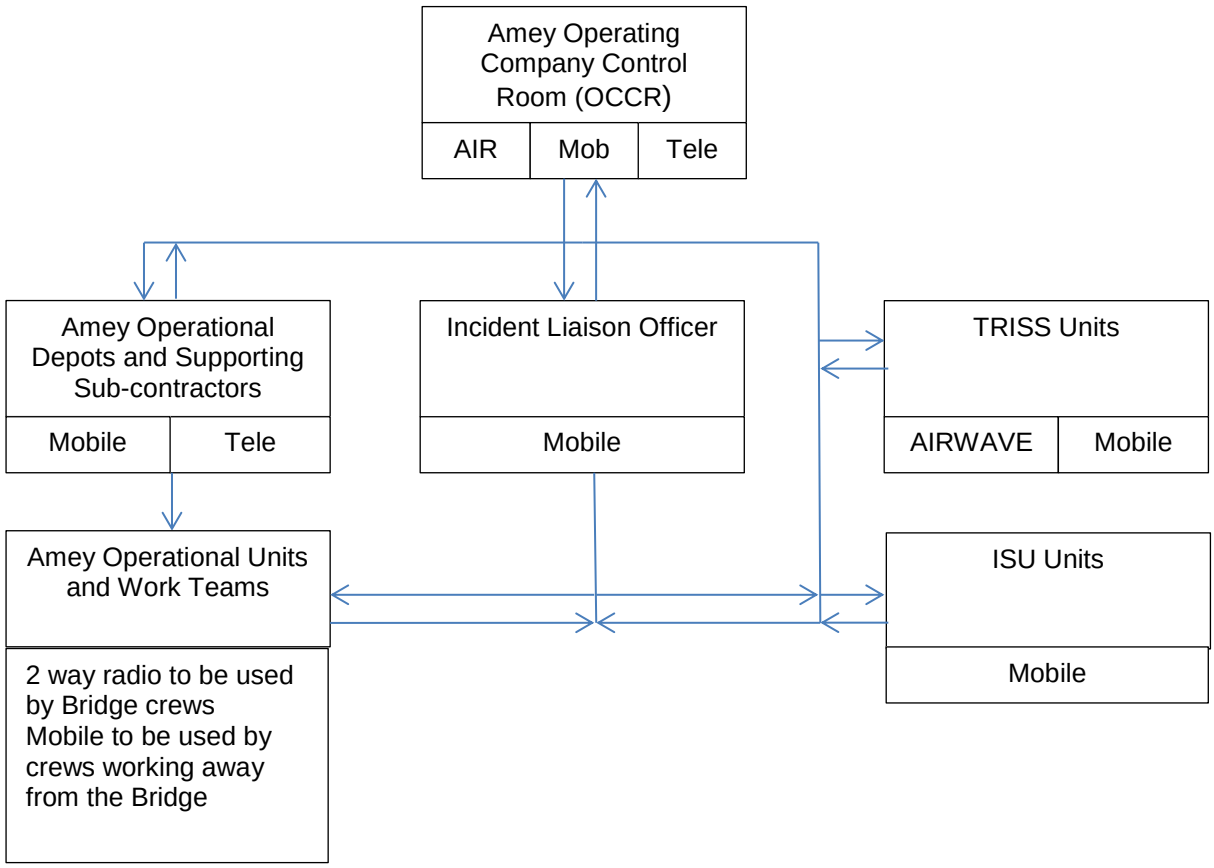
Supporting Incident Response Resources (Amey, Sub-contractors, Suppliers, etc.):

Initial Communication System	Secondary Communication System		
Mobile Telephones	Motorway Emergency Telephone System	Public Land Line Telephone System	Works Vehicles acting as Messengers

9 Communication between Operating Company vehicles, offices, depots, Sites of Incidents, Emergency Services and other Operational Partners

Communication between Operating Company vehicles, offices, depots, Sites of Incidents, Emergency Services and other Operational Partners, will be via a variety of means (including Airwave, Mobile Telephones, 2 way radios and Landline telephones), and will follow the general strategy below:

Diagram of Communication Structure and Mode of Communication



Refer to section 2 for Operating Company and other relevant organisations contact details.

10	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

A list of contacts for various secondary incident response requirements, are listed below, including contacts and contact information:

Traffic Management

Organisation	Contacts	Contact Information
Amey SE Operating Company	See Amey SE emergency rota	[redacted]
Amey M8 DBFO	See Amey M8 emergency rota	[redacted]

Drainage Clearance

Organisation	Contacts	Contact Information
Amey SE Operating Company	See Amey SE emergency rota	[redacted]
[redacted]	[redacted]	[redacted]

Excavators / Telehandlers / 180 Excavators

Organisation	Contacts	Contact Information
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

Water Pumps

Organisation	Contacts	Contact Information
[redacted]	[redacted]	[redacted]

MEWP

Organisation	Contacts	Contact Information
Amey SE Operating Company	See Amey SE emergency rota (duty electrician)	[redacted]
Amey M8 DBFO	See Amey M8 emergency rota (duty Electrician)	[redacted]
Amey Fleet	Duty manager	[redacted] opt1, opt1, opt1

Road Sweepers

Organisation	Contacts	Contact Information
Amey M8 DBFO	See Amey M8 emergency rota	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

Temporary Restraint Barriers

Organisation	Contacts	Contact Information
Amey SE Operating Company	See Amey SE emergency rota (barrier engineer)	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

Temporary Bridges / Props / etc.

Organisation	Contacts	Contact Information
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

Diving works.

Organisation	Contacts	Contact Information
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

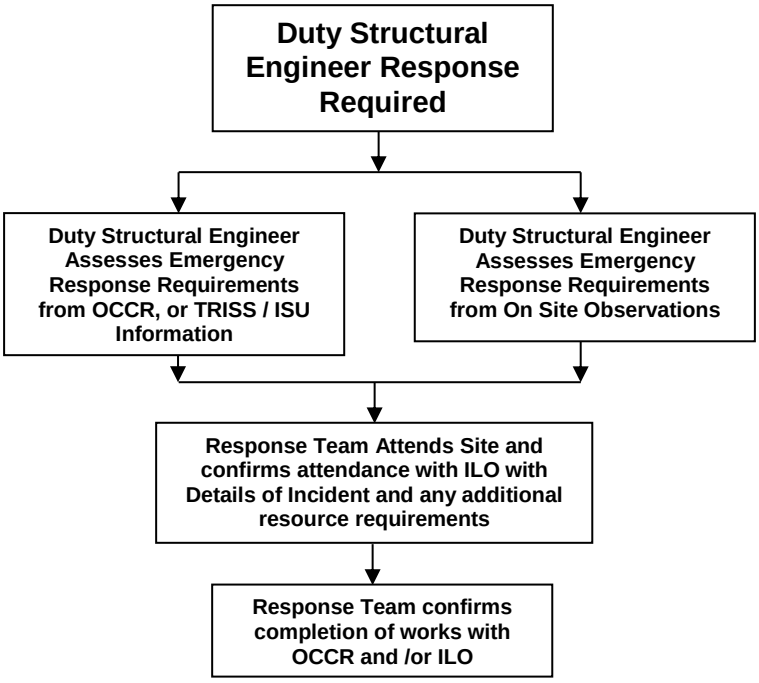
11 Management arrangements for Incidents other than vehicle damage that put Structures at risk

Contact Details of Duty Structural Engineer

The nominated Duty Structural Engineer will be available via a dedicated Duty Structural Engineer Mobile Telephone, which will remain the same regardless of who the nominated Duty Structural Engineer is, or the time of day.

Name	Title	Contact Details
Various	Duty Structural Engineer	Mobile: Contacted by Control Room [redacted]

Duty Engineer Response Flowchart



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 there is a risk that public safety is endangered,
(iii) assess whether a structure can continue in use with or without restrictions,
(iv) assess whether the use or stability of a structure is at risk
(v) arrange and implement footway and cycleway diversions
(vi) make safe damaged parapets and barriers,
(vii) clear detached non-structural elements where there is a risk of them falling to the carriageway, footway, cycleway or navigable watercourse below,
(viii) install traffic barriers to prevent vehicular access to and across Structures following a Critical or Major Incident that renders the Structure potentially unsafe,

(ix) make safe electrical supplies to Structures including damaged signs, gantries, high mast lights and other Structures,
(x) fence to prevent public access to damaged Structures,
(xi) fence damaged parapets and walls,
(xii) install temporary barriers to achieve the appropriate containment following damage to parapets and safety fence,
(xiii) provide special access to investigate damaged or unsafe Structures,
(xiv) implement weight or traffic restrictions to certain vehicle types on Structures,
(xv) set up signing for short or long term diversion routes, and
(xvi) alleviate and avert flooding to Structures and take measures to prevent further damage due to scour.

Where Incidents require:

(i) design for remedial measures, - short term, interim or medium term or long term as appropriate.
(ii) the assessment of damage, its effect on load carrying capacity and the ability of the structure to remain in service and be repaired, or
(iii) Design of temporary work for existing Structures, these Operations shall be subject to an Order except where such Operations are Core Operations

12 Arrangements for the provision of Mutual Aid

External Mutual Aid arrangements:

Organisation	Contacts	Contact Information
Traffic Scotland	Control Centre	[redacted]
South East Unit	Amey Control Room	[redacted]
North West Unit	BEAR Control Room	[redacted]
South West Unit	Scotland Transerv Control Room	[redacted]
North East Unit	BEAR Control Room	[redacted]
M8 DBFO Unit	Amey Control Room	[redacted]
M74 DBFO	Autolink Control Room	[redacted]
M77 Unit	Connect	[redacted]
M80 DBFO	Control Room	[redacted]
Network Rail	Multi Agency Response	[redacted]

Internal Amey arrangements:

Organisation	Contacts	Contact Information
M8 DBFO Contract	[redacted]	[redacted]
South East Unit	[redacted]	[redacted]
Amey Public Services (North Lanarkshire)	[redacted]	[redacted]
Amey TSOIS	[redacted]	[redacted]
Sheffield Streets Ahead Contract	[redacted]	[redacted]
Liverpool CC	[redacted]	[redacted]
Area 6 ASC	[redacted]	[redacted]
Area 8 ASC	[redacted]	[redacted]

13 Management arrangements for the availability of the Incident Liaison Officer both during and outwith Normal Working Hours

Contact Details of Incident Liaison Officer

The nominated Incident Liaison Officer, will be available via a dedicated Incident Liaison Officer Mobile Telephone, which will remain the same regardless of who the nominated Incident Liaison Officer is, or the time of day.

Name	Title	Contact Details
Various	Incident Liaison Officer	Mobile: [redacted]

Additional Contact Details

In the event of a failure of the dedicated Incident Liaison Officer Mobile Telephone, the Amey Operating Company Control Room, will have access to further contact details, including business and home telephone contact details.

Notification of the Emergency Services

Should this number change, the Emergency Services will be notified of the change formally, and this Incident Response Plan will be updated and redistributed.

14	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

Arrangements for Post Incident De-Briefing

Post Incident De-Briefing

A post Incident De-Briefing will consist of various types of de-briefing, dependant on the severity of the incident, and potential identification of Incident Response improvements, these will consist of:

- Operating Company Control Room Review of the Incident Response,
- Incident Liaison Officer Review of the Incident Response,
- Operations Manager Review of the Incident Response,
- Multi-Agency (involving a variety of Stakeholders) Review of the Incident Response,
- All information gathered during the Incident is to be populated into appropriate record sheets and IRIS, throughout the incident.
    - This information is to be made available prior to the review in hard copy.

Records of reviews will be maintained, and any improvements identified incorporated into the appropriate Incident Response Plan, Procedure, Method Statement or Risk Assessment.

Reporting Requirements

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) co-ordinate debriefing activities with relevant Operational Partners as required, and

(iii) co-ordinate debriefing activities with other operating companies as required.

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.

All data and other relevant information collected by the Operating Company in implementing its:
(i) Disruption Risk Management Plan,
(ii) Incident Response Plan,
(iii) Incident Response Operations,
(iv) Trunk Road Incident Support Service plan,
(v) Incident Support Units plan, and
(vi) Vehicle Recovery Service plan.
shall be stored within the Integrated Roads Information System in accordance with the template provided in Annex 7.3/E of schedule 7 part 3, excluding information relevant to the Vehicle Recovery Service. Where such Records are not captured electronically, the data required shall be manually logged into the Integrated Roads Information System within 24 hours of the data being collected by the Operating Company.
Records not required to be stored in the Integrated Roads Information System shall be retained in accordance with Schedule 5 Part 2.

Arrangements for Reporting to the Director of Critical or Major Incidents

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.

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.

Notification of Major, Critical and Minor Incidents

		Major Incident			Critical Incident (Note 2)			Minor Incident		
Time of Day	**Who to contact**	**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 and/or ILO	Telephone *	Immediately	TRISS and/or LO	Telephone*	Immediately
	TSMO	ILO	Telephone	Immediately	ILO	Telephone	Immediately			
	SIM	ILO	Telephone	Immediately	ILO	Telephone	Immediately			
	TRT	ILO	Telephone	Immediately	ILO	Telephone	Immediately			
	TEM	ILO	Email	Immediately	ILO	Email	Immediately			
	D	ILO	Telephone	Immediately	ILO	Email	Immediately			
	NNM	ILO	Telephone	Immediately	ILO	Email	Immediately			
	NM*	ILO	Telephone	Immediately	ILO	Telephone	Immediately			
	CAT1	ILO	Telephone *	Immediately	ILO	Telephone *	Immediately			
	CBE (Note 4)	ILO	Telephone	Immediately	ILO	Email	Immediately			
	BM* (Note 4)	ILO	Telephone	Immediately	ILO	Telephone	Immediately			
	LO	TRISS and/or ISU	Telephone *	Immediately	TRISS and/or ISU	Telephone *	Immediately	TRISS and/or ISU	Daily Record Sheet	End of shift
	PAG	ILO	Telephone	Immediately	ILO	Telephone	Immediately			
Outwith Normal Working Hours	TSOp	TRISS and/or ILO	Telephone *	Immediately	TRISS and/or ILO	Telephone *	Immediately	TRISS and/or LO	Telephone*	Immediately
	TSMO	ILO	Telephone	Immediately	ILO	Telephone	Immediately			
	TRT On Call (1900–0700hrs)	ILO	Telephone	Immediately	ILO	Email	Immediately			
	SIM	ILO	Email/Text *[1]	Immediately	ILO	Email/Text *[1]	Immediately			
	TRT	ILO	Email/Text *[1]	Immediately	ILO	Email/Text *[1]	Immediately			
	TEM	ILO	Email	Immediately	ILO	Email	Immediately			
	D	ILO	Email	Immediately	ILO	Email	Immediately			
	NNM	ILO	Email	Immediately	ILO	Email	Immediately			
	NM	ILO	Email*	Immediately	ILO	Email*	Immediately			
	CAT1	ILO	Telephone	Immediately	ILO	Telephone	Immediately			
	CBE (Note 4)	ILO	Email	Immediately	ILO	Email	Immediately			
	BM (Note 4)	ILO	Email*	Immediately	ILO	Email*	Immediately			
	LO	TRISS and/or ISU	Telephone *	Immediately	TRISS and/or ISU	Telephone *	Immediately	TRISS and/or ISU	Daily Record Sheet	End of Shift
	PAG	ILO	Email*	Immediately	ILO	Email*	Immediately			

Note:
1. 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/C in the notification of road traffic Incidents involving fatalities.
2. For the purpose of notifications to Transport Scotland and PAG representatives, the Operating Company shall limit notification of Critical Incidents to those covered under 2.2.1 (i) to (vii) above together with any Critical Incident that could result in delays to journey times of 20 mins or more. This could include delays as a result of snow or ice conditions impacting on journey times.
3. In addition to the notification of Major, Critical and Minor Incidents above, the Operating Company must also 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 (Schedule 7, Part 3, 10.1.2). The Incident liaison Officer is also responsible for maintaining contact with and keeping informed the Traffic Scotland Operator and Director's staff as necessary during the incident (Schedule 7, Part 3, 4.8.5(v)).
4. Chief Bridge Engineer (CBE)/Bridges Manager (Network Bridges Manager/Head of Major Bridges & Bridges Asset Manager as applicable) should only be notified for Incidents involving structures on the Trunk Road Network

Type of Service or Role

TSOp – Traffic Scotland Operator
TSMO – Transport Scotland Media Officer
D – Director
SIM – Strategic Impacts Manager
TRT – Transport Resilience Team
TRT On Call – Transport Resilience Team On Call Officer
TEM – Transport Emergencies Mailbox
NNM – National Network Manager
NM – Network Manager for the Unit
CBE – Chief Bridge Engineer
BM – Bridges Manager (Network Bridges Manager/ Head of Major Bridges & Bridges Asset Manager as applicable)
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 Traffic Scotland Operator and their own control room via Airwave radio. TRISS personnel may contact the Police via Airwave radio if appropriate.
NM* - For a Critical Incident, where direct telephone contact with Network Manager has not been achieved, ILO should then proceed to immediately telephone the next senior member of Transport Scotland Staff i.e. National Network Manager until direct telephone contact has been established.
BM*- For a Critical Incident, where direct telephone contact with the Bridges Manager has not been achieved, ILO should then proceed to immediately telephone the next senior member of Transport Scotland Staff i.e. the Chief Bridge Engineer until direct telephone contact has been established.
Email/Text* - Email and SMS text message immediately. Follow up with a telephone call at 0700 if incident is on-going
Email/Text*[1] - Email and SMS text message immediately. Follow up with a further text at 0700 if incident is on-going
Email* - Email immediately and follow up with a telephone call not later than 0900 the next day if incident is on-going
Daily Record Sheet – see Annex 7.3/B

The names, contact telephone numbers and e-mail details of the Director's, Traffic Scotland Operator and Performance Audit Group staff to be contacted and include outwith Normal Working Hours telephone numbers where applicable.

Staff to be Contacted	Contact Telephone Numbers	Email Details	Outwith Normal Working Hours telephone numbers
Traffic Scotland	[redacted]	[redacted]	N/A
Transport Scotland Media Officer	[redacted]	-	[redacted]
Transport Resilience Team On Call Officer	[redacted]	-	[redacted]
Strategic Impacts Manager – Stewart Leggett	[redacted]	[redacted]	[redacted]
Transport Emergencies Mailbox		[redacted]	
Director – Roy Brannen		[redacted]	
National Network Manager – Graham Edmond		[redacted]	
Network Manager – [redacted]		[redacted]	
Chief Bridge Engineer		[redacted]	
Head of Bridges and Bridges Asset Management	[redacted]	[redacted]	
Performance Audit Group	[redacted]	[redacted]	

Arrangements for Reporting to the Director of Road Traffic Incidents Involving Fatalities

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

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.

A joint Site observation at the location shall be undertaken by the Operating Company, the Director and the Police, within 28 days of the Incident. Within five Working Days of the Site visit having been carried out, the Operating Company shall submit a detailed report using part 2 of the fatal accident notification form detailed in Annex 7.3/D of this Part to the Director within five Working Days. The report shall include all correspondence relating to the Incident and potential causal factors including the maintenance, historic Site data, weather conditions and any other information relevant to the location of the Incident.

In the event of a fatal Incident inquiry being held, the Operating Company shall, subject to an Order:

(i) assist the Director,
(ii) provide all available information, and
(iii) attend the inquiry to be examined on matters of fact.

Arrangements for Reporting to the Director of Incidents involving Spillage or Deposit of Hazardous or Sensitive Materials

No specific reporting requirements in Schedule 7 Part 3.

If considered to be a Critical or Major Incident, follow the procedure above.

Arrangements for Reporting to the Director of Incidents Involving Structures

No specific reporting requirements in Schedule 7 Part 3.

If considered to be a Critical or Major Incident, follow the procedure above.

Arrangements for Reporting to the Director of Any Incident Where the Requirements of the Contract have not been met

No specific reporting requirements in Schedule 7 Part 3.

Where any Incident Where the Requirements of the Contract have not been met occurs, these incidents will be issued with an NCR (Non-conformance Report).

15 Arrangements for liaison with all appropriate organisations referred to in this Schedule

The Incident Liaison Officer

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.

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).

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 Unit. When requested by the Director, the Incident Liaison Officer shall undertake duties from the Traffic Scotland Control Centre.

Incident Liaison Officer
Contact telephone number is- [redacted]
He has access to Email
He is mobile at all times

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.

The duties of the Incident Liaison Officer include as a minimum:

(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) maintaining contact with and keeping informed the Emergency Services, the Traffic Scotland Operator, local authorities and other affected parties as necessary during the Incident,
(iv) managing and coordinating the execution of Incident Response Operations,
(v) managing the Trunk Road Incident Support Service to meet the requirements of this Part,
(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 Schedule 7 Part 3.

16 Arrangements for coordination with other Incident responders referred to in this Schedule

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.

The Operating Company shall provide all relevant Operational Partners with one Electronic Copy and one controlled paper copy of its current Incident Response Plan.

17 Arrangements for dealing with spillage and deposit of hazardous or sensitive material referred to in this Schedule

As well as standard TRISS and ISU Spillage and other Equipment, suitable for dealing with minor spillages, a number of Winter Service Gritters will be available to spread grit/sand/absorbent materials on affected areas. If a watercourse is endangered, contacting SEPA is required.

A specialist Contractor will be employed to deal with spillage and deposit of hazardous or sensitive materials, contact details are below:

Organisation	Contacts	Contact Information
[redacted]	[redacted]	[redacted]

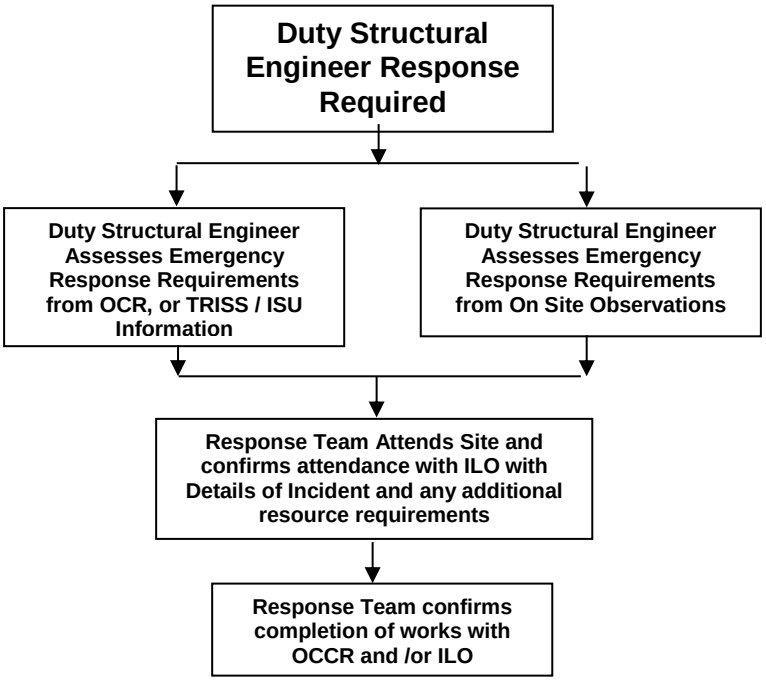
18 Arrangements for dealing with Structures including unsafe or potentially unsafe Structures referred to in this Schedule

Contact Details of Duty Structural Engineer

The nominated Duty Structural Engineer will be available via a dedicated Duty Structural Engineer Mobile Telephone, which will remain the same regardless of who the nominated Duty Structural Engineer is, or the time of day.

Name	Title	Contact Details
Various	Duty Structural Engineer	Contracted via OCCR on [redacted]

Duty Engineer Response Flowchart



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 there is a risk that public safety is endangered,
(iii) assess whether a structure can continue in use with or without restrictions,
(iv) assess whether the use or stability of a structure is at risk
(v) arrange and implement footway and cycleway diversions
(vi) make safe damaged parapets and barriers,
(vii) clear detached non-structural elements where there is a risk of them falling to the carriageway, footway, cycleway or navigable watercourse below,

(viiii) install traffic barriers to prevent vehicular access to and across Structures following a Critical or Major Incident that renders the Structure potentially unsafe,
(ix) make safe electrical supplies to Structures including damaged signs, gantries, high mast lights and other Structures,
(x) fence to prevent public access to damaged Structures,
(xi) fence damaged parapets and walls,
(xii) install temporary barriers to achieve the appropriate containment following damage to parapets and safety fence,
(xiii) provide special access to investigate damaged or unsafe Structures,
(xiv) implement weight or traffic restrictions to certain vehicle types on Structures,
(xv) set up signing for short or long term diversion routes, and
(xvi) alleviate and avert flooding to Structures and take measures to prevent further damage due to scour.

Where Incidents require:

(i) Design for remedial measures, - short term, interim or medium term or long term as appropriate.
(ii) the assessment of damage, its effect on load carrying capacity and the ability of the structure to remain in service and be repaired, or
(iii) Design of temporary work for existing Structures, these Operations shall be subject to an Order except where such Operations are Core Operations

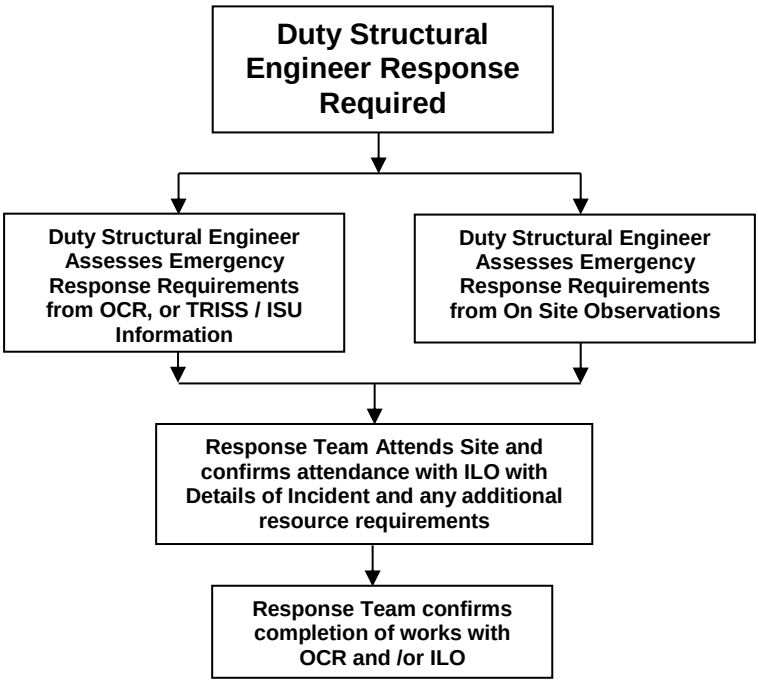
19	The management process for obtaining specialist advice to determine the safety and stability of damaged or at risk Structures and the Design for temporary work, remedial and strengthening measures for Structures

Contact Details of Duty Structural Engineer

The nominated Duty Structural Engineer, will be available via a dedicated Duty Structural Engineer Mobile Telephone, which will remain the same regardless of who the nominated Duty Structural Engineer is, or the time of day.

Name	Title	Contact Details
Various	Duty Structural Engineer	Contracted via OCCR [redacted]

Duty Engineer Response Flowchart



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(iii) assess whether a structure can continue in use with or without restrictions,
(iv) assess whether the use or stability of a structure is at risk
(v) arrange and implement footway and cycleway diversions
(vi) make safe damaged parapets and barriers,
(vii) clear detached non-structural elements where there is a risk of them falling to the carriageway, footway, cycleway or navigable watercourse below,

(viiii) install traffic barriers to prevent vehicular access to and across Structures following a Critical or Major Incident that renders the Structure potentially unsafe,
(ix) make safe electrical supplies to Structures including damaged signs, gantries, high mast lights and other Structures,
(x) fence to prevent public access to damaged Structures,
(xi) fence damaged parapets and walls,
(xii) install temporary barriers to achieve the appropriate containment following damage to parapets and safety fence,
(xiii) provide special access to investigate damaged or unsafe Structures,
(xiv) implement weight or traffic restrictions to certain vehicle types on Structures,
(xv) set up signing for short or long term diversion routes, and
(xvi) alleviate and avert flooding to Structures and take measures to prevent further damage due to scour.

Where Incidents require:

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(ii) the assessment of damage, its effect on load carrying capacity and the ability of the structure to remain in service and be repaired, or
(iii) Design of temporary work for existing Structures, these Operations shall be subject to an Order except where such Operations are Core Operations

20	Arrangements for complying with the liaison requirements of Schedule 3

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21 Arrangements for vehicle recovery to comply with the requirements of Schedule 7 Part 3

The Operating Company shall provide a Vehicle Recovery Service which operates separately from its Trunk Road Incident Support Service and Incident Support Units. The Vehicle Recovery Service shall be fully operational and provide vehicle recovery of vehicles on the Forth Road Bridge from Commencement of Service Date 1.

Primary Function of the Vehicle Recovery Service

The primary functions of the Vehicle Recovery Service are:

(i) to provide vehicle recovery for broken down, abandoned or damaged vehicles to an agreed safe location, unless the driver opts to have the vehicle removed by its own recovery service if it can be done within 15 minutes, and

(ii) to provide a communications link between the Incident and or breakdown site and the Incident Liaison Officers.

The Vehicle Recovery Service will not include roadside vehicle repair or storage of vehicles.

Hours of Operation

The Vehicle Recovery Service shall be operational 24 hours a day, seven days a week during each Annual Period. Details of required response times, for recovery vehicles, are identified in Appendix 3

Resource Requirements, Competence and Training

All Vehicle Recovery Service personnel that are appointed will have satisfactorily completed a disclosure process through Disclosure Scotland.

Sufficient, qualified and experienced personnel shall be available at all times to undertake Vehicle Recovery Service duties.

All staff are aware off and have been briefed on the POO5, P006 and POO7 which covers RTA, Abandoned Vehicles, abnormal loads, Light vehicle recovery and the process for heavy vehicle recovery.

The Vehicle Recovery Service personnel shall possess appropriate qualifications, certification and training in vehicle recovery for the vehicles and ancillary equipment to be used to provide this service. The training and certification shall include all appropriate modular courses or National Occupational Standards in a certified training and certification scheme approved by the Institute of Vehicle Recovery and specified by the National Highways Sector Scheme.

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

(i) Driver training,

(ii) roadside assessment,

(iii) vehicle and equipment checks and vehicle familiarisation,

(iv) roles and responsibilities of the Traffic Scotland Operations and Infrastructure Services Contractor, Emergency Services, Trunk Road Incident Support Service, Incident Support Units and Vehicle Recovery Service,

(v) legal responsibilities and powers,

(vi) emergency traffic management,

(vii) operational response strategies and scenarios,

(viii) vehicle recovery - broken down, abandoned or damaged vehicles,

(ix) ancillary equipment,

(x) administrative procedures,

(xi) health and safety including preparation of risk assessments and dynamic risk assessments,

(xii) communication skills, and

(xiii) first aid.

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

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

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

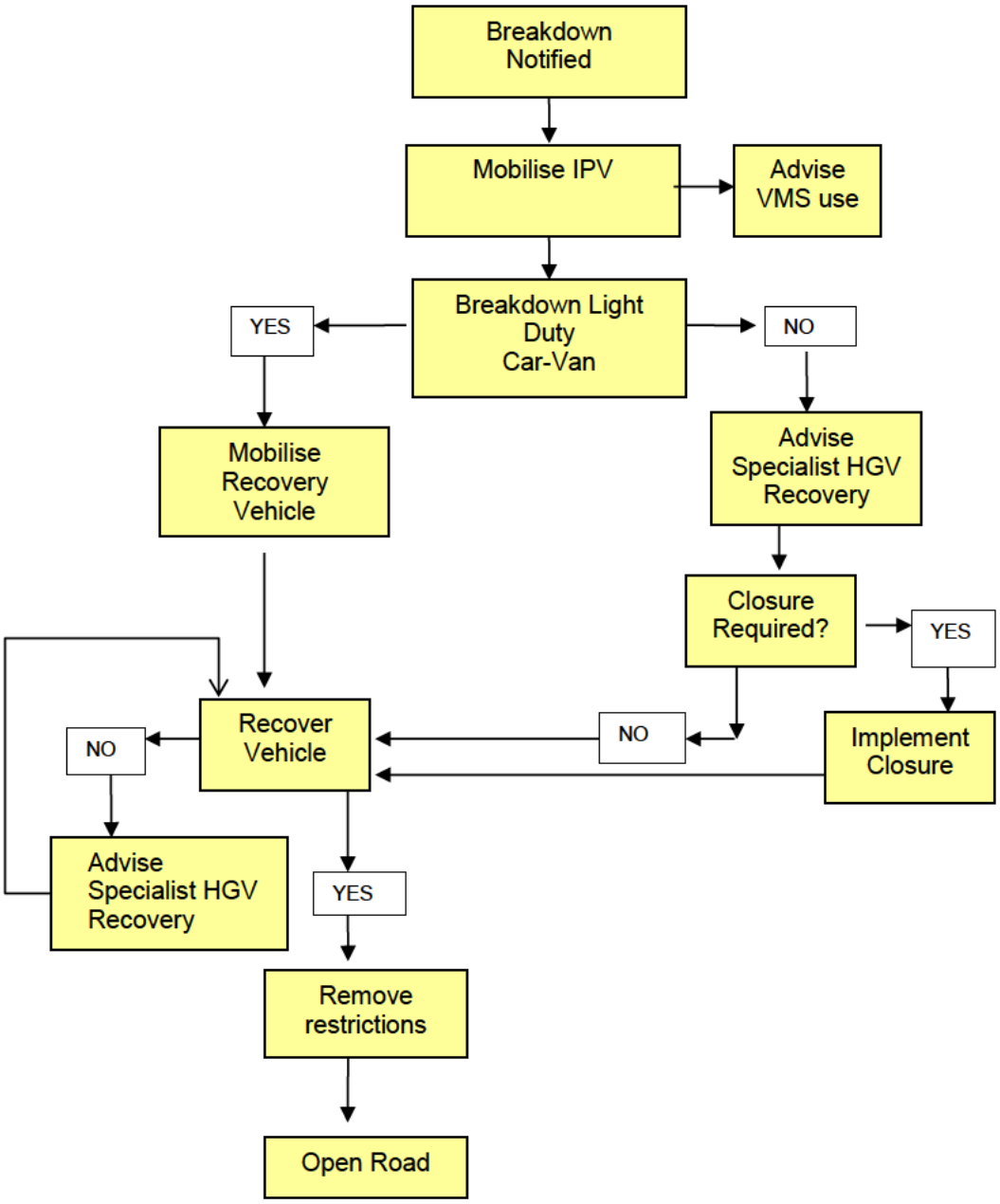
Reporting to the Incident Liaison Officers

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

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

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

Vehicle Recovery



22	Arrangements for dealing with potential and actual suicides on Forth Bridge structure

This procedure details the method of actions undertaken when someone has or is attempting to commit suicide from the bridge.

Procedure

1.1 Upon receipt of the report, gather as much information as possible ensuring details of the location of incident and description of personal are provided.

1.2 Obtain information regarding the person making the report i.e. name, address and telephone number.

1.3 Inform the Operations room of Police Scotland of the incident.

1.3.1 Police Scotland will decide where they will attend from, depending on the locations of the incident.

1.4 Advise Safety Boat (Call sign 99) if on station, and the HM Coastguard at all times (telephone 999 or [redacted]).

1.5 Deploy Team Leader or General Operatives to relevant points dependant of the tide i.e. NW, NE, SW. SE in order to monitor the situation and to provide feedback for the boat.

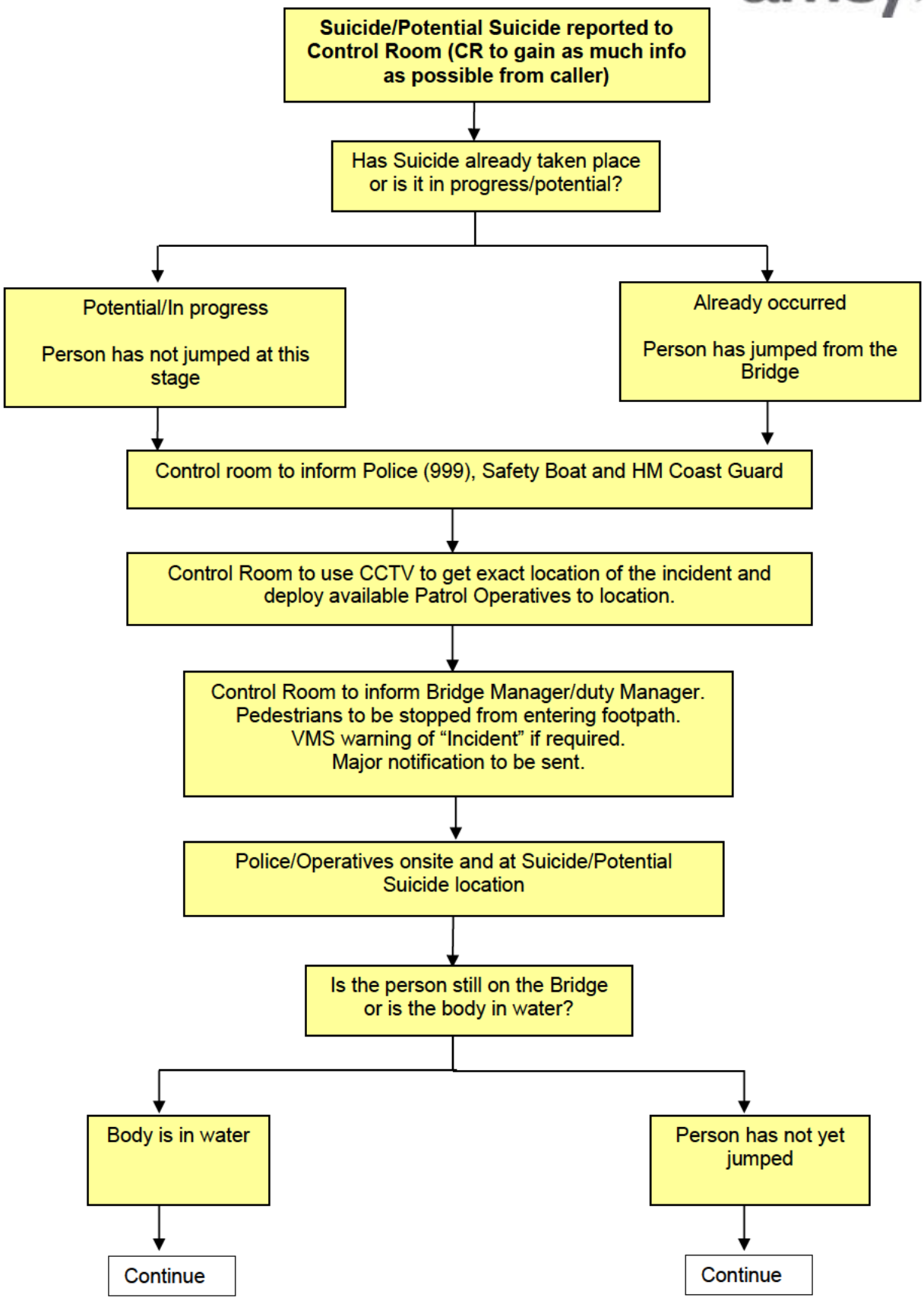
1.6 Advise Bridge Manager or duty Manager. Also e-mail Communications Manager.

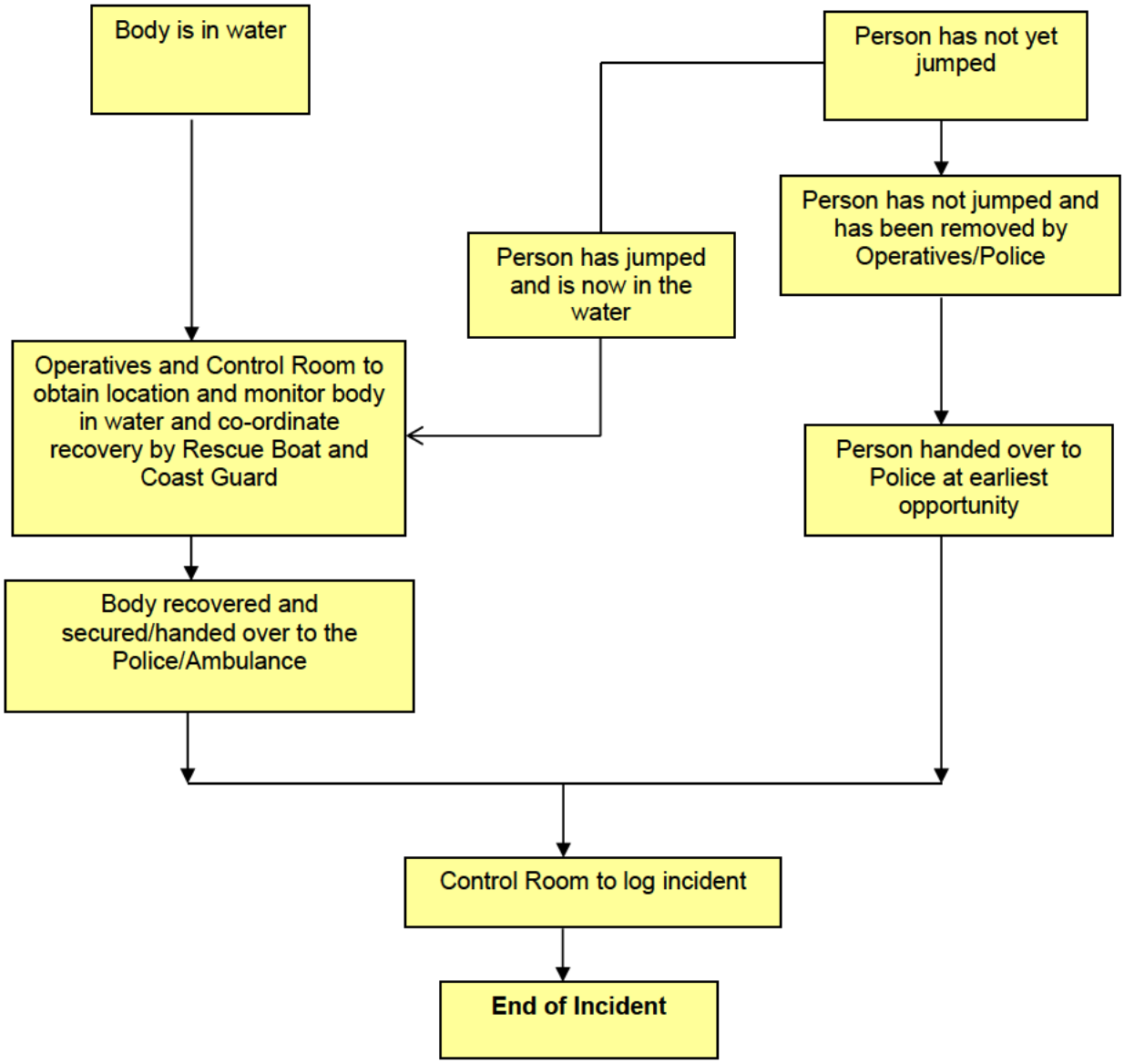
1.7 Any communication received from the media must be referred to the Police.

1.8 Complete the Suicide / Attempted Suicide database.

1.9 Comply with procedure PE003

Suicide – Flowchart





23	[redacted]

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24 Arrangements for dealing with Footway / Cycleway closures

Introduction

This procedure details the method by which one or more footways / cycleways would be closed.

Procedure

1.1 Where one footway / cycleway requires to be closed. Barriers at either end will be closed and Pedestrians / cyclists will be directed by means of the underpass to the footway / cycleway on the opposite carriageway.

1.2 Where both footway / cycleways are closed barriers at either end will be closed and cyclists / pedestrians will be instructed my means of signage to contact the control room. Whereby they will receive further directions.

1.3 At this stage the Shuttle Service Procedure Section 3 will be promoted

25 Arrangements for dealing with Carriageway closures

Introduction

This procedure details the method by which one or more carriageways would be closed.

Procedure

1.1 For Northbound carriageway closure: -

Proposed Procedure
Team Leader / General Operative erect diversion signs on A90 Northbound approach, A8000 & A904 approaches. Utilising existing blind signs on A90 Northbound approach. Close Footways/Cycletracks to Cyclists and Pedestrians. Additional blind signs at positions to be agreed. Circa 8no. signs. Temporary VMS gantry within the grassed verge / convergence point between the M90 N/B (Scotstoun Bend) and the A90 N/B from Edinburgh (Fig below), such that it is visible from both roads.  *Additional signage for pedestrian /cycle diversion*
Team Leader / General Operative set up a diversion sign at the red barrier to the service road.
Amey Control Room Activate Red traffic lights at toll plaza (A90 N/B).
If possible, Team Leader / General Operative will sit in a van at the red barrier area to deal with any problems. Advisory role only.
Raise Red barrier (service access road) and remove the two cat-posts in that area.
Ensure that slip road traffic lights are in operation. Traffic will approach the plaza in the normal manner and be halted by Red traffic lights at toll plaza (A90 N/B).
Team Leader / General Operative will advise any appropriate vehicles that stop on the plaza that the bridge is closed. Travelling public caught between Echline Junction N/B off slip and the traffic lights/barrier will be guided generally northward along the Bridge service road, then back southward towards the Echline Junction in an advisory capacity

Team Leader / General Operative should not physically direct vehicles to stop on the plaza.
Any vehicles that stop will be directed down the slip road and back up to Echline and via Kincardine Bridge.

1.2 For Southbound carriageway closure: -

Proposed Procedure
Close both S/B on-slips at Admiralty and Ferry toll Junctions using closed conning with “Follow Diversion” signs to A985
Erect pre-set sign frames on sandbags on S/B M90 verge between Masterton and Admiralty Junctions (with advisory wicket signs / fold up plates) ready to display in event of high wind closure event
TSCC activate A90 S/B VMS gantry signage indicating high wind restrictions
Crash cushion initiates full closure of A90 S/B with diversion off at Admiralty Junction. Support from TSCC required to activate overhead gantries on S/B A90
Team Leader / General Operative erect diversion signs at bottom of southbound Welldean on-slip road. Close Footways/Cycletracks to Cyclists and Pedestrians
If possible, Team Leader / General Operative will sit in a van at Northeast Welldean lay-by. *Welldean lay-by used for vehicle stack to capture any vehicles that miss advisory diversion signs on approach to Ferrytoll junction.*
Install further cone only traffic management at M90 Junction 1B to allow traffic caught between Admiralty Junction and Ferrytoll Junction to exit M90
Team Leader / General Operative will advise any appropriate vehicles that stop in the lay-by that the bridge is closed.
Team Leader / General Operative should not physically direct vehicles into the lay-by.
Any vehicles that stop in the lay-by will have to remain until there are sufficient vehicles for the Police to attend to stop the traffic.
When there are sufficient vehicles in the lay-by, Operations Control will contact the Police and request a Police traffic vehicle to provide a rolling road-block to allow vehicles to be turned.
When the Police approach with road-block, the northbound traffic will be held by use of Traffic Lights.
When all traffic is stopped and the carriageways are clear of traffic, the vehicles in the lay-by will be directed and turned through Crossover 5 at the north rock-cutting.

The number of vehicles turned will be counted and logged in the daily log book.
Once all vehicles are turned, the traffic on both carriageways can be allowed to run, pending removal of high wind restrictions.

26 Arrangements and Procedures for dealing with the full evacuation of the Forth Road Bridge

Introduction

This procedure details the method by which the Forth Road Bridge will be evacuated.

Procedure

1.1 The OCCR would normally deal with incidents that require the Forth Road Bridge to be evacuated. In the event that an incident occurs that requires the Forth Road Bridge to be evacuated the following procedure would be implemented:

1.1.1 The OCCR will contact all contractors and staff working on the Forth Road Bridge and advise them of requirement to evacuate the Forth Road Bridge. They would either leave the bridge on foot or be collected in a vehicle.

1.1.2 Close footway / cycleway barriers to be closed and any members of the general public would be escorted off the bridge either on foot or in a vehicle.

1.2 Both carriageways would be closed in accordance with procedure 25 above.

1.3 In the event of a fire procedure 27 below to be adopted.

27 Arrangements and Procedures for dealing with the full evacuation of the Forth Road Bridge in the event of a fire

Introduction

This procedure details the method by which the Forth Road Bridge will be evacuated in the event of a fire.

Procedure

1.1 If a fault is shown on the Bridge Fire Alarm panel in the Control Room, note the details, silence and report to the Engineering Services Manager (next day if fault occurs outwith office hours).

1.2 If a single fire alarm is given, contact the Duty/Standby Maintenance Inspector, who will advise the Duty Operations Supervisor / Team Leader to re-set the system and establish if they are required to attend. If the alarm sounds again, or the system cannot be re-set the Maintenance Inspector and the Electrician are required to attend.

1.3 Upon arrival the Maintenance Inspector and Electrician should proceed to the nearest Designated Entry point to the alarm.

1.3.1 The necessary keys may be issued for the Designated Entry point **without** the need for a Permit to Work as points 1.5 & 1.6 only require the door to be opened but no entry.

1.4 At the door to the entry point look and feel for signs of fire or smoke (feel the steel, look for smoke and fire, and listen).

1.5 If there is no apparent sign of fire or smoke, open the door or hatch and look inside the structure – if safe to do so.

1.6 If there is no sign of a fire or smoke keep the door open and monitor the situation from outside the structure for 30 minutes.

1.7 After 30 minutes if there are still no signs of a fire or smoke close and lock the access, cancel the alarm and re-set the system.

1.8 **If more than one alarm is given in same area contact Fire services immediately**.

1.9 If an incident occurs out of hours on the bridge then a member of the Operations Staff (who must have undergone the access routes familiarisation training,) shall escort the Fire Service from the Rendezvous Point using FRB vehicles as above.

1.10 The Duty Operations Supervisor / Team Leader shall call out the Standby Maintenance Inspector and Rigger to assist the Fire Service as necessary. The Electrician may also be required.

1.11 Keys and T-bars for access into the towers; viaduct boxes, side towers etc. must be made available on a 24-hour basis.

1.12 FRB riggers would normally assist in carrying out any line rescue from the suspended span. However, the Fire Service must be called out to deal with all line rescues.

1.12.1 To contact the fire services Dial 999. Establish which Fire Brigade you are in contact with inform them you are “Forth Road Bridge Control”.

1.13 If an incident occurs on a Carriageway - the following arrangements apply:

1.13.1 **Southbound** Carriageway – Fire Service will attend from Fife**.**

1.13.2 **Northbound** Carriageway **–** Fire Service will attend from Lothian.

1.14 Give the exact location of the incident. The Fire Service will recognise the following descriptions:

Main Tower NW, SW, NE & SE (e.g. Main Tower SW).
Northbound or Southbound Carriageway (e.g. Northbound Carriageway).
NW, SW, NE or SE Viaduct Box Girder (e.g. NW Viaduct Box Girder).
North or South Side Tower (e.g. North Side Tower).
Main Cable East or West (e.g. Main Cable East).
Suspended Span Underdeck East or West

1.15 Detail the type of incident e.g. fire, road traffic accident (RTA) with numbers of persons involved and whether they are trapped or injured. Information on any hazardous chemicals present or spilled should also be given.

1.16 Give details of the traffic situation e.g. if both lanes southbound are blocked at the north side back to a stated junction number and whether or not crossover points are cleared for use.

1.17 Fire Service can be contacted directly o [redacted] and FRB should use this number to enable the Fire Tender drivers to be kept updated on changes in traffic conditions.

1.18 If the incident is to be dealt with by Lothian based Fire Service personnel then a temporary telephone number may be given to FRB, if required, upon first contact.

1.19 NE&SE Tower Legs; North Viaduct; NE&NW Side Towers; East Main Cable and Suspended Span Underdeck (access from East footpath/cycletrack) - **Fife based Fire Service will attend.**

1.19.1 FRB will rendezvous with the Fire Service at the NE Welldean Lay-by.

1.19.2 FRB will provide transport for fire-fighters and equipment as required.

1.19.3 Maintenance staff (nominally a rigger) will guide the Fire Service.

1.19.4 Initially, the Fire Officer in Charge will be led to the Designated Access Point.

1.19.5 They will assess the situation and determine the course of action and means of access.

1.19.6 NW& SW Tower Legs; South Viaduct; SE & SW Side Towers; West Main Cable and Suspended Span Underdeck (access from West footpath/cycletrack - **Lothian based Fire Service will attend**.

1.19.7 FRB will rendezvous with the Fire Brigade at the SW bus stop / lay-by and provide

1.19.8 transport as above.

1.20.1 If an Incident occurs in an **anchorage chamber** or other building or area, adhere to the following:

1.20.2 Dial 999. Once you have established contact which the Fire Service, inform them you are “Forth Road Bridge Control”.

1.20.3 If an incident occurs in the north anchorage chamber or boathouse or other area on the north shore, **Fife based Fire Service will attend.**

1.20.4 Inform Fife Fire and Rescue that route access to these buildings and areas is via Ferrytoll and the B981 to North Queensferry.

1.20.5 If an Incident occurs on the Bridge which requires the Fire Service to have access via the cycletrack/footways (e.g. fire in the towers or viaduct box girders) then due to the operational 3.5 tonne gross vehicle weight restriction on the cycletrack/footway, the following arrangements apply:

1.20.6 If an incident occurs in the north substation then **Fife based Fire Service** would normally attend. Again the exact location of and means of access to the substation should be given during the initial contact.

1.21.1 If an incident occurs on the South Shore **Lothian based Fire Service** will attend.

1.21.2 If an incident occurs in the south anchorage chamber or building, or other area on the south shore, Lothian based fire service must be informed that access to these buildings and areas is via the Port Edgar Access Road.

1.21.3 The FRB Sketches detail the location of the Fire Service Rendezvous Points and Designated Access Points into the Viaduct Box Girders as follows:

1.21.4 FRB/SK/L17/0901 - Location Plan showing Fire Services Rendezvous Points. (see page 4)

1.21.5 FRB/SK/BC12/0901A - Access into the Box Girders North Viaduct (see page 5)

1.21.6 FRB/SK/BC15/0901A - Access into the Box Girders South Viaduct (see page 6)

1.21.7 Fire Hose connections with isolating valves have been inserted into the ring main both side of both main towers on the east and west sides. Their locations are:

PP	***PP***
39 NW	40 NE
51 NW	51 NE
51 SW	51 SE
39 SW	39 SE

1.21.8 The handwheels have been removed from the isolating valves to prevent unauthorised use. The Fire Service or others using the connections will require a spanner to fit the square on the end of the valve spindle.

1.21.9 During the winter the system is empty with the drain valves (13 in number) open.

1.21.10 Any other times the system is full with the pumps off.

1.21.11 The pumps are started manually when required.

28 Arrangements for dealing with build-up of snow and Ice on Forth Bridge structure

The main issue to be resolved, if snow accretion occurs, is in assessing the risk to the public. To eliminate risk to the public would involve closing the bridge completely and waiting until all the snow has melted. This course of action would cause significant disruption to traffic, therefore, the balance of risk against disruption will have to be assessed if the event occurs.

- During any period of significant snow fall, relative humidity, wind speed and temperature should be closely monitored. If the following parameters are met during a snowfall event then snow accretion may occur.
  Relative Humidity exceeds 90 degrees.
  Wind Speed exceeds 8m/s
  Temperature is between -1.5 and +1.5 degrees Celsius
  (Note: these are guidelines only and snow accretion could occur when conditions occur that are outside these parameters).

- The main cables, cable bands, main tower faces and tower top lifting beams should be monitored for snow accretion. This can be done using binoculars from the footways or if conditions allow, from the tower tops and cables.

- If significant snow accretion starts to occur, then the bridge should be closed to all traffic, including cyclists and pedestrians, for a short period in order to establish the extent of the problem and condition of the snow.

- If the snow is considered soft enough such that when if falls it will not impact on vehicles then the bridge could be reopened to all traffic.

- If the snow looks dense and is hard and icy, then it is likely that the decision would have to be to keep the bridge closed. However, it may be that one carriageway could be reopened depending on the location of the accretion and the wind direction.

- It may be that the accretion is located on the external face of a tower leg and is unlikely to impact on vehicles if it fell, therefore, it may be that the bridge can be reopened to traffic but the footway remains closed.

- As the weather conditions in the Forth are extremely variable, it is important that continual monitoring and inspection (which may be limited to the footways depending on conditions) is carried out if snow accretion occurs in order to react to any change in the condition of the snow.

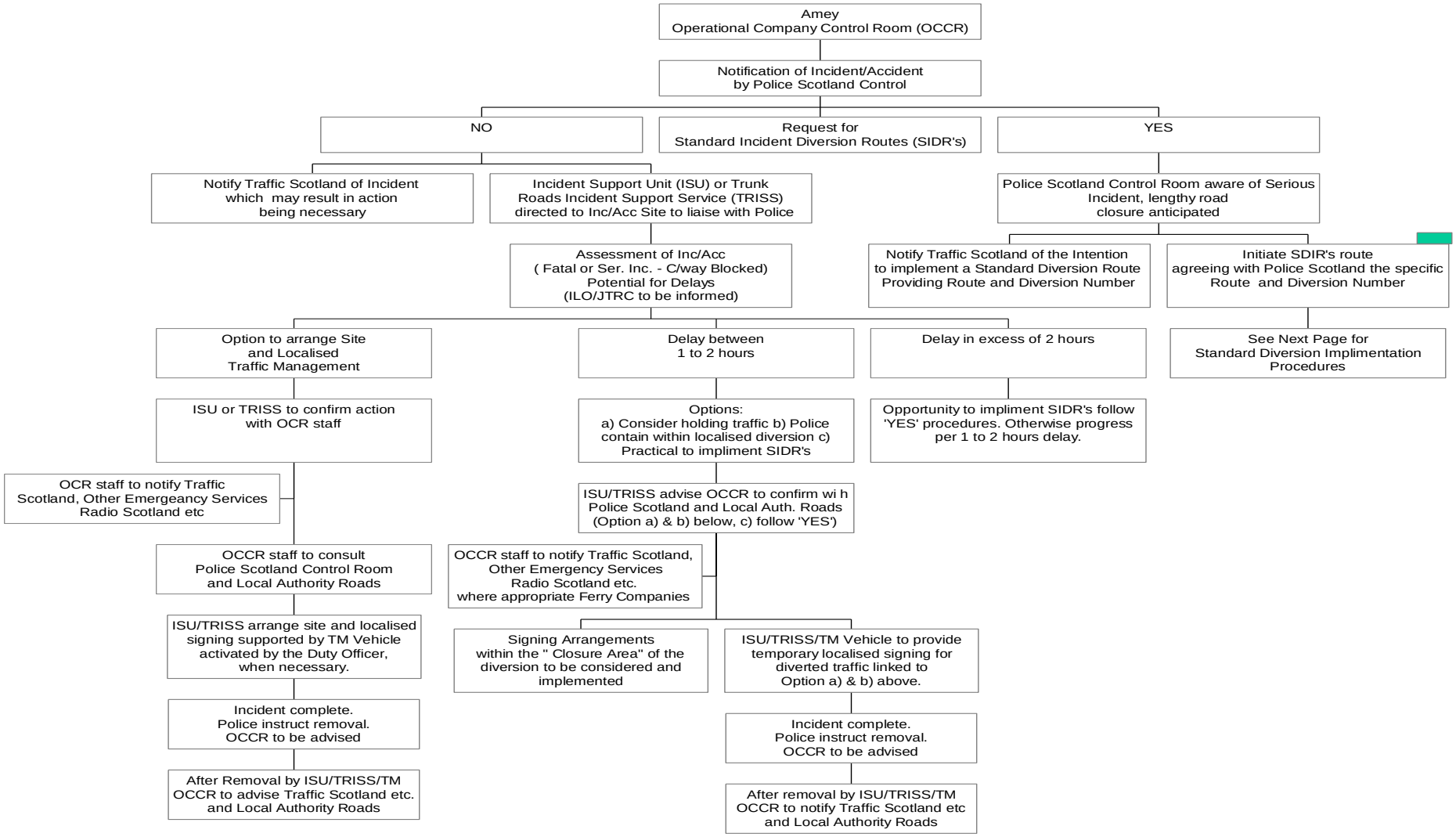
29 Standard Incident Diversion Routes (SIDR's)

The Standard Incident Diversion Routes (SIDR's) have been developed and adopted in accordance with specific development procedures issued by Transport Scotland. Each diversion will generally satisfy agreed criteria and utilise All Purpose Routes which are capable of supporting all classes of trunk road traffic but at times Remote Diversions may be utilised to minimise inconvenience to motorists.

When a SIDR's is available and an incident occurs where Police Scotland require closure of a section of trunk road or where circumstances suggest that there may be such a requirement the

Incident Liaison Officer (ILO) will initiate the appropriate action working with the Operation Company Control Room (OCCR). This will include consultation and informing the relevant stakeholders of the SIDR's implementation. Arrangements to implement any diversion will be taken in consultation with Police Scotland and the local authorities and the subsequent closure will be installed in line with the Traffic Signs Manual chapter 8. The SIDR's will be subject to continuous monitoring and it is the imperative that the emergency response traffic management crews provide appropriate comments to the ILO/OCCR to highlight resulting benefits or difficulties experienced.

Standard Incident Diversion Route Maps (appendix 5)



30 Legislation

Bylaw – Forth Road Bridge Act 2013

The legislation available through the byelaws includes, but is not limited to, regulating the conduct of persons using the bridge; the management, regulation and control of traffic using the bridge; the prohibition of certain classes of vehicles from using the bridge; and the provision that the bridge may be temporarily closed to traffic for repairs or in cases of emergency or for reasons considered necessary by the Bridge Operator, under this legislation which transferred from the original Forth Road Bridge Joint Board Bylaws to the Forth Bridge Act 2013 (appendix 7), the general control of traffic and pedestrians on the bridge can be controlled, restricted or prohibited on the bridge.

Temporary Traffic Regulation Orders (TTRO)

The development and introduction of a TTRO will be established to allow the prohibition, speed restrictions and prohibit overtaking on section of carriageway to control traffic approaching incidents out with the remit of the bylaw.

Appendix 1

Incident Liaison Officer (Duty Officer) Rota

Forth Bridge ILO number i [redacted]

Journey Time Reliability Coordinator Rota

Forth Road Bridge 2015 ILO Rota

	Jun-15			Jul-15			Aug-15			Sep-15			
		Shift 1	Shift 2		Shift 1	Shift 2		Shift 1	Shift 2		Shift 1	Shift 2	
Friday													Friday
Saturday							1						Saturday
Sunday							2						Sunday
Monday	1						3						Monday
Tuesday	2						4			1			Tuesday
Wednesday	3			1			5			2			Wednesday
Thursday	4			2			6			3			Thursday
Friday	5			3			7			4			Friday
Saturday	6			4			8			5			Saturday
Sunday	7			5			9			6			Sunday
Monday	8			6			10			7			Monday
Tuesday	9			7			11			8			Tuesday
Wednesday	10			8			12			9			Wednesday
Thursday	11			9			13			10			Thursday
Friday	12			10			14			11			Friday
Saturday	13			11			15			12			Saturday
Sunday	14			12			16			13			Sunday
Monday	15			13			17			14			Monday
Tuesday	16			14			18			15			Tuesday
Wednesday	17			15			19			16			Wednesday
Thursday	18			16			20			17			Thursday
Friday	19			17			21			18			Friday
Saturday	20			18			22			19			Saturday
Sunday	21			19			23			20			Sunday
Monday	22			20			24			21			Monday
Tuesday	23			21			25			22			Tuesday
Wednesday	24			22			26			23			Wednesday
Thursday	25			23			27			24			Thursday
Friday	26			24			28			25			Friday
Saturday	27			25			29			26			Saturday
Sunday	28			26			30			27			Sunday
Monday	29			27			31			28			Monday
Tuesday	30			28						29			Tuesday
Wednesday				29						30			Wednesday
Thursday				30									Thursday
Friday				31									Friday
Saturday													Saturday

ILO MOBILE NUMBER 07880710973

[redacted]	

Shift Hours
0600-1800
18:00-0600

Journey Time Reliability Coordinator Rota

Name	Shift	Contact
[redacted]	Mon-Fri 08:00 – 17:00, then standby	
TBC		

Appendix 2

TRISS and ISU Unit Equipment

Equipment	Minimum Quantity
	Vehicle Type 1
Electronic language translator	1 no.
Tow rope	1 no.
2 Stroke oil	2 x 1 litre bottles
Rigger Gloves	5 pairs
Lube oil spray	1 no. 400 ml tin
Hard hat	2 no.
Diesel Fuel	5 litres in container
Petrol	5 litres in container
Fence Nails & Staples	Sufficient
Face Dust Masks	12 no.
Paper Towels	Sufficient
De-icer	2 x 500ml
Animal Carcass Bags	10 no.
Handwipes	Sufficient
Absorbent Granules	6 no. x 2kg bags
Powered debris blower	1 no.
Digital Camera	1 no.
Reflective waterproof jackets for use by stranded motorists	2 no.
Reflective long sleeved vests for use by stranded motorists	-
Drain Rods	1 set
Claw hammer	1 no.
Pointing Trowel	1 no.
Manhole Lifting Keys	1 set
Handsaw	1 no.
Wire Brush	1 no.
Floating Trowel	1 no.
Power Saw	1 no.
Stone Cutting Discs	6 no.
Metal Cutting Discs	6 no.
Shovels	2 no.
Stiff Brush	1 no.
Soft Brush	1 no.
Spirit Level	1 no.
Chainsaw with PPE	1 no.
Punner	1 no.
Pickaxe	1 no.
Bow Saw	1 no.
Foam Ear Plugs	5 sets
Safety Goggles	2 pairs
Paper Coveralls	4 pairs
Large torch	2 no.
Spare batteries for torches	24 no.
14lb Sledge hammer	1 no.
Stilson wrench	1 no.
Galvanised fence wire	1 roll

Temporary fence with support	1 roll
Sequential road studs with charger and case	2 no. x set of 6
750 mm traffic cones	30 no.
Cone lights	16 no.
Spare batteries for cone light	16 no.
Men at Work Signs	2 no.
Road Narrows Signs	2 no.
610 Arrows Signs	2 no.
Road Closed Signs	4 no.
Flooding Signs	4 no.
Diverted Traffic Signs	5 no.
Traffic Lights Inoperable Signs	4 no.
Pedestrian Demand Unit Covers	8 no.

Appendix 3

Recovery Vehicles

Recovery Vehicle Response times

Road Type	Vehicle Type	Operational Hours	Maximum Initial response time
Dual Carriageway-Forth Road Bridge	Light recovery vehicles, motorcycle recovery facilities and Impact Protection Vehicles	24 hours	15mins
Dual Carriageway-Forth Road Bridge	Heavy recovery vehicles	24 hours	45mins

Recovery Vehicle Types

Light recovery vehicle

2000kg rigid tow and 900kg spectacle lift weight limits

Tilt and slide vehicle

3500kg rigid tow and 1000kg spectacle lift weight limits

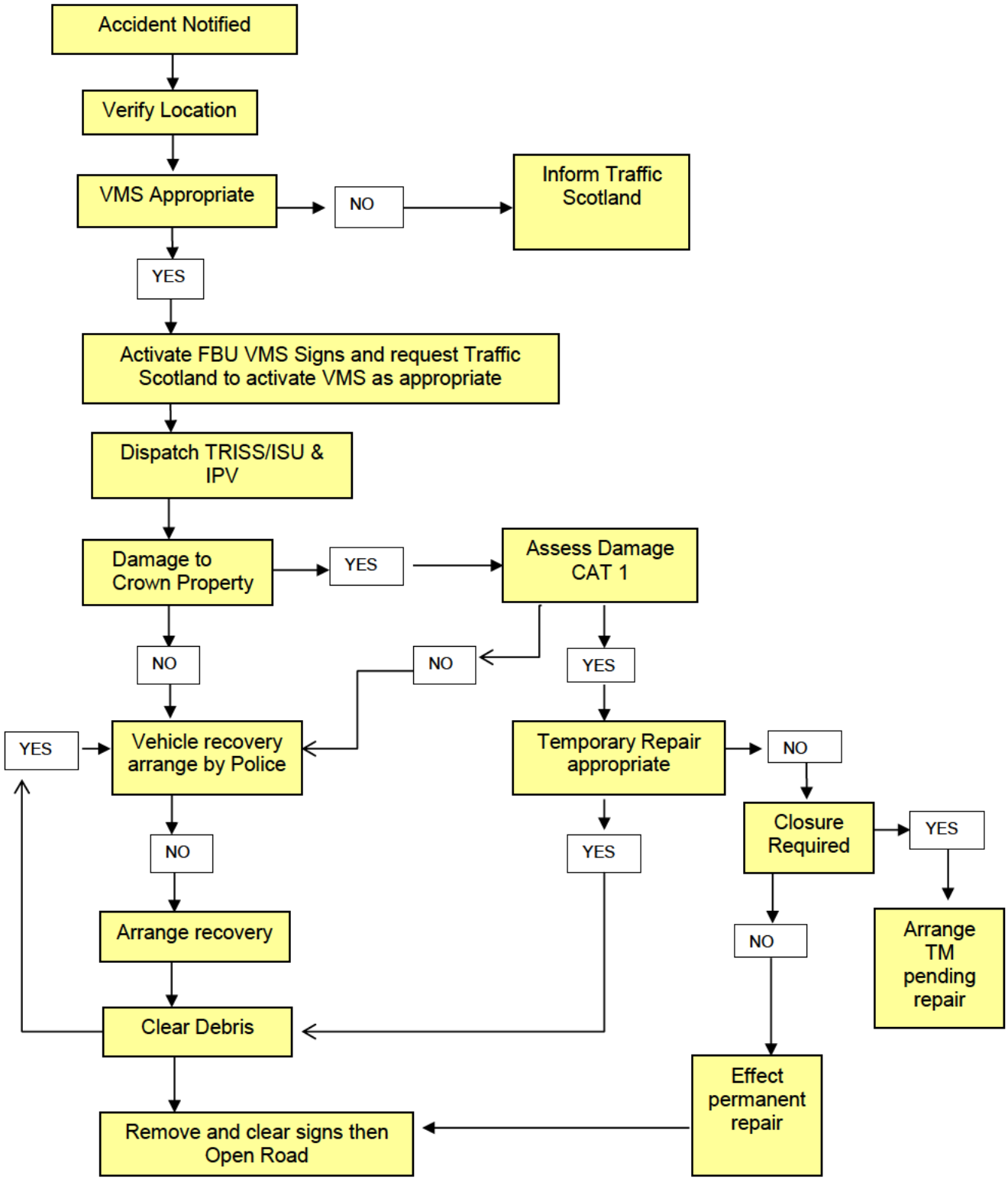
Heavy recovery vehicle

Over 3500Kg Lift or tow.

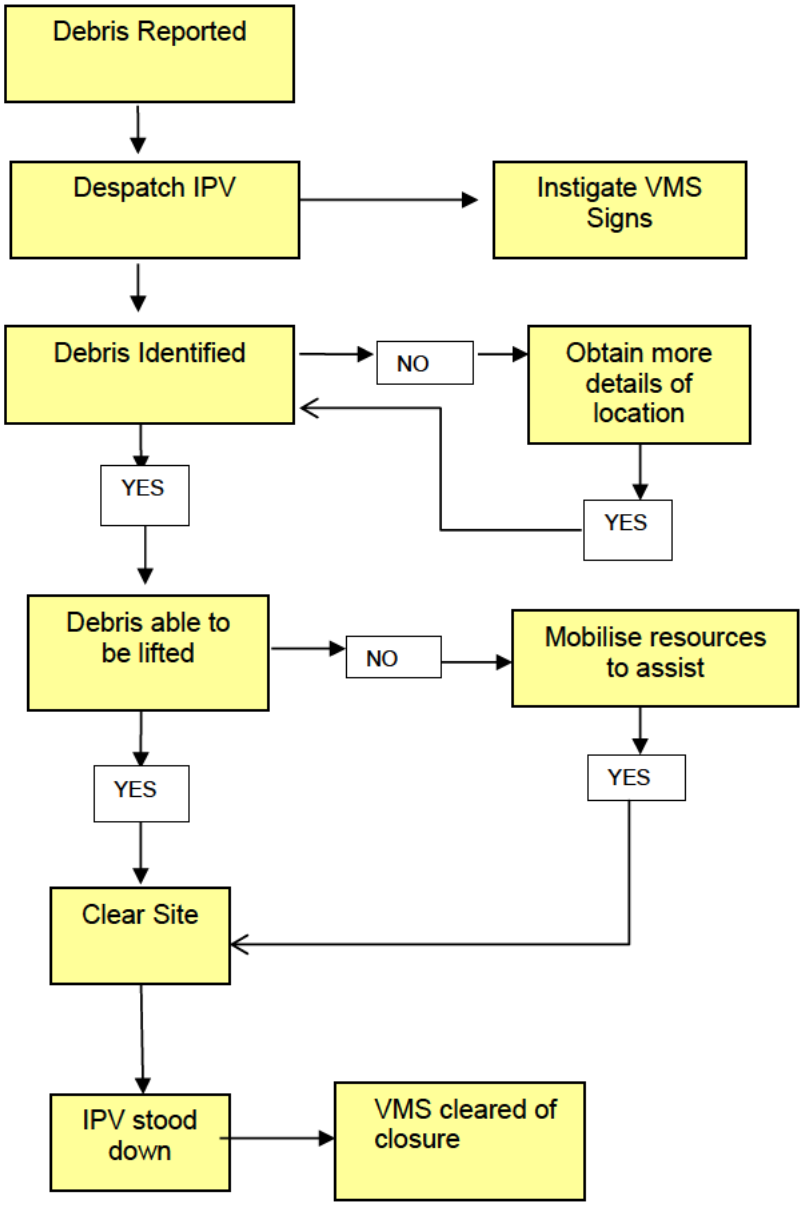
Appendix 4

Defect Flowcharts

Accident/Incident



Debris Uplift



Appendix 5

Standard Incident Diversion Route Maps

Lothian Council Lo

Signs held at

Diversion Route- M90/10 Traffic Scotland Link 1.4.1 to 1.4 2/3

Closure: M90 Junction 3 (Halbeath) to Junction 2 Masterton

Distance – 4.6 km

Stakeholders

Bear Scotland NE, Traffic Scotland, Fife Council, P&K Council,Tayside Police, Fife Constabulary.

Northbound

Exit M90 at junction 2 Masterton to the A823(M), continue to Pitreavie Roundabout, take second exit on to A823 northwards towards Dunfermline, at the next roundabout turn right into Carnegie Avenue, continue to the next roundabout and go straight on into Lapwing Drive until the roundabout with Sandpiper Drive and the B916, take second exit into Sandpiper Drive and continue north in to Sanderling Way and rejoin the M90 at junction 3 Halbeath and the permanently positioned signs.

Distance – 10 km

Southbound

Exit M90 at junction 3 Halbeath and take third exit in to Sanderling Way, continue in Sanderling way to Sandpiper Drive, continue to roundabout with B916, take second exit into Lapwing Drive, continue to roundabout with Carnegie Avenue then take second exit into Carnegie Avenue to the roundabout at the A823, turn left and continue to Pitreavie Roundabout, take first exit on to A823(M) to rejoin M90 at junction 2 Masterton and the permanently positioned signs.

A92 traffic to access the M90 southbound to continue to Halbeath Roundabout and join the southbound diversion route as above.

Distance – 10 km

Notes of Interest

Northbound – Signs to be activated on south side of FRB to direct traffic via M9, to use The New Clackmannanshire Bridge at Kincardine, thereafter the A977 to Kinross to rejoin M90 at junction 6 Kinross.

Southbound – Signs to be activated prior to Kinross to direct traffic south on A977 to The New Clackmannanshire Bridge, then via the A876, M876 to M9 and the permanently positioned signs to direct towards Edinburgh or Glasgow.

Contraflow would be the preferred option if suitable

Diversion Route- M90/11 Traffic Scotland Link 1.5.1-2

Closure: M90 Junction 2 Masterton to Junction 1 Admiralty

Distance 1 km

Stakeholders

Bear Scotland NE, Traffic Scotland, Fife Council, Perth and Kinross Council, FETA, Tayside Police, Fife Constabulary.

Northbound

Exit M90 at junction 1 Admiralty Interchange, take first exit from Admiralty Roundabout on to A985, continue on A985 to roundabout with B980 Kings Road, take third exit and continue northwards on B980 to Pitreavie Roundabout, take second exit on to A823(M), continue on A823(M) to rejoin M90 at junction 2 Masterton and the permanently positioned signs.

Distance – 5 km

Southbound

Exit M90 at junction 2 Masterton on to A823(M), continue westwards on A823(M) to Pitreavie Roundabout, take first exit on to B980 southwards to roundabout with A985, take first exit on to A985 eastwards and rejoin M90 at junction 1 Admiralty and the permanently positioned signs.

Distance – 5 km

Notes of Interest

Northbound – Signs to be activated on south side of FRB to direct traffic via M9, to use The New Clackmannanshire Bridge at Kincardine, thereafter the A977 to Kinross to rejoin M90 at junction 6 Kinross.

Southbound – Signs to be activated prior to Kinross to direct traffic south on A977 to The New Clackmannanshire Bridge, then via the A876, M876 to M9 and the permanently positioned signs to direct towards Edinburgh or Glasgow.

Contraflow would be the preferred option if suitable.