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# **( DFI) ROADS EMERGENCY RESPONSE PLAN**

## **PART 2 -**

# **CIVIL DISTURBANCE PLAN**

## **1. Introduction**

### **Purpose of Plan**

The Civil Disturbance Plan sets out the procedures to be followed by ( DfI) Roads staff when responding to the abnormal closure of roads caused by Civil Disturbance. This would result from a public order offence occurring on our roads;(i.e.) when a member or members of the public, for whatever reason, deliberately causes the closure of any section of road by obstructing the free passage of road users, or by otherwise presenting a danger to them.

The checklists have been developed to clarify roles, responsibilities and actions of key personnel and ensure that all duties are integrated into the Agencies every day working and management structure.

The procedures are not intended to deal with the normal range of operational emergencies faced by ( DfI) Roads on a routine basis. Their application will therefore generally be restricted to periods of Civil Disturbance that involve the Emergency Services and other Agencies (i.e. Level 3, 2 and 1 Emergencies). The ( DfI) Roads Emergency Response Levels are contained in Annex A.

The ( **DfI) Roads Emergency Response Plan** has been written in two parts: **Part 1** - a high level generic plan, and **Part 2** - supporting plans for specific types of Emergency.

The Civil Disturbance plan dovetails into the generic plan and both combine together to provide the complete ( DfI) Roads Response to a range of possible Emergencies, which it may face.

The Civil Disturbance Plan replaces the old Roads Service ‘Abnormal Closure of Roads’ document.

The most recent copy of the ( DfI) Roads Emergency Contact List should be placed in Annex B and the most recent copy of the Emergency Services and Utilities Contact Details should be placed in Annex C.

### **Background**

Since the mid 1990’s ( DfI) Roads has put in place contingency plans dealing with events that arise due to civil disturbance over the summer period. This plan forms part of the overall Departmental arrangements managed by Central Emergency Planning Unit (CEPU) in response to civil emergencies across Northern Ireland.

### **( DfI) Roads Response**

( DfI) Roads personnel are not responsible for resolving Public Order offences; such incidents are the responsibility of the Police and they will take the lead. During periods of Civil Disturbance, ( DfI) Roads shall seek to assist the Police in its aim of restoring normality to the road network.

Accordingly, it is the PSNI Media and PR Department that will lead on Media Relations, although there will be liaison between the DfI Press Office and the Police.

Following notification by Police that a Civil Disturbance is at an end, ( DfI) Roads operational staff shall first carry out a “Driven Inspection” of roads known to have been affected by the disturbances.

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( DfI) Roads personnel shall then provide assistance requested by the Police at the earliest opportunity, having regard to the following:

- **Safety considerations** - the safety of staff and contracted labour is paramount.
- **Availability of resources** - requests will be prioritised by ( DfI) Roads based on considerations of protection of life, property and equipment and after that the impact of traffic disruption.
- **Requests to clear debris** – such as: stones, masonry, timber, wooden pallets, tyres, broken glass, scraps of metal, items of furniture and household appliances and the like.

For reasons of safety, ( DfI) Roads is unable to remove:

- Burning or smouldering debris, until it has been fully extinguished; and
- Abandoned or burning or burned out vehicles.

NB: Street cleansing is a function of local Councils and each Division shall ensure that ( DfI) Roads staff liaises with local Councils to provide a co-coordinated approach to clearing an area. ( DfI) Roads shall however undertake to sweep localized areas where they are already attending a site to remove debris.

The safety of ( DfI) Roads staff is our highest priority. Where attacks are made on personnel or equipment in a particular location, ( DfI) Roads reserves the right to refuse to carry out further work within the area, until the Civil Disturbance is clearly over. Clearing debris from roads shall be carried out only when it is safe to do so.

### Useful Definitions

**CONTROL** – the Emergency Control Centre Telephone Operator.

**Central Emergency Planning Unit (CEPU)** – a unit within the office of the First Minister and Deputy First Minister that promotes the development of Civil Protection arrangements in the public sector in Northern Ireland.

**Divisional Emergency Response Centre** - a room in Divisional Headquarters where tactical management staff meet to consider the Divisional Response to a Level 3 or 2 Emergency.

**Divisional Emergency Response Team** - implement and coordinate the Divisional Emergency Response.

**DfI Press Office** - also known as the Information Office, provides a comprehensive communications service to the Minister and the Department, including press services and support for internal communications strategies.

**Driven Inspection** – the process by which roads may be inspected to determine whether there is immediate or anticipated danger to ( DfI) Roads personnel carrying out their activities.

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**Emergency Officer** – a Professional and Technical member of staff required to respond in the event of an Emergency.

**Emergency Liaison Officer** – a Senior Professional and Technical Officer at ( DfI) Roads -HQ that promotes and develops Emergency Response policy and procedure.

**Essential Services / Business** – key services that maintain the viability of each Business Area during a period of disruption and ensure that the public, customers and suppliers continue to receive an acceptable level of service. For ( DfI) Roads, this normally would mean ensuring that roads are safe for all road users, (e.g.) closing roads in consultation with the Police and signing and guarding as necessary.

**First Responder (Emergency squad)** – first ( DfI) Roads member/s of staff to respond on the ground.

**Lead Department/Agency** – The organisation that is chiefly responsible for providing the response to an Emergency and for the coordination of the input of other Responding Organisations.

**Media Spokesperson** – an officer appointed by the Divisional Roads Manager to liaise with the Media / Press Office for the duration of a Level 3 or 2 Emergency.

**Rendezvous Point** – an Identified Control Point in close proximity to an Emergency where Responders can meet (including representatives from other Responding Organisations) to receive initial briefings, and help control and coordinate the operational response.

**( DfI) Roads (O&M) Area Engineer** – the Line Manager (Senior Professional & Technical Officer) responsible for the day to day operation of ( DfI) Roads's Operation & Maintenance Organisation within each of the four Divisions.

**Section Office** – any one of the 17 local ( DfI) Roads offices that cover the same geographical boundary as the District Councils.

**Support Staff** – Administrative staff required to respond in the event of an Emergency.

## 2. Roles and Responsibilities

### Responsibilities of the POLICE SERVICE OF NORTHERN IRELAND (PSNI)

#### Structure of the PSNI:

Northern Ireland is broken down geographically into three Policing Areas, Belfast, North Area and South Area. These are further divided into 11 Policing Districts which mirror the 11 Council boundaries. Each Policing District is headed by a District Commander of at least Superintendent Rank.

- **North Area** consists of 4 Policing Districts:
  - Derry & Strabane;
  - Causeway Coast & Glens;
  - Mid & East Antrim; and
  - Antrim & Newtownabbey.
- **South Area** consists of 6 Policing Districts:
  - Fermanagh & Omagh;
  - Mid Ulster;
  - Armagh, Banbridge & Craigavon;
  - Newry, Mourne & Down;
  - Lisburn & Castlereagh; and
  - Ards & North Down.
- **Belfast** is a stand-alone Policing District.

Within each of the Areas there is a Contact Management Centre, these are located in Belfast, Armagh and Londonderry.

#### PSNI Command and Control Arrangements:

Command and Control of a Major Incident will be in accordance with the standard **Gold** (Strategic), **Silver** (Tactical) and **Bronze** (Operational) structure.

**Gold** - The Gold Commander should give early consideration to convening a Strategic Coordinating Group (SCG), and, to establishing a Strategic Coordination Centre (SCC) appropriate to the scale and nature of the incident. While the police generally coordinate the Response Phase of an emergency or Major Incident, each Emergency Service and organisation retains the responsibility for the command and control of its own personnel.

The PSNI Strategic Coordination Centre (SCC) at PSNI Headquarters may be activated on the direction of an Assistant Chief Constable. ( DfI) Roads and other multi-agency partners may be invited to the SCC to coordinate the response and recovery to a Major Incident.

**Silver** - The 11 Policing Districts have 6 Silver Control Rooms located in:

- Omagh
- Newry
- Lisburn
- Belfast
- Ballymena
- Londonderry

A ( DfI) Roads representative and other multi-agency representatives may be invited to a Tactical Control Group (TCG) at a Tactical Control Centre (TCC), if required.

## **Responsibilities of the POLICE SERVICE OF NORTHERN IRELAND (PSNI)**

Police along with other Emergency Services have integrated the Joint Emergency Services Interoperability Principles (JESIP). The principles of this include:

- Shared ethos (of what matters most);
- Common doctrine (a common set of operating principals or guidance);
- Unified command (clarity of who is in charge of what, when and where);
- Compatible and reliable communication systems;
- Shared language (that ensure common understanding in pressurised operating environments);
- Common equipment; and
- Common standards of professional practice.

### **In a Multi-Agency Response Police will:**

- Normally coordinate the activities of the Emergency Services and other responding agencies at and around the scene of a sudden impact emergency or Major Incident. (Each individual agency retains full command over its own resources and its ability to discharge its own statutory responsibilities);
- Agree the boundary of the cordon(s) with the Northern Ireland Fire and Rescue Service (NIFRS), Northern Ireland Ambulance Service (NIAS), Maritime Coastguard Agency (MCA) and any other relevant agency, subject to the best scientific and other Inter-Agency advice available. Communicate with other responders to advise where the cordons will be established;
- Take initial responsibility for safety management within the inner cordon at terrorist related incidents and provide key information to other response organisations;
- Maintain the integrity of the scene and cordons;
- Ensure that where the incident is the result of a suspected criminal act a full investigation is conducted;
- Where appropriate facilitate other investigatory bodies such as Air Accident Investigation Branch (AAIB);
- Where applicable, be responsible for the activation of the Casualty Bureau;
- Where the PSNI is coordinating the response to the incident, coordinate the joint media strategy;
- As agents of HM Coroner, recover and identify the deceased;
- Implement traffic management arrangements in response to an emergency; and
- Provide representatives at appropriate elements of the incident Command and Control structure.

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### Responsibilities of the POLICE SERVICE OF NORTHERN IRELAND (PSNI)

#### General:

- Apply the necessary measures to ensure that all appropriate personnel are advised and reminded of these agreed procedures
  
- Contact with ( DfI) Roads personnel will be arranged through the PSNI at the appropriate Silver or Gold Command level
  
- Insert ( DfI) Roads Emergency Contact Lists (supplied twice yearly) into Annex B

#### Civil Disturbance Check List

	<b>DUTIES OF THE PSNI</b>	<b>Tick Box</b>
<b>1</b>	Record time of notification	
<b>2</b>	During normal working hours contact the ( DfI) Roads Emergency Liaison Officer. Outside normal working hours contact the Lead Communicator - means of subsequent communication will be established at that time	
<b>3</b>	Request assistance	
<b>4</b>	If necessary, arrange Military assistance requested by ( DfI) Roads - progressed by the PSNI at the appropriate level	
<b>5</b>	Contact Operational Personnel, using the appropriate telephone number for each Division detailed in Annex B	

**Responsibilities of the DEPUTY SECRETARY (or designated substitute) - Gold Commander**

**General:**

- Ensure that sufficient funding and priority is allocated to ( DfI) Roads response to a Civil Disturbance event.
- Assist in the coordination of the Department For Infrastructure Major Emergency Response Plan, as directed by Strategy, Equality and Governance Branch (SEG ), where an Inter-Departmental Response is required.

**Level 3 Civil Disturbance Check List**

	<b>DUTIES OF THE DEPUTY SECRETARY</b>	<b>Tick Box</b>
<b>1</b>	Record time of notification	
<b>2</b>	Activate the ( DfI) Roads Emergency Response Plan	
<b>3</b>	Authorise the Director of Network Services to: <ul style="list-style-type: none"> <li>• Assume the role of Incident Manager and chair the Incident Management Team</li> <li>• Convene a meeting of the team</li> </ul>	
<b>4</b>	Advise the Permanent Secretary of the Emergency	
<b>5</b>	Where necessary ask the Permanent Secretary to activate the DfI Major Emergency Response Plan	
<b>6</b>	Meet regularly with the Director of Network Services and other members of the ( DfI) Roads -HQ Incident Management Team	
<b>7</b>	Provide regular reports to the Minister or Permanent Secretary and check that the Press Office is informed and kept advised of developments	
<b>8</b>	Participate in meetings convened by Central Emergency Planning Unit (CEPU) or the Crisis Management Group (CMG), where an Inter-Departmental Response is required	



**Responsibilities of the DIRECTOR OF NETWORK SERVICES  
(or designated substitute) - Gold Commander**

**General:**

- Deputise for the Deputy Secretary
- If requested, participate at meetings convened by the Strategy, Equality and Governance Branch (SEG ), the Central Emergency Planning Unit ( CEPU) or the Crisis Management Group (CMG), where an Inter-Departmental/Intra-Departmental Response is required to ensure that an optimum corporate approach to strategic decisions in relation to the Emergency is being taken
- One of the Directors shall be nominated to deputise for the Director of Network Services, if required

**Level 3 Civil Disturbance Check List**

	<b>DUTIES OF THE DIRECTOR OF NETWORK SERVICES</b>	<b>Tick Box</b>
<b>1</b>	Record time of notification	
<b>2</b>	If necessary, advise the Deputy Secretary of the Emergency	
<b>3</b>	Implement the ( DfI) Roads Emergency Response Plan	
<b>4</b>	Contact the Emergency Liaison Officer and establish a ( DfI) Roads Incident Management Centre	
<b>5</b>	Liaise with counterparts in PSNI ( Belfast Regional Control have agreed to be the main point of contact) and other participating Agencies/Organisations to agree strategic decisions in relation to the Emergency	
<b>6</b>	Ensure that the Divisional Emergency Response Team/s are mobilised	
<b>7</b>	Obtain a basic brief from the Divisional Roads Manager /s to include: situation on the ground, Lead Agency, actions that have already been taken and additional ones that will be required	
<b>8</b>	Assess ( DfI) Roads position in respect of the emergency: Identify key issues that need to be addressed to restore the service Its affect on the delivery of essential services Its impact on the wider community Inform the Organisations that should be responding and are not already attending	
<b>9</b>	Assume the role of Incident Manager and agree appropriate representation of the Incident Management Team with regard to the nature of the Emergency	
<b>10</b>	Brief the Incident Management Team and nominate members to carry out the following tasks: <ul style="list-style-type: none"> <li>• Appoint a Media Liaison Officer for the whole of ( DfI) Roads - (PSNI Media and PR Department will lead on Media relations)</li> <li>• Ensure that the Press Office is informed and kept advised of developments</li> <li>• Agree a ‘line to take’ (in dealing with the public, public representatives and media) with the Press Office and attend briefings as required</li> <li>• Nominate a single point of contact to receive updates from Divisional Emergency Response Team</li> </ul>	

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	<ul style="list-style-type: none"> <li>• Consider issuing individual phone numbers for direct communication from specific organisations and ensure your staff give priority to these numbers</li> <li>• Set up a Cost Code for the Emergency</li> <li>• If required, set up a list, including start and finish times, of staff engaged in the Emergency</li> <li>• If required, make up a staff rota including methods of mobilisation</li> <li>• If required, call on additional support staff to provide assistance</li> <li>• Ensure that proper arrangements are made for breaks from work, refreshments and psychological support – these services may be provided by District Councils</li> <li>• Allocate resources to affected areas as appropriate</li> <li>• If ( DfI) Roads is the Lead Agency, consider how to advise the public</li> <li>• Consider the need for advice from the Departmental Solicitor and the Health and Safety Advisory Officer</li> <li>• Decide on the frequency of Incident Reports from Divisional Emergency Response Teams,(e.g.) typically at least every 2 hours at the start of an emergency</li> </ul>	
<b>11</b>	Brief and agree an Action Plan with the Divisional Roads Manager /s for the management and coordination of the Emergency	
<b>12</b>	Provide regular briefings to the Deputy Secretary and Strategy, Equality and Governance Branch (SEG ), where appropriate	
<b>13</b>	Provide appropriate contact information if different from the Scheduled Divisional Emergency Contact Details	
<b>14</b>	Maintain an Incident Log	
<b>15</b>	Ensure all staff responding to the Emergency complete their Check Lists and Incident Logs	
<b>16</b>	‘Stand down’ the Emergency Response or reduce in Level	
<b>17</b>	Request regular updates on the management of the Recovery Phase	

**Responsibilities of the EMERGENCY LIAISON OFFICER (ELO)  
OR DEPUTY ELO**

**ELO: SPTO Network Maintenance (( DfI) Roads -HQ)**

**Deputy ELO: HPTO Network Maintenance (( DfI) Roads -HQ)**

**General:**

- Revise, maintain and review the Civil Disturbance Plan.
- Ensure that the ‘( DfI) Roads Emergency Contact Lists’ and the ‘Emergency Services and Utilities Contact List’ are updated twice a year and distributed to ( DfI) Roads Divisions
- Manage the DFI Roads Incident Desk
- Liaise with the Police and CEPU prior to the annual Loyal Order marches or any other anticipated Civil Disturbance
- If requested by CEPU, set up special Emergency Planning arrangements

**Civil Disturbance Check List**

	<b>DUTIES OF THE ELO and Deputy ELO</b>	<b>Tick Box</b>
<b>1</b>	Record time of notification	
<b>2</b>	If requested, prepare the Incident Management Centre, assemble and brief staff regarding facilities	
<b>3</b>	Direct any queries or requests for assistance from the Emergency Services and other Responding Agencies to the Divisional Roads Manager (Level 2) or the appropriate Section Engineer (Level 1)	
<b>4</b>	Check that Incident Reports are received from Divisions on time and if necessary collate several reports about a Widespread Incident	
<b>5</b>	Forward reports to Private Office, Press Office and senior management (when required, send reports to CEPU/Northern Ireland Office)	
<b>6</b>	Make arrangements for Emergency Access to Clarence Court ‘Outside Normal Office Hours’ for members of the Incident Management Team	
<b>7</b>	Maintain an Incident Log	

**Responsibilities of the DIVISIONAL ROADS MANAGER (or designated substitute)**

**– Silver Commander**

**General:**

- Ensure all Divisional arrangements are in place to meet the requirements of the Civil Disturbance Plan
- Manage and co-ordinate ( DfI) Roads response to a Level 3 or 2 Emergency
- Participate in Incident Management Team meetings (Level 3) to ensure that an optimum Agency/Divisional approach to strategic decisions in relation to the Civil Disturbance is being taken

**Civil Disturbance Check List (Level 3 or 2)**

	<b>DUTIES OF THE DIVISIONAL ROADS MANAGER</b>	<b>Tick Box</b>
<b>1</b>	Record time of notification	
<b>2</b>	Implement ( DfI) Roads Emergency Response Plan (( DfI) Roads ERP)	
<b>3</b>	Liaise with counterparts in PSNI (Belfast Regional Control have agreed to be the main point of contact) and other participating Agencies/Organisations to agree strategic decisions in relation to the Emergency	
<b>4</b>	Obtain a basic brief from the Network Maintenance Manager to include: situation on the ground, Lead Agency/ Organisation, actions that have already been taken and additional ones that will be required	
<b>5</b>	Assess Division’s position in respect of the Emergency: <ul style="list-style-type: none"> <li>• Identify key issues that need to be addressed to restore the service</li> <li>• Its effect on the delivery of essential services</li> <li>• Inform the Organisations that should be responding and are not already attending</li> </ul>	
<b>6</b>	Advise the Director of Network Services of the Emergency and agree appropriate Emergency Level	
<b>7</b>	Set-up the Divisional Emergency Response Centre and manage the operational, technical and incident reporting matters dealt with at the centre	
<b>8</b>	Establish and head the Divisional Emergency Response Team and agree appropriate representation with regard to the nature of the Emergency	
<b>9</b>	Brief the Divisional Emergency Response Team and nominate members to carry out the following tasks: <ul style="list-style-type: none"> <li>• Appoint a Media Liaison Officer - (PSNI Media and PR Department will Lead on Media relations)</li> <li>• Ensure that the Press Office is informed and kept advised of developments</li> <li>• Agree a ‘line to take’ with the Press Office (when dealing with the public, public representatives and Media) and attend briefings as required</li> <li>• Nominate a single point of contact to receive updates from ( DfI) Roads staff responding on the ground</li> </ul>	

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	<ul style="list-style-type: none"> <li>• Consider issuing individual phone numbers for direct communication from specific Organisations and ensure your staff give priority to these numbers</li> <li>• Set up a Cost Code for the Emergency</li> <li>• Set up a list, including start and finish times, of staff engaged in the Emergency</li> <li>• If required, make up a staff rota including methods of mobilisation</li> <li>• If required, call on additional support staff to provide assistance</li> <li>• Ensure that proper arrangements are made for breaks from work, refreshments and psychological support – these services may be provided by District Councils</li> <li>• Make a list of emergency equipment required</li> <li>• Confirm the availability of emergency equipment</li> <li>• Allocate resources to affected areas as appropriate</li> <li>• Ensure that adequate Emergency Telecommunication Systems are in place</li> <li>• If ( DfI) Roads is the Lead Agency/Organisation, consider how to advise the public</li> <li>• Ensure that appropriate general information is issued by the telephone operators, (e.g.) ( DfI) Roads are responding and the road will be reopened at...hrs.</li> <li>• Ensure all decisions taken by the Divisional Emergency Response Team are communicated to all Operational Staff, Incident Management Team and DFI Roads Incident Desk</li> </ul>	
<b>10</b>	Implement Action Plans agreed by the Incident Management Team for the management and co-ordination of the Emergency	
<b>11</b>	Provide appropriate contact information if different from the Scheduled Divisional Emergency Contact Details	
<b>12</b>	Ensure Incident Reporting procedures are strictly adhered to and updates provided as the emergency develops or as requested by the Incident Management Team	
<b>13</b>	Maintain an Incident Log	
<b>14</b>	Ensure all staff responding to the Emergency complete their Check Lists and Incident Logs	
<b>15</b>	‘Stand down’ the Emergency Response or reduce in Level	
<b>16</b>	Manage the Recovery Phase	

**Responsibilities of the NETWORK MAINTENANCE MANAGER  
– Silver Commander**

**General:**

- Manage the overall Operational Response and upward reporting arrangements and give technical/operational advice internally and externally during a Civil Disturbance
- Participate in Divisional Emergency Response Team meetings to ensure that an optimum Divisional Response is being taken in relation to the Emergency
- Ensure that management and operational staff are aware of the guidelines for dealing with requests for assistance (these guidelines are detailed in Part 1 of the ( DfI) Roads Emergency Response Plan)
- The Network Maintenance Manager will not normally be called upon for a Level 1 Emergency

**Civil Disturbance Check List (Level 2 only)**

<b>DUTIES OF THE NETWORK MAINTENANCE MANAGER</b>		<b>Tick Box</b>
<b>1</b>	Record time of notification	
<b>2</b>	Obtain a basic brief on the situation from the Section Engineer(s) / other staff responding on the ground	
<b>3</b>	If required, send the initial Incident Report of the brief provided by the Section Engineer to the DFI Roads Incident Desk during normal working hours (using the Civil Disturbance Report Form in Annex D ) or the Lead Communicator ‘out of hours’	
<b>4</b>	Assess the situation to determine the scale, scope and nature of the Emergency	
<b>5</b>	Determine the Level of the Emergency Response based on the information received	
<b>6</b>	Determine whether there is a risk to personnel attending the Emergency and take appropriate action to mitigate the risk	
<b>7</b>	Brief the Divisional Roads Manager of the situation on the ground and confirm the Level of the Response	
<b>8</b>	Carry out the tasks designated by the Divisional Roads Manager – a number of the Divisional Emergency Response Team tasks may fall to the Network Maintenance Manager	
<b>9</b>	Maintain an Incident Log	
<b>10</b>	Ensure all staff responding to the Emergency complete their Check Lists and Incident Logs	

**Responsibilities of the SECTION ENGINEER (or designated substitute) – Silver/Bronze Commander**

**General:**

- Manage either the Operational Response on the ground (**Bronze**), or give technical/operational advice internally and externally during an Emergency (**Silver**)
- Participate in Divisional Emergency Response Team meetings to ensure that an optimum Divisional Response is being taken in relation to the Civil Disturbance

**Level 1 Civil Disturbance Check List**

	<b>DUTIES OF THE SECTION ENGINEER</b>	<b>Tick Box</b>
<b>1</b>	Record time of notification	
<b>2</b>	Alert Supervisor	
<b>3</b>	Alert CONTROL	
<b>4</b>	Alert Emergency Squad/s	
<b>5</b>	Determine Level of Emergency Response based on information received	
<b>6</b>	Request additional staff and equipment from ( DfI) Roads (O&M) as necessary	
<b>7</b>	Where applicable, inform other Agencies who may need to respond	
<b>8</b>	Maintain an Incident Log	
<b>9</b>	Ensure all staff responding to the Emergency complete their Check Lists and Incident Logs	
<b>10</b>	Obtain a basic brief on the situation from the Supervisor(s)	
<b>11</b>	Confirm the Level of the Emergency Response with the Network Maintenance Manager	
<b>12</b>	Confirm the Level of the Emergency Response with the Supervisor(s)	
<b>13</b>	Implement the Civil Disturbance Plan	
<b>14</b>	Mobilise and head the Divisional Emergency Response Team if required	
<b>15</b>	Ensure Incident Reports are sent by the Section Office (using the Civil Disturbance Report Form in Annex D) Incidents that occur during normal working hours – send to the DFI Roads Incident Desk and copy to the Network Maintenance Manager Incidents that occur outside normal working hours – send follow up report to the DFI Roads Incident Desk by 09:30 the following morning and copy to the Network Maintenance Manager	
<b>16</b>	Establish a ‘line to take’ in dealing with public representatives and the Media	
<b>17</b>	Record time of arrival on site ( <b>only if required</b> ) Assess the situation and determine the perceived risk to personnel: <ul style="list-style-type: none"> <li>• Is the site safe?</li> <li>• What type of incident? (e.g.) riot</li> <li>• Is the road closed?</li> <li>• Should the road be closed?</li> </ul>	

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	<ul style="list-style-type: none"> <li>• Is the road passable with care in both directions? - specify number of lanes closed</li> <li>• Is a diversion or traffic control required?</li> <li>• How many casualties involved?</li> <li>• How many people affected?</li> <li>• How many properties affected?</li> <li>• List the type and location of any known hazards</li> <li>• Identify any other potential risks to the Health and Safety of staff and public (e.g.) damage to structures, major traffic disruption</li> <li>• List additional emergency plant and equipment required</li> <li>• Determine whether extra personnel are required and if so, how many?</li> </ul>	
<b>18</b>	Ensure that Operational Squads and Contractors, emergency plant, equipment and materials are deployed	
<b>19</b>	Call in additional Operational and Support Staff to provide assistance	
<b>20</b>	Consult with Responding Officers of other Agencies / Organisations present on site taking account of the priorities for the response and avoiding any duplication	
<b>21</b>	Continually communicate the status of the Incident and provide updates to the Network Maintenance Manager	

### Level 3 and 2 Civil Disturbance Check List

	<b>DUTIES OF THE SECTION ENGINEER</b>	<b>Tick Box</b>
<b>1</b>	Record time of notification	
<b>2</b>	Alert Supervisor	
<b>3</b>	Alert CONTROL	
<b>4</b>	Alert Emergency Squad/s	
<b>5</b>	Determine Level of Emergency Response based on information received	
<b>6</b>	Request additional staff and equipment from ( DfI) Roads (O&M) as necessary	
<b>7</b>	Where applicable, inform other Agencies/ Organisations who may need to respond	
<b>8</b>	Maintain an Incident Log	
<b>9</b>	Ensure all staff responding to the Emergency complete their Check Lists and Incident Logs	
<b>10</b>	Obtain a basic brief on the situation from the Supervisor(s)	
<b>11</b>	<ul style="list-style-type: none"> <li>• Record time of arrival on site (only if required)</li> <li>• Assess the situation and determine the perceived risk to personnel:</li> <li>• Is the site safe?</li> <li>• What type of incident? (e.g.) bomb blast</li> <li>• Is the road closed?</li> <li>• Should the road be closed?</li> <li>• Is the road passable with care in both directions? - specify number of lanes closed</li> <li>• Is a diversion or traffic control required?</li> <li>• How many casualties involved?</li> <li>• How many people affected?</li> <li>• How many properties affected?</li> </ul>	



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	<ul style="list-style-type: none"> <li>• List the type and location of any known hazards</li> <li>• Identify any other potential risks to the Health and Safety of staff and public, (e.g.) damage to structures, major traffic disruption</li> <li>• List additional emergency plant and equipment required</li> <li>• Determine whether extra personnel are required and if so, how many?</li> </ul>	
<b>12</b>	Brief the Network Maintenance Manager of the situation on the ground in order that the Network Maintenance Manager can send the Incident Report	
<b>13</b>	Inform the Lead Communicator of the Incident and request that a general report be issued to the Media, if 'out of hours'.	
<b>14</b>	Confirm the Level of the Emergency Response with the Network Maintenance Manager	
<b>15</b>	Confirm the Level of the Emergency Response with the Supervisor(s)	
<b>16</b>	Ensure that Operational Squads and Contractors, emergency plant, equipment and materials are deployed	
<b>17</b>	Call in additional Operational and Support Staff to provide assistance	
<b>18</b>	Consult with Responding Officers of other Agencies / Organisations present on site taking account of the priorities for the response and avoiding any duplication	
<b>19</b>	Continually communicate the status of the Incident and provide updates to the Network Maintenance Manager or nominated point of contact	
<b>20</b>	Report back to the Network Maintenance Manager or nominated point of contact, if another Organisation takes the Lead Role	
<b>21</b>	If approached by the Media, refer to the nominated Media Spokesperson on the Divisional Emergency Response Team	

**Responsibilities of the SUPERVISOR or designated substitute  
- Bronze Commander**

**General:**

- Supervise the Operational Response on the ground and provide Incident Reports to Line Management
- If required, participate in Divisional Emergency Response Team meetings to ensure that an optimum response is being taken in relation to the Civil Disturbance
- Be aware of the procedure for accessing Stores and Depots ‘outside normal working hours’.
- Be familiar with the location, layout and arrangements in neighbouring Depots and Offices, so that these facilities may be used if required.

**Civil Disturbance Check List**

	<b>DUTIES OF SUPERVISOR</b>	<b>Tick Box</b>
<b>1</b>	Record time of notification	
<b>2</b>	Alert CONTROL	
<b>3</b>	Alert Emergency Squad(s)	
<b>4</b>	Determine Level of Emergency Response based on information received	
<b>5</b>	Request additional staff and equipment from ( DfI) Roads (O&M), as necessary	
<b>6</b>	Where applicable, inform other Agencies who may need to respond	
<b>7</b>	Maintain an Incident Log	
<b>On Arrival at Site (Levels 1, 2 and 3)</b>		
<b>8</b>	Record time of arrival on site	
<b>9</b>	Assess the situation and determine the perceived risk to personnel: <ul style="list-style-type: none"> <li>• Is the site safe?</li> <li>• What type of incident? (e.g.) riot, bomb blast, other terrorist attack</li> <li>• Is the road closed?</li> <li>• Should the road be closed?</li> <li>• Is the road passable with care in both directions? - specify number of lanes closed</li> <li>• Is a diversion or traffic control required?</li> <li>• How many casualties involved?</li> <li>• How many people affected?</li> <li>• How many properties affected?</li> <li>• List the type and location of any known hazards</li> <li>• Identify any other potential risks to the Health and Safety of staff and public, ( e.g.) damage to structures, major traffic disruption</li> <li>• List additional emergency plant and equipment required</li> <li>• Determine whether extra personnel are required and if so, how many?</li> </ul>	
<b>10</b>	Confirm the Level of the Emergency Response with appropriate Section Engineer	
<b>11</b>	Deploy Operational Squads and Contractors, emergency plant, equipment and materials	

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<b>12</b>	Report your assessment to the Section Engineer – basic brief of the situation on the ground	
<b>13</b>	Confirm to the Section Engineer the number of Operational Squads and/or contractors responding	
<b>14</b>	‘Outside Normal Working Hours’, inform the Lead Communicator as soon as possible, if the Incident is particularly Newsworthy (Level 1 only)	
<b>15</b>	If approached by the Media, refer to the ‘nominated’ Media Spokesperson on the Divisional Emergency Response Team (Level 3 and 2 only)	
<b>16</b>	Consult with Responding Officers of other Agencies / Organisations present on site taking account of the priorities for the response and avoiding any duplication	
<b>17</b>	Continually communicate status of Incident and provide updates to appropriate Section Engineer	
<b>18</b>	Where appropriate set up a ‘rendezvous point’	

**Responsibilities of the EMERGENCY SQUAD / FIRST RESPONDER(S)**

**General:**

- Be aware of the guidelines for dealing with requests from the PSNI and other Blue Light Services. These guidelines are detailed in Part 1 of the ( DfI) Roads Emergency Response Plan
- The primary response to Civil Disturbance Emergencies is normally provided by the Emergency Services, with appropriate backup from other public service organisations. Advice to the public at the scene of the incident is normally provided by the PSNI.

**Civil Disturbance Check List**

	<b>DUTIES OF THE EMERGENCY SQUAD / FIRST RESPONDER(S)</b>	<b>Tick Box</b>
<b>1</b>	Record time of arrival on site	
<b>2</b>	Survey the scene and assess the situation to determine the location, scale, scope and nature of the Emergency: <ul style="list-style-type: none"> <li>• Is it safe to approach the incident?</li> <li>• What type of incident? (e.g.) riot, bomb blast, other terrorist attack</li> <li>• Is the road closed?</li> <li>• Should the road be closed?</li> <li>• Is the road passable with care in both directions? - specify number of lanes closed</li> <li>• Is a diversion or traffic control required?</li> <li>• How many casualties involved?</li> <li>• How many people affected?</li> <li>• How many properties affected?</li> <li>• List the type and location of any known hazards</li> <li>• Identify any other potential risks to the Health and Safety of staff and public, (e.g.) damage to structures, major traffic disruption</li> <li>• Advise CONTROL on safe access routes and rendezvous points</li> <li>• List additional emergency plant and equipment required</li> <li>• Determine whether extra personnel are required and if so, how many?</li> </ul>	
<b>3</b>	Report this information back to CONTROL and indicate the initial Level of Response that will be required	
<b>4</b>	Report back to CONTROL what other Agencies/ Organisations should be responding	
<b>5</b>	Make initial contact and co-ordination arrangements with other Services arriving on scene	
<b>6</b>	Maintain responsibility for directing and coordinating the ( DfI) Roads response until relieved of this duty by a Supervisor or Section Engineer	
<b>Section Engineer will not be required for a 'Local Level' Emergency</b>		
<b>7</b>	Maintain an Incident Log	

**Responsibilities of the EMERGENCY CONTROL CENTRE TELEPHONE OPERATORS (CONTROL)**

**General:**

- Be aware of the guidelines for dealing with requests from the PSNI and other Blue Light Services. These guidelines are detailed in Part 1 of the ( DfI) Roads Emergency Response Plan
- The primary response to a Civil Disturbance Emergency is normally provided by the Emergency Services, with appropriate backup from other public service Organisations.

**Civil Disturbance Check List**

	<b>DUTIES OF THE TELEPHONE OPERATORS (CONTROL)</b>	<b>Tick Box</b>
<b>1</b>	Record time and brief details of all communications including exchanges with First Responder/s (Emergency Squad)	
<b>2</b>	Assess the information reported by First Responder/s	
<b>3</b>	If the Emergency is Level 1 or above, alert the Client (normally Section Engineer or Supervisors) and pass on the following information received from First Responders <ul style="list-style-type: none"> <li>• Situation report/s including location, scale, scope and nature of Emergency</li> <li>• Extra manpower required</li> <li>• Requests for additional emergency equipment – (Client to confirm what equipment is available within depots)</li> <li>• Requests for other Agencies / Organisations to respond</li> </ul>	
<b>4</b>	Use ‘Emergency’ Contact Lists to raise additional manpower	
<b>5</b>	Inform additional personnel reporting for duty of additional emergency equipment required and its location	
<b>6</b>	As the Incident develops, continue to record and communicate further information received to the appropriate Client and staff on the ground	
<b>7</b>	Notify other Agencies / Organisations as necessary	
<b>8</b>	When communicating with the public, ensure that the ‘line to take’ has been approved by the appropriate Section Engineer or his deputy	

**Responsibilities of the Head of ( DfI) Roads Operation and Maintenance  
- ( DfI) Roads (O&M) (or designated substitute)**

**General:**

- Ensure that all ( DfI) Roads Operation and Maintenance - ( DfI) Roads (O&M) arrangements
- are in place to meet the requirements of the Civil Disturbance Plan
- If required, participate in Incident Management Team meetings (Level 3) to ensure
- that an optimum Agency/Divisional approach to strategic decisions in relation
- to the Civil Disturbance is being taken.
- Ensure Divisional Arrangements are made in advance for emergency plant and equipment
- to be available at short notice (i.e. borrowed, hired or bought).
- Maintain a stock of emergency materials at all times.
- Maintain an inventory of emergency plant and equipment.
- Ensure that ( DfI) Roads (O&M) management and operational staff are aware of the guidelines for dealing with requests from the PSNI and others.
- These guidelines are detailed in Part 1 of the ( DfI) Roads Emergency Response Plan

**Civil Disturbance Check List (Level 2 only)**

	<b>DUTIES OF THE HEAD OF ( DfI) ROADS ( O&amp;M )</b>	<b>Tick Box</b>
<b>1</b>	Ensure that the appropriate ( DfI) Roads (O&M) Area Engineer participates at the Divisional Emergency Response Team meetings and carries out the following tasks:	
<b>2</b>	Make up a staff rota including methods of mobilisation	
<b>3</b>	Retain a ‘List’, including start and finish times, of staff engaged in the Emergency	
<b>4</b>	Take account of ongoing Health, Safety and Welfare provision of staff ensuring that proper arrangements are made for breaks from work, refreshments and psychological support	
<b>5</b>	Be prepared to direct resources from programmed work to Emergency Response, at the request of the Client	
<b>6</b>	Facilitate when necessary, the Army, the Emergency Services and other Responding Agencies accessing the resources held in ( DfI) Roads Depots and Stores – (such arrangements shall only be authorised and made by the ( DfI) Roads (O&M) Area Engineer or their supervising officers.)	

**Responsibilities of the LEAD COMMUNICATOR**

**General:**

- Be available to respond ‘Out of Hours’ to receive information by telephone from Divisional staff
- Act as the initial contact point for other Responding Agencies / Organisations and Media enquiries about individual Incidents ‘out of hours’.

**Level 1 Civil Disturbance Check List**

	<b>DUTIES OF LEAD COMMUNICATOR</b>	<b>Tick Box</b>
<b>1</b>	Record the time of notification	
<b>2</b>	Issue e-mail reports to the Media on significant widespread incidents. These guidelines are detailed in Part 1 of the ( DfI) Roads Emergency Response Plan: Incident Reporting Procedures	
<b>3</b>	Maintain an Incident Log	

**Level 2 Civil Disturbance Check List**

	<b>DUTIES OF LEAD COMMUNICATOR</b>	<b>Tick Box</b>
<b>1</b>	Record the time of notification	
<b>2</b>	Report to the Media once the Initial Report of the Civil Disturbance is received from the Network Maintenance Manager	
<b>3</b>	Direct any further enquiries or requests for assistance from other Agencies or the Media to the Divisional Roads Manager or nominated member in the Divisional Emergency Response Team	
<b>4</b>	Provide a single point of contact for all Divisions	
<b>5</b>	Pass on information received from other Divisions to the appropriate Divisional Emergency Response Team	
<b>6</b>	Maintain an Incident Log	

## **Annex A: ( DfI) Roads Emergency Response Classification Levels**

( DfI) Roads response to an Emergency will depend on its actual or potential impact on the Agency/ Organisation and the public. Accordingly, a more extensive procedure is required to deal with Catastrophic Emergencies.

**The 4 Levels of Emergency requiring varying levels of Response are as follows:**

- **Category 3** – Catastrophic (( DfI) Roads-HQ control)
- **Category 2** - Serious (Divisional control)
- **Category 1** - Significant (Divisional control)
- **Local Level** - Minor (Divisional control)

<b>Category</b>	<b>Severity / Description</b>	<b>Examples (not exhaustive)</b>
<b>3</b>	<p><b>Catastrophic</b> Very serious and exceptional incidents that need to be reported urgently at the highest level. Will require wide spread mobilization and organization of staff including co- ordination by ( DfI) Roads -HQ and will give rise to public and media interest at national level.</p>	<ul style="list-style-type: none"> <li>• the safe movement of people, goods and services across NI are threatened</li> <li>• CMG formed/DFI MERP implemented</li> <li>• widespread, prolonged closure of major roads across N.I due to flooding, storms or snow – Inter-Agency Response</li> <li>• &gt;1000 properties affected by widespread roads related flooding</li> <li>• major terrorist attack</li> </ul>
<b>2</b>	<p><b>Serious</b> An emergency involving a serious disruption to services requiring special mobilization and organization of Divisional personnel beyond the normal routine. Unlikely to require coordination by ( DfI) Roads-HQ staff, but the Director of Network Services should be advised of the developing situation. It will give rise to public and media interest mainly at local level and possibly national level.</p>	<ul style="list-style-type: none"> <li>• closure of motorways, main roads or widespread closure of minor roads due to flooding, storms or snow</li> <li>• 100-1000 properties affected by roads-related flooding – normally requires an Inter-Agency Flooding Response</li> <li>• bridge collapse on motorway or main road</li> </ul>
<b>1</b>	<p><b>Significant</b> Significant roads-related newsworthy incidents requiring the mobilization and organization of Divisional personnel beyond the normal routine. It will give rise to public and media interest at local level.</p>	<ul style="list-style-type: none"> <li>• fatal collision resulting in the closure of a main road or street</li> <li>• &lt;100 properties in more than 5 locations affected by roads related flooding</li> <li>• manhole collapse resulting in major traffic disruption</li> </ul>
<b>Local</b>	<p><b>Minor</b> A routine non-serious daily matter, dealt with by normal service conditions that require action and reporting at Divisional level only. These incidents are unlikely to give rise to public or media interest.</p>	<ul style="list-style-type: none"> <li>• minor / localised flooding incidents</li> <li>• other collisions</li> </ul>



**Annex B: ( DfI) Roads Emergency Contact List**

1. Insert Annex B here.
2. ( DfI) Roads Emergency Contact Lists are issued twice a year for update by Divisions.
3. These lists are issued by ( DfI) Roads-HQ, to the ( DfI) Roads Divisional Emergency Planning Representatives for distribution internally to key ( DfI) Roads staff, within their respective Divisions only.
4. Any significant changes during the year should be reported to ( DfI) Roads -HQ.

**Annex C: Emergency Services and Utilities Contact Details**

1. Insert Annex C here.
2. The Emergency Services and Utilities Contact Details are issued by ( DfI) Roads -HQ, (with the ( DfI) Roads Emergency Contact Lists), to the ( DfI) Roads Divisional Emergency Planning Representatives for distribution internally to key ( DfI) Roads staff, within their respective Divisions only.

**Annex D: Civil Disturbance Report Form**

1. Insert pro forma here. (This pro forma is located on Appendices Page 8 of the RSPPG\_EO35 – ( DfI) Roads Emergency Response Plan –[( DfI) Roads ERP ]