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S Quadling

Ad Control & Operations Coordinator

Snetterton Circuit – Major Incident Plan

A major Incident can be defined as an emergency that:

- I. Requires large scale assistance from one or all three of the emergency services as the circuit services are overwhelmed.
- II. Has a large number of casualties.
- III. A danger to life remains whilst managing the incident.

The following plan is designed to ensure that the venue is well managed throughout the incident, and that all external and internal emergency services can perform their duties as efficiently as possible.

The success of the plan depends upon everybody concerned fully understanding their roles and carrying them out in a calm, controlled and professional manner.

A. Initial Assessment of an Incident

The initial assessment will be carried out jointly by the Duty Manager/Circuit Manager and the Clerk of the Course or Control Tower Supervisor, referring then, if necessary to the Police (if present) and the Chief Executive Officer/Group Operations Manager.

The major incident will be called by the Duty Manager/Circuit Manager and the Police (if present). Whilst the decision of the Police is final, the full advice of the Circuit Management and Officials will always be sought.

This initial assessment and consultation must take place in the early stages of every incident occurring at the venue.

B. Action Required

The actions required by individuals are detailed on the attached Prompt Cards.

Once it has been decided that the external emergency services are required, the Duty Manager/Circuit Manager will brief (via Operations) the Chief Executive Officer/Group Operations Manager, if present and other key team members.

The Venue Office Admin Staff (or delegated staff member) will call the emergency services (see prompt cards). This is to be done regardless of Police presence at the venue.

The Ops Controller will ensure the remainder of the plan is implemented (see prompt cards).

At some small events, it may be the case that no operational control point is in action. Under these circumstances the Duty Manager/Circuit Manager must nominate a responsible person to perform this role.

C. Follow up action and de-briefing

Double check prompt cards to ensure all action has been taken.

Read through checklist (Appendix 4) to ensure all reports and statements are received.

De-brief all staff and team members to ensure confidentiality of information and to ensure that any personnel needing immediate counselling are identified.

Prompt Card Number 1- Duty Manager/Circuit Manager

1. In the event of an incident – liaise with officials and police (if in attendance) to determine the need for external resources. Assess the situation and take control immediately.
2. Declare Major Incident
3. Nominate and brief Operations as soon as the decision to call external emergency services has been made, ensure the Venue Office Admin Staff (or delegated staff member) make the emergency call immediately.

The minimum information required is:

- E** Exact location
- T** Type of incident
- H** Hazards
- A** Access and egress
- N** Number of casualties
- E** Emergency services present or required

4. **Strict radio silence to be observed, other than for priority calls. No references to the following to be made when using radio communications:**

- **The nature of the incident**
- **The number of casualties**
- **Personal details of any casualty**
- **Extent of the injuries sustained**

Any communication requiring reference to any of the above must be made by landline or messenger.

Venue Office Admin Staff (Control tower supervisor will cover on any non event day) will call the emergency services in all instances – regardless of the presence of Police at the venue. CMO and Duty manager will ensure that the two components of the plan are implemented. If an Operational Control is not set up for the event, nominate a responsible person to carry out this role immediately.

Remain at the scene and ensure the resources you have available are dispatched efficiently. Check that as many casualties as possible are receiving assistance as well as keeping the Incident site secure. Liaise with operations control to dispatch further manpower to the area's needing attention.

Liaise closely at all times with the following persons:

- *Officer in charge of the emergency services*
- *(OiC of police remains in overall charge and control of incident)*
- *Officials of the organising Club*
- *Chief Executive Officer/Group Operations Manager*
- *Chief Medical Officer/Senior Doctor*

Main Office Admin Staff have the relevant telephone numbers (see Prompt Card 6, page 11)

5. Ensure that the incident site remains secure, and that only authorised persons can gain entry without impeding the emergency services. Utilise Snetterton and any visiting Motorsport Vision Ltd Staff (via operations control), and Marshals (via race control) to achieve this.

NOTE: PRESS WILL WANT ACCESS! KEEP THEM AWAY!

6. Ensure that all formal reports are made as soon as possible:
 - Environmental Health Officer (BDC)
 - Petroleum Authority if appropriate (NCC Trading Standards)

See page 11 for contact numbers. These reports must be made as soon as is practicable.
7. Ensure that if required, the appropriate areas are cleared for a mortuary or for the relatives.
8. Consider if the event may resume, or at what stage it should be abandoned. The Duty Manager/Circuit Manager will liaise with the emergency services and the officials of the organising club in respect of this issue.
9. Any decision to abandon an event must have the express permission of the Chief Executive Officer/Group Operations Manager. If Police insist on abandonment of the event, and/or the evacuation of the venue, their decision must be treated as final.
9. Gather together all reports and witness statements in accordance with the checklist in Appendix 4.
11. Remain at the venue until authorised to stand down by the Chief Executive Officer/Group Operations Manager.

Prompt Card Number 2 – Operations

The Duty Manager/Circuit Manager will fully brief you of the following details:

- E** Exact location
- T** Type of incident
- H** Hazards
- A** Access and egress
- N** Number of casualties
- E** Emergency services present or required

Action Required

- 1 Nominate one person to commence and maintain an ACCURATE log, noting all times of occurrences and communications and one person to act as an assistant.
- 2 SET UP OPERATIONS CONTROL in a meeting room in the Circuit office unless inappropriate.
- 3 Ensure the following persons are informed immediately:
 - *Race Control*
 - *Chief Executive Officer/Group Operations Manager*
 - *Security/Admission Control Supervisor*
 - *Duty Press Officer (limited information only)*
 - *Circuit Maintenance Team*
 - *Commentator (limited information only)*
 - *Crowd Doctor (if on duty)*
 - *Casualty Liaison Officer*

Each of the above will take the specific steps outlined in this plan (on the respective Prompt Cards). Should any of the above positions not be filled, a suitable person must be nominated to carry out the specified tasks as soon as possible.

Ensure emergency services have been called and grid references of entry points given (page 18, Emergency vehicle access).

- 4 List of Prompt Cards (issued to the potential personnel concerned and are also retained within the major incident pack)

- | | |
|---|----------------|
| • Duty Manager/Circuit Manager | Prompt Card 1 |
| • Operations | Prompt Card 2 |
| • Race Control | Prompt Card 3 |
| • CEO/Group Ops Manager | Prompt Card 4 |
| • Security/Admission Control Supervisor | Prompt Card 5 |
| • Main Office Admin Staff | Prompt Card 6 |
| • Duty Press Officer (if present) | Prompt Card 7 |
| • Maintenance Team Supervisor | Prompt Card 8 |
| • Commentator | Prompt Card 9 |
| • Casualty Liaison Officers | Prompt Card 10 |

The above personnel should maintain a chronological log of action taken

- 5 Transmit the following general message to all **Channel 1** radio users (* give location which is most likely to be within the Circuit office):



“Attention all radio users, attention all radio users – report to “SUITABLE LOCATION” immediately – Please observe radio silence – Priority calls only”
this should be repeated at least three times, or as often as necessary at 1 minute intervals.

6 Strict radio silence to be observed, other than for priority calls. No references to the following to be made when using radio communications:

- The nature of the incident
- The number of casualties
- Personal details of any casualty
- Extent of the injuries sustained

Any communication requiring reference to any of the above must be made by landline or messenger.

- 7 Personnel who do not have specific duties under this plan report to the Operations Assistant who should brief them clearly of the nature of the incident and should dispense as necessary at the request of the Duty Team Leader/Manager.
- 8 Nominate a Casualty Liaison officer, brief them and provide prompt card.
- 9 Nominate one person to collect the Major Incident Pack, and convey to the Duty Team Leader/Manager. This is located in the Venue office.
- 10 Direct a team to prepare an area for impounding vehicles involved if necessary. Industrial units of Maintenance department will be sufficient.
- 11 Remain in close liaison with the Duty Team Leader/Manager.
- 12 As requests for assistance are made via the Duty Team Leader/Manager, allocate tasks to the Operations Assistant who will select individuals and brief them accordingly. Ensure that all Snetterton/MSV personnel who need to go into the incident area are appropriately dressed, with a fluorescent jacket/bib, safety helmet, gloves and suitable footwear. All personnel in key roles must wear a bib as identification to avoid any confusion.
- 13 Keep a record of what personnel are sent to which area so that you can manage the team should you need to re-allocate or take a role call at any time.**
- 14 When each allocated task has been completed each individual must report back to the Operations Assistant without delay.
- 15 Ensure the log, as in Appendix 3, is continued until stand down is advised by Duty Team Leader/Manager.
- 16 Assist the Duty Manager/Circuit Manager with gathering reports and statements.

Remain at your post until authorised to stand down by the Duty Team Leader/Manager.

Prompt Card Number 3 – Race Control

This card to be issued to the club with EVERY event briefing.

The Duty Manager/Circuit Manager will liaise with race control as part of the initial assessment of the capabilities of the venue to cope with the incident.

Following consultation between the Chief Executive Officer/Group Operations Manager, emergency services and Clerk of the Course, as appropriate, the Duty Manager/Circuit Manager will inform Race Control that a Major Incident has been called.

Action Required

- 1 The Duty Manager/Circuit Manager to liaise with Clerk of the Course (event day) or Control Tower Supervisor (CTS) in respect of stopping the race/session in progress (assuming this has not already taken place during the course of the standard track incident procedure)
- 2 **Strict radio silence to be observed, other than for priority calls. No references to the following to be made when using radio communications.**

- The nature of the incident
- The number of casualties
- Personal details of any casualties
- Extent of the injuries sustained

Any communication requiring reference to any of the above must be made by landline or messenger.

- 3 Clerk of Course/CTS and Chief Medical Officer to deploy their resources (medical teams, Rescue Units etc.) as requested by the Duty Team Leader/Manager.
- 4 Congregate all available marshals, recovery crews and other officials to an appropriate RV point, to await further instruction.
- 5 Dispatch marshals/recovery crews, or officials to perform specific tasks as requested by either the Duty Team Leader/Manager, Clerk of the Course or the Chief Medical Officer.
- 6 The Officials of the Organising Club are to remain in close contact with Operations at all times.
- 7 Any decision to abandon an event will be made by the Duty Manager/Circuit Manager and/or the Police. If Police insist on abandonment of the event, and/or the evacuation of the venue, their decision must be regarded as final.
- 8 Race Control is to remain in operation until authorised to stand down by Operations. This permission will only be granted after liaison with the Duty Team Leader/Manager.

Prompt Card Number 4 – Chief Executive Officer/Group Operations Manager

- 1 Liaise closely with Circuit Manager and/or the Duty Team Leader/Manager. Ensure that all aspects of the Major Incident Plan are effected as soon as practicable.
- 2 Brief Duty Press Officer, and ensure that the media have access to adequate information at all times, and that this is updated at regular intervals as appropriate.
- 3 Liaise with the Duty Team Leader/Manager, the OiC Police and the Officials of the organising club (for events), to determine if the event can resume, or whether it should be abandoned. All decisions of this nature must have the Chief Executive Officer/Group Operations Manager's permission.
- 4 **Strict radio silence to be observed, other than for priority calls. No references to the following to be made when using radio communications:**
 - The nature of the incident
 - The number of casualties
 - Personal details of any casualty
 - Extent of the injuries sustained

Any communication requiring reference to any of the above must be made by landline or messenger.
- 5 Inform Jonathan Palmer of the incident and subsequent developments, and establish strategy/policy to be followed in all respects (inc. subsequent media coverage).
- 6 Act as Duty Media Officer if there is not a suitable person available.
- 7 Take advice from Jonathan Palmer on handling of the media.
- 8 If Jonathan Palmer is not available then advise Jessica Pratt – Executive PA.
- 9 Remain in communication until official stand down is given by Police and normality resumed.

Prompt Card Number 5 – Traffic Control Supervisor (Security/Admission Control Supervisor)

The Operations Controller will inform you of the following information.

E Exact location
T type of incident
H Hazards
A Access and egress
N Number of casualties
E Emergency services present or required

Action Required

1. Nominate responsible persons to meet the emergency services at the designated access point(s) and act as RV Officer to direct emergency vehicles.
2. The Officer in Charge of each emergency vehicle is to be given a plan of the venue with the incident site, and the easiest route to it, marked in Chinagraph pencil. Announce the arrival of emergency services to Operations.
3. Ensure that the access/egress routes for emergency services are kept clear of other vehicles and pedestrians.
4. Liaise with Operations and Police, in order to ensure that traffic is managed efficiently, and does not conflict with the access of emergency vehicles. Consideration to be given to setting up a one way traffic system.

Note: if necessary open Rear Gate (Wilson), to allow vehicles from the large campsite and some paddock areas, if applicable to exit the venue. This is to be carried out only under consultation with the Duty Team Leader/Manager.

5. **Strict radio silence to be observed, other than for priority calls. No references to the following to be made when using radio communications:**

- **The nature of the incident**
- **The number of casualties**
- **Personal details of any casualty**
- **Extent of the injuries sustained**

Any communication requiring reference to any of the above must be made by landline or messenger.

6. Appoint staff as appropriate to maintain effective control around the venue, especially at key entrances.
7. Remain at your post until authorised to stand down by the Duty Team Leader/Manager.

Prompt Card Number 6 – Venue Office Admin Staff

The Duty Manager/Circuit Manager or operations will inform you that there has been an incident and give you the following specific information:

Type of incident
Exact location
External emergency services required

Action Required

- 1 If asked to do so, call the emergency services, by dialling 999, and passing the above information to the operator, together with direct dial number/mobile number for immediate access to Circuit/Duty Manager and access point grid reference (grid references on Page 18, Emergency vehicle access).
 - 2 **Clear office/reception area of non-essential personnel. Only discuss the incident with other members of staff who are already briefed by the Duty Team leader/Manager.**
 - 3 **Strict radio silence to be observed, other than for priority calls. No references to the following to be made when using radio communications:**
 - The nature of the incident
 - The number of casualties
 - Personal details of any casualty
 - Extent of the injuries sustained
- Any communication requiring reference to any of the above must be made by landline or messenger.**
- 4 Do not put calls through to either Chief Executive Officer/Group Operations Manager, Duty Manager/Circuit Manager or Operations, unless they are of an absolute priority. Messages to be taken for non-urgent calls.
 - 5 All media enquiries are to be directed to the Press Officer. In the absence of a Duty Press Officer, these calls are to be directed to the Chief Executive Officer/Group Operations Manager or his/her nominated person.
 - 6 The relatives of any casualties should be directed to Tyrrells restaurant or the designated facility. Operations will nominate a person to carry out the duties of the Casualty Liaison Officer.
 - 7 Remain at your post until authorised to stand down by the Duty Manager/Circuit Manager or Operations Control.



Snetterton

Useful telephone numbers

Fire Extinguishers (additional units/refills)	E Fire Ltd	01953 603508
Security (Head Office)	Day Secure	(only relevant for promoted events)
Environmental Health	Breckland District Council	01362 965333
Petroleum Authority	NCC Trading Standards	01603 222147
Equipment Hire	Anglia Tool Hire	01842 752199
	A – Plant	01603 416458

Prompt Card Number 7 – Duty Press Officer

Operations will inform you that a major incident has taken place, whereupon you will take the following action:

Action Required:

- 1 Report immediately to the media centre.
- 2 Liaise with Chief Executive Officer/Group Operations Manager, and establish timetable for briefing the media. This timetable to be adhered to under all circumstances.
- 3 **Strict radio silence to be observed, other than for priority calls. No references to the following to be made when using radio communications:**
 - The nature of the incident
 - The number of casualties
 - Personal details of any casualty
 - Extent of the injuries sustained

Any communication requiring reference to any of the above must be made by landline or messenger.

- 4 Do not issue any statements or comments to the media unless specifically briefed to do so by the Chief Executive Officer/Group Operations Manager.
- 5 The Chief Executive Officer/Group Operations Manager will authorise statements to be made at each stage of the incident.
- 6 Remain at your post until authorised to stand down by the Duty Manager/Circuit Manager or Director.

Prompt Card Number 8 – Maintenance

Operations will inform the Circuit Maintenance Supervisor of the incident as follows:

E Exact location
T type of incident
H Hazards
A Access and egress
N Number of casualties
E Emergency services present or required

Whereupon the Maintenance Team will take the following action:

Action Required:

(All tasks to be allocated by the Maintenance Supervisor)

- 1 One member of team to report to Maintenance Unit to collect the following equipment.
 - Portable extinguishers (x10)
 - Spades/Shovels (x10)
 - Ropes
 - Tarpaulins
 - And any other equipment as requested
- 2 **Strict radio silence to be observed, other than for priority calls. No references to the following to be made when using radio communications:**
 - The nature of the incident
 - The number of casualties
 - Personal details of any casualty
 - Extent of the injuries sustained

Any communication requiring reference to any of the above must be made by landline or messenger.
- 3 All members of the team to report as directed by Operations.
- 4 Upon completion of any task allocated, confirm your availability to Operations.
- 5 Remain at post until authorised to stand down by Circuit/Duty Manager.



Prompt Card Number 9 – Commentator (Events)

This role may be undertaken by the presenter on an event day.

Your first indication of a Major Incident may be information from Race Control or by telephone. However you receive this information, endeavour to minimise public anxiety and speculation.

The Circuit/Duty Manager will inform you of brief details in relation to a major incident that has taken place, whereupon you will take the following action:

Action Required:

- 1 Divert spectator attention away from the incident.
- 2 Operations will inform you as soon as possible of any vital broadcasts, prior to the arrival of the police.
- 3 Operations will brief you with all relevant information, such as event cancellation or road closures etc., which may be passed to members of the public.
- 4 Should it be necessary to vacate the commentary box, please leave as requested.
- 5 Advise the public to remain calm. (Advise people not to leave, unless directed otherwise)
- 6 Please remember that in the initial aftermath of a Major Incident, your calm manner and considered speech could make all the difference.
- 7 Remain at post until authorised to stand down by Circuit Management.

Prompt Card Number 10 – Casualty Liaison Officer

- 1 You will be briefed by Operations as to the nature of this incident.

E Exact location
T type of incident
H Hazards
A Access and egress
N Number of casualties
E Emergency services present or required
- 2 Establish a casualty reception point and inform Operations of the location. A private room in Tyrrells restaurant should be used unless deemed unsafe/unsuitable.
- 3 Liaise with police/medical teams in the case of relatives/other parties.
- 4 **Strict radio silence to be observed, other than for priority calls. No references to the following to be made when using radio communications:**
 - The nature of the incident
 - The number of casualties
 - Personal details of any casualty
 - Extent of the injuries sustained

Any communication requiring reference to any of the above must be made by landline or messenger.
- 5 Do not give news of injuries to relatives', this is the job of designated Police officers.
- 6 Provide welfare needs as appropriate.
- 7 Do not offer any Information on individual casualties and/or their injuries.
- 8 Remain with relatives until relieved by Police Liaison Officer.
- 9 Remain on post until stood down by Circuit Management.

Prompt Card Number 11- Medical Team

SITE MEDICAL OFFICER,

1. Perform Initial scene assessment
2. Radio to Control advise activate Major Incident Plan
3. Triage Casualties,
4. Control Medical Services at Scene.

CHIEF MEDICAL OFFICER

1. Liaise with Site Medical Officer, then return to Medical Centre.
2. Liaise with Ambulance Control and other services
3. Allocate duties to other medical officers as appropriate.
4. Additional Medical supplies to go to scene on circuit ambulance.

AMBULANCES

1. Proceed to scene of incident unless otherwise directed.
2. Park at edge of Circuit or road way prior to the incident, keeping access clear.
3. Extinguish all beacons.
4. Crew to report to Site Medical Officer.



Emergency Equipment (This must be checked monthly by a member of Operations)

The emergency services will bring with them most specialist equipment that they need. However, during the course of an incident the venue may be asked to provide resources for the use of the emergency services, and will need to ensure that its own staff are suitably equipped.

An emergency pack is held in marked cupboard in the Maintenance Department, and contains the equipment listed below. This is only to be used in an emergency, and for no other purposes.

Some items of equipment will be held elsewhere on site, and the list identifies the minimum quantities of each item required and its location.

This equipment is in addition to medical equipment held in the medical centres etc.

Item	Number Required	Comment/Location
Copies of MIP and encapsulated prompt cards for distribution	10	Incident Trailer
Chinagraph Pencils	10	Incident Trailer
Foil Blankets	20	Incident Trailer
Safety Gloves	10 pairs	Incident Trailer
Safety Goggles	10 pairs	Incident Trailer
Safety Helmets	10	Incident Trailer
Fluorescent Jackets/Bibs	10	Incident Trailer
Hazard Tape	5 rolls	Incident Trailer
Torches	4	Incident Trailer
Plastic encapsulated venue plans	10	Incident Trailer
Signage – "Please Evacuate this area"	10	Incident Trailer
Loudhailers	4	Incident Trailer
Sweeping Brushes	6	Incident Trailer
Portable Fire Extinguishers	8	Incident Trailer (+Marshal Posts)
Shovels/Spades	10	Incident Trailer
Ropes	50 metres (min)	Incident Trailer
Tarpaulins/Plastic Sheets	4	Incident Trailer
Boltcroppers	2	Incident Trailer

Facilities

A. Temporary Mortuary

At the direction of the Police Incident Officer, facilities suitable to be used as a temporary mortuary should be made available.

The medical centre may only be used as a mortuary for casualties confirmed dead after transfer to the medical centre.

The Duty Manager/Circuit Manager will confirm the arrangements to be used under the prevailing circumstances after liaison with the Police.

B. Casualty Clearing Station (for “walking wounded”)

The most suitable facility in terms of size and location will be designated for use as a Casualty Clearing Station, and for carrying out casualty documentation. This will be under the control of the Ambulance Services and Police. N.B. The Circuit office should not be used for such a purpose.

All minor first aid cases are to be referred to a first aid station. This will be at Tyrrells. This will be under the control of a Doctor who will liaise closely with the Duty Manager/Circuit Manager at all times.

At some smaller events, and during the week, the crowd first aid post will not be in operation. Under these circumstances the medical centre will be opened at the discretion of the Duty Team Leader/Manager, and the Circuit Doctor, and/or the senior member of the First Aid Organisation, who will ensure that it is adequately staffed and equipped.

Emergency Vehicles Access

Depending on the location of the incident, emergency vehicles will use one of the following access points.

Access Point A: Main A11 Gate: Grid reference: 005895

Access Point B: Off Harling Rd/Coram curve: Grid reference: 009891

The Duty Team Leader to decide which access point is most suitable.

In order to ensure that emergency vehicles can gain access to the venue as quickly as possible, Admission Control (or a designated team member on non-event days) shall not allow any vehicles to leave the venue via the A11 gate, until permission has been granted by the Duty Team Leader/Manager. If the incident is protracted, liaise with the Duty Manager/Circuit Manager to open Coram gate, in order for vehicles to leave.

It is likely that some emergency vehicles will arrive at an incorrect access point. Under these circumstances, Admission Control at the point where the vehicle has arrived will contact Operations who will advise of the location at which the vehicle is required. Admission Control to advise the driver of the most appropriate route.

To ease traffic flow, the Duty Team Leader/Manager, and the Admission Control Supervisor to liaise with each other and the Police regarding the introduction of a one way system around the venue.

At all times, exit routes must be kept clear at all gates for use by emergency vehicles.

Emergency Water Supplies

See venue plan (Appendix 1)

Fire Hydrants (yellow manhole covers) are located as follows:

- Outside of Murrays Bend, near the boundary fence line
- Adjacent to the 100 paddock at Tyrrells restaurant end (western end)

A further emergency water supply is available from the water tanks in the paddock.

PRINCIPLES OF INCIDENT CONTROL

Information for study in advance

Introduction

The following are the principles to be applied to ensure that all incidents occurring at any group venue are handled in an efficient and professional manner.

They are designed as generic guidance for all Directors, Managers and Team Leaders who may be on duty when an incident occurs.

Make an Early Assessment of the Situation

The Duty Manager/Circuit Manager should always be aware of all incidents of any nature occurring anywhere at the venue. Whilst it may not be necessary to attend every incident, the Duty Manager/Circuit Manager should ensure that he/she receives the full information from the incident site, to enable him/her to make a decision in respect of the action required.

As well as receiving information from members of staff, it may be necessary to liaise closely with the officials of an event, such as the Clerk of the Course and the Chief Medical Officer.

The following issues require considerations at this stage:

- Whether to continue or suspend the event/activity
- Alerting the emergency services
- Whether to implement the major incident plan
- Dealing with members of the public/press

Ensure that the Emergency Services are called without Delay

Any delay in calling the emergency services can have serious consequences for those who may be involved in the incident.

There may be a temptation to be self sufficient, and to rely on the emergency resources at the venue to deal with the incident. This is to be discouraged, as the expertise of the emergency services should not be underestimated. There is no cost implication involved as the Police/Fire and Ambulance services do not charge for their services, even if they are not required.

Once the emergency services arrive at the venue, they will probably need to be guided to the incident site. A plastic encapsulated site plan held at the gate to the venue will be of assistance. This can have the incident site and the best route marked on by the gate staff, in Chinograph pencil, and can then be handed to the emergency services upon arrival. This should also show the locations of water supplies for fire fighting, the medical centre, and other important site locations.

Note – the Police, Fire and Ambulance Services may have separate control points. These are good places to get information, and the Officer in Charge can usually be found in close proximity to the control point. Remember that overall control and command of the incident will be the responsibility of the senior police officer on the scene.



Secure the Area, and ensure that it remains Secure

The role of the venue Operations Team is not to become involved in the incident itself, but rather one of securing the area, and managing the rest of the venue, until the incident is clear.

The important issues are:

- Designation of the incident site with an inner and outer “cordon”
- Security of the incident site – this allows the emergency services to effectively manage the incident and preserve evidence. This area needs to be at least 100m radius from the incident
- Management of the media
- Management of the rest of the venue

Establish “Operations Control”

At most large events a radio control should already be operating, and a log of the days activity will be kept. In the event of an incident, this control will remain in place, and under the direction of the Duty Manager/Circuit Manager who will take control of the venue.

If there is no control in operation, it should be established immediately. This should be in a known location, away from the incident and will be in the Circuit office if possible, unless the Circuit office is in the area of the incident. A radio controller and an assistant must be appointed and a clear log of events maintained.

All radio communications must be kept to an absolute minimum, and will be on the Maintenance Channel. The Track Channel is for use by race control only.

All members of staff must report to the control point or in person to await instruction. Once they have completed their allotted tasks, they should report back to “Operations Control” confirming that the task is complete, and await further instructions.

Ensure that all Staff are clearly briefed on the Duties Expected of Them

It is imperative in a high pressure situation that all persons who may be involved have a full understanding of what is expected of them.

Wherever possible issue written instructions. Certain tasks will be relevant to all incidents. These can be printed, encapsulated, and included in the incident pack.

All staff who are required to enter the incident area should be clearly identifiable. A supply of fluorescent jackets/bibs is to be maintained at the venue for this purpose only.

Establish communications links required

Ensure that you are aware of the locations and are able to contact the following:

- Chief Executive Officer/Group Operations Manager
- Operations Control
- Medical Centre/Chief Medical Officer
- Officer in charge of the Fire Service
- Officer in charge of the Ambulance Service
- Press Officer

It is vitally important that no references to individuals or casualties should be made whilst using radio communications or mobile phones, as these are often monitored by the media.



In general terms, radio communications should be kept to a minimum and the use of mobile phones should be avoided. Consider the use of messengers when appropriate.

Do not neglect managing the remainder of the venue

There may be a temptation to commit all your operational resources to managing the incident. This should be resisted, as it is vitally important to ensure that the remainder of the venue is managed in an efficient and professional manner. The following issues will require addressing.

- Traffic management – ensuring priority access/egress for emergency vehicles and efficient non-conflicting public egress.
- Landing zones for helicopters may be required.
- Keeping press informed, but away from the incident.

Continually liaise with the Officers in Charge of the incident

Close liaison with the officers in charge (OiC's) is essential to ensure that you have a constant flow of accurate and up to date information. The OiC's can usually be found in the vicinity of their respective control points. Remember that the senior police officer on site will take overall charge of the incident.

Regularly update the Chief Executive Officer/Group Operations Manager as appropriate

The Chief Executive Officer/Group Operations Manager must be fully informed at all stages of the incident, who will agree policy decisions and subsequent information distribution.

Consider at what stage (if any) track activity may resume

It may be possible and beneficial to resume track activity. This must be given careful consideration and must have the full agreement of the emergency services, Clerk of the Course and Chief Medical Officer, and duty manager

Remember that marshals and medical staff may be traumatised after dealing with multiple casualties, and may be unwilling to continue with the rest of the event. In the event that subsequent track activity is cancelled, consultation with the OiC of police must take place prior to any announcement to ensure efficient egress.

Press and Media Management

All press enquiries are dealt with by the duty press officer in conjunction with the duty manager and Chief Executive Officer/Group Operations Manager. The press and other media will undoubtedly chase for information. If there isn't a duty press officer, the Chief Executive Officer/Group Operations Manager must deal with all press enquiries or nominate a responsible person to do so.

A Timetable for briefing the media should be established and adhered to.

All press releases and statements must have the approval of either the Chief Executive Officer/Group Operations Manager or Managing director.



Medical Management of the Incident

The management of medical resource is the responsibility of the Chief medical Officer, until the statutory emergency services take over, when it becomes the responsibility of the Ambulance Service.

The medical teams will assess casualties, prior to treatment (Triage) to determine the urgency of each case, and to ensure that the greatest number of casualties receive the greatest benefit of the treatment available.

IMPORTANT

- TWO MINUTES SHOULD BE SPENT “CONSOLIDATING” THOUGHTS AND INFORMATION BEFORE ACTING HASTILY.
- DO NOT DRIVE AT HIGH SPEED AROUND THE VENUE AS THIS GIVES THE APPEARANCE OF BEING OUT OF CONTROL AND IS DANGEROUS.

The Role of the Emergency Services

a) Police

- Co-ordination of all emergency services and other subsidiary organisations
- The saving of life
- Protection and preservation of the scene
- Investigation and gathering evidence
- Casualty documentation / collation and dissemination of casualty information
- Crime prevention
- Coroner's requirements, and recovery of the dead
- Restoration of normality at earliest opportunity

b) Fire Service

- Saving of Life
- Firefighting
- Rescue
- Fire Precautions
- Reduction and containment of risk
- Salvage

c) Ambulance Service

- Lifesaving
- Treatment of casualties
- Provision of resources
- Triage & documentation
- Nomination of receiving hospitals
- Transportation of casualties
- Organisation of medical support

Continuation/Abandonment of the Event

Any decision to abandon an event must have the express permission of the Chief Executive Officer/Group Operations Manager. If Police insist on abandonment of the event, and/or the evacuation of the venue, their decision must be regarded as final.



16 Communications

A number of personal two way radios are available for use. These will be allocated by the "Operations Control". Only priority calls may be made until the "Operation Control" is authorised to stand down by the Duty Team Leader/Manager. Generally this communication will take place on the Maintenance Channel.

All radio calls will be logged (time and person initiating call) by the "Operations Control".

Keep any reference to the following made by radio communications to an absolute minimum:

- **The nature of the incident**
- **The number of casualties**
- **Personal details of any casualty**
- **Extent of the injuries sustained**

Any communication requiring reference to any of the above must be made by landline or messenger and then, only if absolutely necessary.

All radio users (with the exception of the Organising Club) are to remain on Maintenance Channel, unless briefed otherwise by "Operations Control". The Chief Executive Officer/Group Operations Manager should be contacted as soon as possible.

Telephone extension lists are placed in key areas. These are reviewed, updated and distributed by the Human Resources Team each month. It is the responsibility of each department to ensure that old telephone lists are replaced by the new lists promptly.

17 Reportable Incident

Most major incidents will require reporting by telephone by the Duty Team Leader/Manager, to the Police, Coroners Office (in the event of fatalities) and the Environmental health Department.

Additionally incidents involving licensed Petrol Storage facilities or filling stations should also be reported to the Petroleum Licensing Authority – in Norfolk this is the NCC Trading Standards.

Most of the regulations require reports to be made initially by telephone, and followed up in writing within 7 days. It is the Duty Team Leader/Manager's responsibility to ensure that the initial report is made as soon as is practicable. The Venue Office Admin Staff have the relevant telephone numbers (see prompt card number 6, page 11).

The legal team will submit written reports within the appropriate time scales as required by the relevant regulations.

18 Relatives

Any relatives should be directed to Tyrrells restaurant where a room should have been cleared for their use. In the event that this location proves unsuitable, the Casualty Liaison Officer will nominate an alternative facility and inform "Operations Control".

The Casualty Liaison Officer will be responsible for all relatives until such time as the Police relieve them of such duties and until such time as they are stood down by "Operations Control".

Relatives should be prevented from attending the medical centre or incident site. The police will make formal arrangements with relatives for identification procedures.