Incident information

- Make a safe approach at an appropriate speed and consider wreckage, casualties, fuel spills, animals etc.
- Establish the type of road and the status of the affected carriageway (live or closed)
- Consider using affected motorway carriageway as a two-way road, following service procedures
- Confirm and communicate the involvement, number and severity of any casualties (persons or animals)
- Identify the number of passengers, contents, cargo and any hazardous materials information
- Identify fuel type (hydrocarbon, LPG, electric, hybrid, hydrogen), fuel spillages and potential ignition sources
- Identify vehicle construction materials, pressurised air systems, hydraulics and refrigerants
- Survey the vehicle internally and externally for signs of un-deployed vehicle safety systems
- All incident information:
- Gather information from available sources to gain accurate situational awareness and understanding
- Question the responsible person, other responders and witnesses to understand incident factors and history
- Confirm and communicate the involvement, number and severity of any casualties (persons or animals)
- Ensure that a scene survey is carried out at the earliest opportunity
- Access any operational or site specific risk information (SSRI) and confirm accuracy
- Debrief crews that have withdrawn from a working area during an incident to gain operational intelligence
- Maintain situational awareness and identify changes during the incident through active

monitoring and regular briefings

- **Additional incident information**
    - Consider time of day and effect on transport systems and working environment
    - Observe variable message signs and other road signage to identify traffic delays
    - Identify the impact of tunnels, bridges, viaducts and flyovers on access, resources and incident plan
    - Consider using a range of thermal imaging resources such as aerial appliances, drones and helicopters
    - Investigate the scene looking for indicators of occupancy considering seating and standing capacities
    - Consider vehicles with sleeping compartments and the potential for stowaways
    - Contact commercial vehicle operators to obtain passenger numbers and cargo information
    - Identify any hazardous materials signage and other indicators as part of scene survey
    - All incident information:
    - Use local knowledge, topography and map reading skills to aid navigation to an incident
    - Ensure that tracks and pathways are suitable for fire service vehicles
    - Consider the least damaging routes to incidents and where possible, stay on marked paths and tracks
    - Consider Step 1-2-3 Plus: Safety Triggers for Emergency Personnel
    - Access past, present and future weather information from sources such as the Met Office
    - Ascertain the availability of pre-arranged evacuation strategies and policies
    - Consider pollution prevention information contained within site specific risk plans

- Seek advice from landowners and other bodies on susceptible areas of the environment

- Review situational awareness following an emergency evacuation or tactical withdrawal

Resource information

- Consider requesting specialist appliances and resources to reduce risk and demand on deployed resources

- Request medical support at rescue incidents as soon as a need is identified

- Confirm that required agencies have been requested or notified (e.g. Police, Ambulance, environmental agencies)

- All incident information:

- Request sufficient resources to implement initial actions, the incident plan and support contingency plan

- Consider requesting the attendance of a competent person, subject matter expert or tactical adviser

- Consider resources that may be available from neighbouring fire and rescue services and partner agencies

- Inform and/or seek advice from environment agencies and/or sewage undertakers where necessary

- Consider whether appliances, personnel, equipment and other resources can be released from the incident

- Regularly update fire control on the availability status of appliances and other resources

- ## Additional resource information

    - Ensure that all appropriate environmental agencies are informed of the incident when required

- All incident information:
- Identify best access route, rendezvous point (RVP) and marshalling area and communicate to all responders
- Consider requesting facilities for the welfare of crews deployed at protracted incidents
- Consider the availability of pollution control equipment and/or pollution containment facilities on site
- Make use of specialist fire and rescue service or on-site environmental protection equipment
- Consider the appointment of a HMA (or equivalent) to oversee environmental protection activities

Risk information

Moving vehicles

- Ensure high visibility clothing is worn where compatible with other PPE
- Position appliances to fend-off vehicles and use warning signs, lights and cones
- Ensure fire and rescue service vehicles display appliance warning devices appropriate to their position on the roadway
- Liaise with the police and other relevant agencies to close roads or establish traffic management systems
- Seek assistance from the police or other relevant responder agency to secure a safe working area
- Consider implementing reverse access procedures to SMART or ALR motorways
- Appoint suitably competent safety officers to observe specific hazards and/or activities or monitor risks to personnel at the incident

Working environment

- Establish, identify and communicate safe traffic routes, establish clear zones and equipment points

Fuel and electrical systems

- Identify isolation points for alternative fuel vehicles (AFV)
- Consider marking alternative fuel vehicles to make responders aware of the associated hazards
- Ensure vehicle power or fuel source is isolated by removing keys or operate emergency shut-offs when safe to do so
- Disconnect vehicle battery considering the operation of any powered systems (e.g. windows, seats)
- Consider vehicle fuel lines and high voltage cables when planning stabilisation and extrication
- Avoid any contact with live electrical power systems or wear appropriate PPE (e.g. electrical gloves)
- Provide extinguishing media and control ignition sources where fuel is not contained

Unstable vehicle

- Stabilise the vehicle to protect against uncontrolled movement and regularly check effectiveness
- Maintain rescuer egress route in case the vehicle becomes unstable or moves
- Consider securing an unstable vehicle to a suitable anchor point

Vehicle safety systems

- Survey the vehicle internally and externally for signs of un-deployed vehicle safety systems
- Avoid placing solid objects near to undeployed vehicle safety systems, within their deployment range
- Control use of radio equipment in the area where vehicle safety systems have been identified

- **Vehicle construction**
  - Identify materials and systems used within a vehicle and communicate to all emergency responders
  - Identify and communicate hazards relating to pressurised systems to all responders
  - Restrict entry to the passenger cell until hazards have been assessed and controlled
  - Provide sharps protection to responders and casualties around deformed metal and broken glass
  - Minimise the production of airborne particulates during extrication and provide respiratory protection
  - Consider requesting specialist cutting equipment at incidents involving unconventional or specialist vehicles

- **Vehicle contents**
  - Establish the contents of the vehicle and the potential effect on fire service operations
  - Identify the likely direction of travel for any loads that may move
  - Consider removing or stabilising vehicle contents if they are likely to hamper response
  - Identify whether the incident should be reclassified as a hazardous materials response

- **Rescue tools**
  - Consider extrication methods which do not require the use of tools or equipment
  - Select the appropriate rescue tool considering the condition of the casualty, extrication

plan and materials
    - Provide hard and soft protection between the tool and the casualties, operators and other responders
    - Monitor rescue tool performance for indicators of unidentified materials
    - Consider positioning a safety officer to monitor rescue tool operation
    - Ensure that all personnel wear the level of PPE identified by service risk assessments, procedures and training

- **Body fluids**
    - Avoid contact with body fluids where possible
    - Isolate or cover body fluids following casualty removal
    - Wear body fluid gloves and cover broken skin with waterproof dressing
    - Instigate decontamination procedures following exposure of personnel and equipment to body fluids
- All incident information:
- **Working environment**
    - Identify bodies of water, unstable ground and risks of falling from height in working environment
    - Consider the effect of weather conditions and time of day on the working environment
    - Ensure that all personnel are briefed on the current hazards, risks, control measures and tactical mode
    - Establish and maintain safe means of access to and egress from scene of operations at all times
    - Establish, identify and communicate safe traffic routes, establish clear zones and equipment points
    - Provide lighting to illuminate hazards to personnel in poorly lit environments
    - Ensure that all personnel wear the level of PPE identified by service risk assessments, procedures and training

- **Weather conditions**
    - Monitor personnel for signs and symptoms of fatigue, dehydration, heat or cold stress
    - Consider task rotation when personnel are carrying out manual handling tasks
    - Consider relief and welfare arrangements to reduce the effects of stress and fatigue on themselves and others
    - Instigate appropriate medical interventions if personnel show signs and symptoms of physiological stress
- **Noise**
    - Consider isolating sources of noise
    - Keep the number of people exposed to the hazard at a minimum and reduce time of exposure through personnel rotation
    - Ensure personnel wear appropriate hearing protectors
- **Heavy and bulky objects**
    - Consider using machinery or other equipment to assist with manual handling risk
    - Request additional or specialist resources to assist with manual handling tasks
    - Consider the task, individual capabilities, load and environment (TILE) when carrying out risk assessments for manual handling
    - Ensure personnel adopt the provided safe system of manual handling
- **Moving vehicles**
    - Be vigilant and co-operate with service procedures relating to vehicle movements
    - Position appliances to fend-off vehicles and use warning signs, lights and cones
    - Consider taking steps to minimise the risk of collisions

- **Animals**
    - Avoid, contain or control animals if necessary
    - Request support with managing animals from owners, keepers, police, vets or welfare organisations
- **Hazardous materials**
    - Identify whether the incident should be reclassified as a hazardous materials response
    - Remove unaffected chemicals from the hazard area if safe to do so
    - Comply with service protocols when handling substances that are hazardous to health
    - Ensure open wounds, cuts and grazes are covered by a waterproof dressing
    - Comply with hygiene arrangements and don't eat, drink or smoke
- **Body fluids**
    - Avoid contact with body fluids where possible
    - Isolate or cover body fluids following casualty removal
    - Wear body fluid gloves and cover broken skin with waterproof dressing
    - Instigate decontamination procedures following exposure of personnel and equipment to body fluids
- **Distressing or traumatic scenes**
    - Minimise number of personnel exposed to traumatic scenes where possible
    - Handover responsibility for traumatic incidents to an appropriate agency where the fire service does not have primacy
    - Erect screens to restrict the view of traumatic scenes
- **Violence and aggression**
    - Consider adopting defensive tactics if people are displaying unpredictable, aggressive, violent or illegal behaviour
    - Request police support at incidents involving violence and aggression towards crews

Powers, policies and procedures

- Move or break into a vehicle without the consent of its owner
- Close a highway, stop and regulate traffic:
    - if a road traffic accident has occurred
    - for the purpose of rescuing people or protecting them from serious harm
    - if they reasonably believe a fire to have broken out or to be about to break out
    - for the purpose of extinguishing or preventing the fire or protecting life or property
- All incident information:
- Consider the legal exemptions in relation to environmental protection i.e.
    - A discharge is made in an emergency to avoid danger to human health
    - All reasonably practicable steps were taken to minimise pollution
    - The relevant environment agency is informed of the incident as soon as possible
- Enter premises or a place, by force if necessary, without the consent of the owner or occupier of the premises:
    - if they reasonably believe an emergency to have occurred
    - if they reasonably believe a fire to have broken out or to be about to break out
    - for the purpose of extinguishing or preventing the fire or protecting life or property
    - **NB** Does not apply to Crown property (including ministry of defence) and diplomatic or consular premises
    - **NB** The Master of the ship (or delegated officer) of a merchant vessel must give permission to board
- Restrict the access of persons to premises or a place if they reasonably believe an emergency to have occurred

Why?	Expectations?	Benefit vs Risk?

Objectives

- Maintain the safety of all personnel, other responders and the public
- Save life and reduce harm
- All incident information:
- Maintain the safety of all personnel, other responders and the public
- Save life and reduce harm

- Minimise the impact of the incident and fire service actions on any identified environmental risk
- Promote community recovery and restore normal operations
- **Further objectives**
    - Minimise the impact of the incident and fire service actions on any identified environmental risk
    - Promote community recovery and restore normal operations
    - All incident information:
    - Consider the JESIP principles at all incidents involving multi-agency operations
    - Consider taking action to prevent a serious escalation of the incident
    - Protect Critical National Infrastructure and/or local critical infrastructure

Tactical priorities

- Establish a safe working environment for fire crews and other responders
- Identify the number of casualties requiring medical attention and instigate a triage process
- Stabilise life threatening injuries or conditions and maintain casualty care throughout incident
- Develop and communicate immediate release, emergency and full extrication plans
- All incident information:
- Carry out a dynamic risk assessment, identify hazards, evaluate risk and implement safe systems of work
- Declare the tactical mode and communicate to all personnel and fire control
- Instigate the completion of an analytical risk assessment and record significant findings
- Establish emergency arrangements appropriate to the size and complexity of the incident
- **Further tactical priorities**
    - Secure the scene to ensure evidence is preserved for internal and external

investigations

- All incident information:
- Apply the firefighter safety maxim and safe person principles at operational incidents
- Identify and communicate the hazard area and establish a safe working area as soon as is practicable
- Anticipate the likely development of the incident and evaluate the potential consequences of a range of actions
- Develop and communicate an incident plan considering contingencies arrangements
- Consider the competence of individuals and teams when allocating tasks
- Regularly review and update incident plan in response to active monitoring of against expected outcomes
- Review the tactical mode following active monitoring and briefings with sector commanders
- Periodically review the analytical risk assessment using situational awareness from active monitoring
- Use the Joint Decision Model to co-ordinate an effective response at multi-agency incidents
- Identify the need to evacuate and develop a strategy in liaison with partner agencies
- Communicate emergency evacuation signal and muster point arrangements to all personnel
- Secure the scene to ensure evidence is preserved for internal and external investigations
- Carry out an environmental risk assessment and monitor the impact of tactics on the identified risk

Operational tactics

- Deal with any immediate fire risk and provide a means of extinguishing fires during the incident
- Stabilise the vehicle and create initial access to casualties
- Consider the management of any glass that might affect rescue operations
- Reveal hidden areas to aid identification of components that could damage tools or cause uncontrolled release
- Implement appropriate space creation techniques in line with the casualty extrication plan
- Extricate the casualty considering their injuries and overall threat to life
- All incident information:
- Gain access to premises causing minimal damage considering the urgency of the situation
- Establish and resource a casualty care point
- Determine whether people should be advised to evacuate, shelter in place or 'stay put'
- When evacuation is necessary, identify the number of people affected and develop a plan
- **Further operational tactics**
    - Establish and resource a casualty care point
    - Systematically search for casualties including underneath vehicles, in hidden voids and surrounding areas
    - Consider screening casualties from the view of the public, media or other casualties

Communication

- Share situational awareness and establish a joint understanding of risk with other agencies
- Debrief crews that have withdrawn from a working area during an incident to gain operational intelligence

- Provide a structured handover when transferring casualty to medical responders
- All incident information:
- Establish and maintain an incident ground communication plan considering other agencies and remote resources
- Ensure that all personnel are briefed on the current hazards, risks, control measures and tactical mode
- Communicate the incident situation to other responders via fire control using the M\ETHANE message protocol
- Provide a structured brief when handing over and taking over command
- Communicate findings of analytical risk assessment to all personnel and other agencies
- **Further communication**
    - Identify best access route, rendezvous point (RVP) and marshalling area and communicate to all responders
    - Establish and maintain an incident ground communication plan considering other agencies and remote resources
    - Ensure communication systems are effective in subsurface and tunnel environments
    - All incident information:
    - Identify best access route, rendezvous point (RVP) and marshalling area and communicate to all responders
    - Communicate any change in the tactical mode of a sector of the incident to all personnel
    - Communicate objectives, priorities and tactics to be adopted in resolving the incident
    - Deliver clear, concise and timely briefings to crews, command support functions and other agencies
    - Ensure all personnel are aware of the incident command structure and communication strategy

- Establish a media liaison point and brief a nominated media liaison officer
- Use plain English to communicate information where a lack of common understanding exists
- Regularly pass information to fire control regarding incident progress
- Communicate emergency evacuation signal and muster point arrangements to all personnel
- Ensure that all appropriate environmental agencies are informed of the incident when required
- Use the most effective methods for communicating with people who are either directly or indirectly involved in the incident

Control

- Ensure that appropriate inner and outer cordons are established, identified and communicated following an assessment of risk to crews, other agencies and the public
- Co-ordinate the simultaneous activities of extrication teams and tool operators
- All incident information:
- Establish an incident command structure appropriate to the likely size and complexity of the incident
- Ensure that appropriate inner and outer cordons are established, identified and communicated following an assessment of risk to crews, other agencies and the public
- Control access to the inner cordon using methods proportionate to the size and complexity of the incident
- Appoint competent safety officers to monitor specific hazards or activities
- Instigate a tactical withdrawal of personnel when the mode changes from offensive to defensive
- Appoint competent safety officers to monitor specific hazards or activities

Incident closure and handover

- Consider preservation of evidence when planning, communicating and implementing tactics
- Ensure that hazards are identified when handing over responsibility for safety to the responsible person
- All incident information:
- Ensure that effective supervision of operational activity is maintained until the conclusion of the incident
- Instigate and co-operate with post incident investigations where necessary
- Ensure that hazards and risk controls are identified when handing over safety to the responsible person
- Take measures to secure premises where no responsible person can be identified
- Conduct a structured debrief at a level appropriate to the size of the incident
- Consider community recovery protocols and arrange appropriate assistance prior to leaving the incident

- **Further incident closure and handover**
    - Consider the welfare or shelter arrangements for people directly or indirectly affected by the incident
    - Conduct a structured debrief at a level appropriate to the size of the incident
    - All incident information:
    - Consider whether appliances, personnel, equipment and other resources can be released from the incident
    - Conduct an inventory check and ensure equipment receives appropriate after use inspection and testing
    - Consider decontamination of personnel, PPE and equipment prior to redeployment
    - Consider the condition and serviceability of PPE when assessing operational readiness for redeployment

- Secure the scene to ensure evidence is preserved for internal and external investigations
- Gather relevant information for the incident recording system
- Conduct a structured debrief at a level appropriate to the size of the incident
- Record and share significant findings from incident debriefs
- When appropriate instigate a review of existing guidance following the use of operational discretion
- Ensure differences in information are resolved and systems updated following the closure of an incident
- Compile and secure all incident command paperwork (e.g. analytical risk assessment and decision logs)
- Ensure that waste products created by the fire and rescue service are disposed of legally and responsibly
- Follow service protocols for post incident health surveillance and monitoring

Additional information