

staff who are related to the type of incident and the Leader will appraise the Team of the situation. An Incident Room will be set up and manned by the Project Incident Team.

Tasks will be assigned to the Team and they will liaise with their opposite number in the Contractor's Incident Team. Any instructions shall be relayed through the Incident Leader to the Contractor's Incident Team.

The Incident Leader will co-ordinate the activities of the Contractor and prioritizes the tasks for the Contractor. The Leader will ensure that the best approach is followed.

The Incident Leader will ensure that adequate alternative service is provided if required during the incident.

Any meetings of the Project Incident Team shall be recorded and notes will circulated. The Leader will remain in the office from where the incident is being controlled. It is only in exceptional circumstances that the Leader will leave the office. If this is the case, another member of staff will take the role of the Leader.

The Leader will inform the Head of Area of the incident.

Lines of communication shall be established between the Incident Co-coordinator and the Operational Team.

The Leader will select the appropriate Incident Plan or Plans which will assist in dealing with the incident.

Any media enquiries or requested interviews for the contractor(s) or Project Incident Team shall be referred to the Incident Manager if he is in post. Failing that, the DMAT should be informed so that they can deal with the media.

If the incident is likely to last for more than one day and if the Team will be working 24 hours a day, a Rota shall be set in place.

If Head of Area or the Incident Manager is not in post he shall be kept informed of the current situation of the incident. The level of incident shall be continually re-assessed.

The Head of Area will be aware of a level 3 incident but if this senior manager thinks that a higher response is required, this manager can instigate the next level.

- a) Assess the situation
- b) Inform Head of Area/Incident Manager
- c) Establish Project Incident Team with membership appropriate to magnitude and type of incident
- d) Establish an incident room
- e) Set tasks for the Team
- f) Confirm the lines of communication
- g) Co-ordinate Contractor's activities
- h) Prioritize activities
- i) Keep a log of actions taken and instructions received
- j) Use Incident Plans
- k) Ensure that alternative services are being provided
- l) Form Rota
- m) Receive update from Incident Officer and disseminate the information
- n) Ensure any meetings are recorded and the notes circulated
- o) Consider the use of the agenda