



Incident Response Planning, Structure Development & Training (Long Term Implementation)



In 2011 following a fire incident within a bottling and distribution operation located in the central belt of Scotland FIOR were asked to audit the incident planning process and response for the company.

Directors of FIOR undertook a comprehensive review of the organisations' existent contingency planning and incident response process. The review included an audit of the current planning and most importantly the interviews of senior and key management personnel. All consequent recommendations made by FIOR were unilaterally accepted and FIOR were commissioned to undertake an 18 month project to implement the new incident response system.

The strategic aims of the new approach were agreed as follows:

- > Maximising the Safety of Staff
- > Protecting the Public
- > Maintenance of Business Activity
- > Minimising Reputational Damage

In support of this strategy the goals of the incident response team were agreed as:

- > Prevent crisis turning into a disaster
- > Consistent & effective response to the emergency
- > Support staff who are attempting to resolve incident
- > Create the ability to escalate response to meet Scottish Government standards of incident response e.g. IEM
- > Record and learn

Following FIOR's recommendation the senior management of the organisation, although not legally required, elected to meet the standards of planning and response laid out in the Scottish Governments' 'Preparing Scotland' guidance. This decision ensured that the training of key Incident Management team players provided them with the skills and ability to seamlessly integrate, and crucially, effectively work, with the emergency services in the event of a major incident involving their plant.

During the 18 month project FIOR, working with the compliance management staff of the company, delivered the following:

- > An Incident Manual, integrating current COMAH contingency planning with a broader range of incident response, containing
 - > Vision and Goals
 - > A 3 phase initial response to a critical incident identifying the key roles of Incident Manager, Evacuation Lead, Emergency Services Liaison Lead and Security Lead
 - > Fire Action Plan
 - > Evacuation Plan covering emergency and non-emergency situations
 - > Product Contamination and Recall Plan
 - > Counter Terrorist Security Plan including suspect bomb and packages procedures
 - > Media Response
 - > Incident Manager On Call protocol
 - > Structured Debriefing process
 - > A number of practical tools to support the key roles identified above
- Late 2012 saw the company's new incident response system go live and since that time it has successfully responded to numerous and varied real life incidents controlling and ensuring spontaneous incidents did not become disasters in terms of safety, business continuity or reputation. FIOR continue to work with the company expanding the new incident response approach to their operational sites across the UK and internationally. In addition FIOR also support the company in the delivery of a table top and live play exercise programme and the facilitation of structured debriefs of real time incidents.
- The company involved have offered any prospective FIOR client a confidential provision of supporting reference for the work of FIOR described above.

If you would like further information contact us on:

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