



PLYMOUTH UPPER TIER COMAH* SITES EXTERNAL EMERGENCY PLAN

*Control of Major Accident Hazards Regulations 2015

**FOR ACTIVATION AND RESPONSE
GO TO PART TWO, PAGE 11**

Greenenergy



This plan is prepared by the Civil Protection Service, Plymouth City Council in conjunction with site operators and other partner agencies

VERSION 5.0

November 2023

FOREWORD

The Control of Major Accident Hazards Regulations 2015 (COMAH) places a statutory duty on all operators of sites identified as 'upper-tier' to prepare, review and test internal emergency plans, as outlined in Part 4, Regulation 12. All regulations can be viewed or downloaded here from the following link, <http://www.hse.gov.uk/pubns/priced/1111.pdf>.

A statutory duty is also placed on Plymouth City Council to prepare external emergency plans, as outlined in Part 4, Regulation 13, and furthermore, the requirement to review and test external emergency plans as per Part 4, Regulation 14.

This external emergency plan, designed to meet the objectives as outlined in Part 4, Regulation 11, will provide guidance throughout the response to, and recovery from, a major accident occurrence at two oil storage and distribution facilities located in the Cattedown area of Plymouth, Valero Logistics UK Ltd and Greenergy Terminals Ltd.

It is essential that all agencies and organisations named within this plan are fully conversant with their respective roles and responsibilities, in order that they are able to respond in a controlled, professional and prompt manner. If used correctly, this plan should be of benefit to all those involved and will assist, in the event of an emergency, in ensuring that the full range of functions and services are restored off-site in a timely and structured manner. This plan makes reference to others plans and supporting documents.

N.B: The Control of Major Accident Regulations 2015 implements the Seveso II Directive and is important for controlling major accident hazards involving dangerous substances in Great Britain.

Signatures intentionally removed

Signed original

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Chief Executive
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Steve Phillips
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CONSULTATION

During the original process of formulating this external emergency plan, extensive consultations took place between local businesses and community groups within the Cattedown Public Information Zone (PIZ).

The Cattedown PIZ map can be found in **ANNEX A**.

On 25 June 2004, this consultation process resulted in the formation of the Cattedown Emergency Planning Forum (CEPF). This group has now been replaced by the Plymouth Resilience Emergency Management Action Group (PREMAG).

This Action Group facilitates and promotes multi-agency preparedness and response to emergencies with an impact on Plymouth through coordinated planning, risk awareness and information sharing.

The COMAH focused meeting meets three times per year and is chaired by Plymouth City Council. The multi-agency group is represented by the emergency services, local authority, statutory site operators, local businesses, regulators, utility companies and other responding agencies.

The main objectives of the group are:

- To assess and identify lessons from multi-agency response or exercises
- To develop and promote multi-agency response planning, training and exercising
- To promote co-operation and information exchange between multi-agency partners and the wider community

In addition, Plymouth City Council, in partnership with Valero Logistics UK Ltd and Greenergy Terminals Ltd, provide a free warning and informing service for residents or local businesses in the Cattedown Public Information Zone. The Emergency Notification System can notify in the event of an emergency at the sites by sending a text or voice message to those registered on the system.

EQUALITY IMPACT ASSESSMENT

The purpose of this plan is to ensure a robust and timely response to a declared major incident. It does not deliberately discriminate against any part of society but has inclusive processes and procedures in place to ensure all areas of the community are considered when responding to such an incident. Therefore there are no exclusionary practices in place nor does it seek to exclude.

PLAN TRAINING AND EXERCISING

Activity	Work Undertaken	Scheduled Date	Completed
Exercise FireCatte	Live Exercise	January 2020	January 2020
Exercise FireCatte	Desktop Exercise	December 2022	December 2022
Exercise FireCatte	Live Exercise	January 2025 date tbc	

VALIDATION

Regulation 14 of COMAH 2015 outlines the review and testing of emergency plans and states that the external emergency plan must be both reviewed and tested at least once every three years.

The arrangements within this plan will be validated through local exercises or real-time incidents involving either Valero Logistics UK Ltd or Greenergy Terminals Ltd. All exercises will be planned in consultation with the relevant competent authorities and will be notified to the Devon, Cornwall and Isles of Scilly Local Resilience Forum Training and Exercising Sub-Group.

RECORD OF AMENDMENTS

All required amendments should be sent to Plymouth City Council, Civil Protection Service as soon as possible. The service coordinates the preparation of this plan for all the agencies who are involved in any response to an incident involving the COMAH sites.

Please send amendments to:

Civil Protection Service
Plymouth City Council
Ballard House
Plymouth
PL1 3BJ

civil.protection@plymouth.gov.uk

Amendment Number	Description	Amended by	Date
1	Full review of V 2.0	Steven Harvey	December 2014
2	Full review of V 3.0	Steven Harvey	March 2018
3	Continued full review of V 3.0	Ruth Rockley	December 2018
4	Full draft	Vanessa Woodruff	December 2021
5	Full plan review V 4.0	Michael Rose and Issy Nelder	July 2022
6	Full plan review V 5.0	Vanessa Woodruff	November 2023

DISTRIBUTION

This plan is available, via Resilience Direct, to Category 1 and 2 Responders and other relevant agencies and organisations within Devon & Cornwall and Isles of Scilly Local Resilience Forum.

This plan has also been shared with Valero Logistics UK Ltd, Greenergy Terminals Ltd and Origin Fertilisers (UK) Ltd as well as the King's Harbour Master, the Cattewater Harbour Commissioner, Barbican Leisure Park, Cattedown Wharves and Victoria Wharf.

NO FURTHER DISTRIBUTION COPIES OF THIS DOCUMENT SHOULD BE MADE

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PART ONE: OVERVIEW AND SITE INFORMATION



I. INTRODUCTION

I.1 GENERAL

This plan outlines the information relating to a multi-agency response for a major accident at either Valero Logistics UK Ltd, or Greenergy Terminals Ltd in Cattedown, Plymouth. All agencies with a role to play have agreed that this document lays out the framework for a coordinated response. The plan uses and refers to, information that is available within other agencies' operational plans and procedures.

I.2 THE SITES

Site maps can be viewed in ANNEXES A, B, C, D, E, F and G.

Valero Logistics UK Limited

Location: Oakfield Terrace Road, Cattedown, Plymouth, PL4 0RY

Site map can be found in **ANNEX B.**

Greenergy Terminals Ltd

Location: Plymouth Tank Farm, Breakwater Hill, Coxside, Plymouth, PL4 0RJ

Site maps can be found in **ANNEXES C and D**

Site Activities

The terminals receive petroleum products by ship, which are then stored in tank on-site before being loaded onto road tankers for distribution to customers.

Substances

Petroleum products stored and distributed from the terminals are super unleaded petrol, premium unleaded petrol, diesel, gas oil, bioethanol, biodiesel and kerosene. The petrols and bioethanol are highly flammable, but the other products less so. Together, Valero Logistics UK Ltd. and Greenergy operate within the confines of the Cattedown area along the shoreline of the River Plym. A major accident would have an acute effect on the aquatic environment in the River Plym Estuary, but is unlikely to have any long term effects on the population, plants or species in the local environment.

Cattedown Wharves

Location: Cattedown Road, Cattedown, Plymouth, PL4 0RP

Site map can be found in **ANNEX E**

Site Activities

Cattedown Wharf is a commercial port facility handling wet & dry cargos with approximately 70% of Plymouths import and export cargoes passing through the site. The port annually receives over a 1mT of petroleum products which are pumped directly to the Greenergy & Valero sites. There are no facilities to store petroleum products and as the wharf handles only non-hazardous cargos such as animal feeds, aggregates and clay, there is no requirement to be COMAH accredited.

Domino Sites

The Health and Safety Executive (HSE), as one of the competent authorities, has designated sites within Cattedown, known as Domino Sites. Domino sites are those sites where the likelihood or consequences of a major accident may be increased because of the location and close proximity of other COMAH establishments and the dangerous substances present there.

These sites are given specific consideration in terms of emergency planning and testing of the external, or off-site, response. Origin Fertilisers (UK) Ltd has been identified as a domino site.

Domino sites map can be found in **ANNEX F**

Origin Fertilisers (UK) Ltd

Location: Maxwell Road, Cattedown, Plymouth, PL4 0SN

Site map can be found in **ANNEX G**

Site Activities and Dangerous Substances

The Plymouth site is one of 12 UK plants importing, blending and distributing fertilisers containing ammonium nitrate (AN). Ammonium nitrate fertilisers are classed as dangerous substance for the purposes of the COMAH regulations.

Ammonium nitrate is classified as an oxidising agent, it does not burn itself but will support the combustion of such materials. Under certain extreme circumstances AN will exhibit characteristics that could lead to an explosion.

Ammonium nitrate fertiliser itself is of low toxicity. However, if it is involved in a fire it decomposes and emits fumes containing oxides of nitrogen, which is a toxic gas.

Note: In order to expedite a vessel discharge, Victoria Wharf occasionally stores AN bags (AN33.5% / AN34.5%) and could even store BULK for Origin but will never exceed 999.000mt, this is then moved to Origin in due course.

1.3 AIM

The aim of this plan is to establish a framework, for the protection of the public, which provides set procedures for managing the off-site consequences of major accidents which might occur at facilities in Plymouth, Valero Logistics UK Ltd and Greenergy Terminals Ltd, as required under the Control of Major Accident Hazards Regulations 2015 (COMAH).

It is also to ensure the provision of information to the public in advance and in the event of a major accident hazard occurring.

1.4 OBJECTIVES

- 1 To provide the appropriate multi-agency response to a major accident at either of these upper tier COMAH sites
- 2 To implement the measures necessary to protect the community and environment from the effects of major accidents
- 3 To contain and control incidents so as to minimise the effects, and to limit injury to persons, damage to property and pollution of the environment
- 4 To initiate the necessary safety information to the public
- 5 To take account of the proximity of lower-tier sites and their potential for 'domino' effects

- 6 To illustrate a management system for the restoration and clean-up of the environment following a major accident

1.5 HEALTH AND SAFETY

Whilst the aim of the plan is to protect the community and minimise the effects from a major accident, each agency is also responsible for the health, safety and welfare of their own staff and must assess risks to which their staff may be exposed. On account of the multi-agency approach in responding to incidents, information and expertise may be shared to assist this process.

1.6 IMPLEMENTATION

Both the internal and external emergency plans must be implemented without delay when a major accident occurs or an uncontrollable event occurs which could reasonably be expected to lead to a major accident.

1.7 MAJOR ACCIDENT HAZARD (MAH)

A 'Major Accident' is defined in Regulation 2[1], Control of Major Accident Hazards Regulations 2015,

“An occurrence [including in particular, a major emission, fire or explosion] resulting from uncontrolled developments in the course of the operation of any establishment and leading to serious danger to human health or the environment, immediate or delayed, inside or outside the establishment, and involving one or more dangerous substances.”

The occurrence must have the potential to cause serious danger but it is not necessary for the danger to result in harm or injury, it is the potential that is relevant.

Potential Major Accident Hazards (PMAH) have been identified within the Valero Logistics UK Ltd and Greenergy safety reports, and those of greatest significance have been considered in the development of this plan. **These Major Accident Hazards (MAH) can be found in ANNEXES H and I**

Any Major Accident Hazard which extends beyond the site boundaries and cannot be controlled by the Internal Emergency Plan will be escalated to activate the External Emergency Plan. This will be assessed and initiated by the Terminal Manager or Terminal Operator (Part 2. Plan Activation).

1.8 COMMUNITY RISK REGISTER

The Community Risk Register is a holistic risk assessment process and is a legal requirement of the Civil Contingencies Act 2004, separate to that required under the COMAH legislation. A fire and pollution risk assessment for the Valero Logistics UK Ltd and Greenergy Terminals Ltd sites was carried out as part of this assessment process.

This risk assessment (reference number IA003a) can be found on Resilience Direct.

PART TWO: ACTIVATION AND RESPONSE



2. PLAN ACTIVATION

The Terminal Manager or Terminal Operator will assume the role of Incident Controller and will be responsible for:
Contacting Devon and Somerset Fire and Rescue Service by dialling 999 immediately and giving full details of the MAH using (M)ETHANE as follows:

(M) MAJOR INCIDENT* *Major Incident Declared? Include date and time of declaration)*
A Major Incident can only be declared by a Cat 1 responder

E EXACT LOCATION Exact location geographic area of incident
T TYPE OF INCIDENT Flooding / Fire / Utility Failure / HazMat / Disease outbreak etc.
H HAZARDS Present or suspected
A ACCESS Routes that are safe to use, any inaccessible routes and RVPs
N NUMBER OF CASUALTIES Number type and severity
E EMERGENCY SERVICES Present and those required
(S) START A LOG / SCENE SAFETY

Commence and action log and consider scene safety

Incident at Greenergy Terminals Limited

Advise Emergency Notification centre by calling
 01752 827400/1

Incident at Valero Logistics UK Limited

Advise Emergency Notification Centre by dialling
 01752 266361, which will provide information as appropriate

Advise the Domino site partners (see Section 2.1)

Take control of the Major Accident Hazard (MAH) until the Fire and Rescue Service arrive and consider what action might be required to prevent escalation

It is essential that the Internal Incident Controller (identified by means of a site specific tabard, see **ANNEXES J and K**) meets the Fire Service Incident Commander upon arrival and carries out a briefing about the MAH and the nature of other relevant plant hazards.

The information the fire incident commander may require is:

- Number of live casualties requiring rescue
- Details of fire main system
- Fire situation or possible fire hazards
- Other dangerous circumstances - use of hand held radios
- What fixed or stored firefighting equipment is on site
- Site drainage
- Tank storage list
- Are any chemicals involved?
- Location and situation of petrol interceptors
- Access to specialist equipment
- Material safety data sheets
- Likely development and potential of incident
- Other hazards present in immediate vicinity of incident
- Location of water supplies/hydrants
- Wind speed and direction
- Location of Emergency Control Centre (ECC)

Set up of alternative Incident Control Centre in the event of necessary relocation

* A Major Incident is defined in the Cabinet Office Emergency Response and Recovery publication as: “An event or situation requiring a response under one or more of the emergency services’ major incident plans”. **A major incident may be declared by any of the Category I responders**

N.B AN INCIDENT AT ORIGIN FERTILISERS OR CATTEDOWN WHARVES WILL ACTIVATE THEIR INTERNAL SITE PLANS AND DETAIL THE RESPONSE TO THE INCIDENT

2.1 DOMINO SITE ACTIONS

In the event of any activation of the external emergency plan the site declaring so will notify all other sites within the domino group. The information passed will contain sufficient detail for the receiving site to determine the course of action required to mitigate any possibility of a major accident occurring at their site.

INCIDENT AT VALERO LOGISTICS UK LTD

DOMINO SITE	COMAH CLASSIFICATION	CONTACT NUMBER
Greenery Terminals Ltd	Upper Tier	<i>Contact numbers removed intentionally Available in Official: Sensitive version of plan</i>
Origin Fertilisers (UK) Ltd	Lower Tier	

INCIDENT AT GREENERGY TERMINALS LTD

DOMINO SITE	COMAH CLASSIFICATION	CONTACT NUMBER
Valero Logistics UK Ltd	Upper Tier	<i>Contact numbers removed intentionally Available in Official: Sensitive version of plan</i>
Origin Fertilisers (UK) Ltd	Lower Tier	

2.2 IMMEDIATE RESPONSE ACTIONS

This section outlines the roles and responsibilities of responding agencies and organisations. Details have been provided by individual agencies.

The primary responsibilities of Category 1 and 2 responders are outlined in **Section 5 of the Combined Agency Emergency Response Protocol**.

2.3 DEVON AND SOMERSET FIRE AND RESCUE SERVICE

Upon arrival the Fire and Rescue Service Incident Commander will assume command of the firefighting, rescue and salvage operations.

If the senior officer decides that the incident meets one or more of the major incident criteria he/she will inform Service Control using the standard phrase 'major incident' (if this has not already been declared) and the appropriate pre-determined attendance will be mobilised to the scene. Initial messages from the incident should include the location of an appropriate rendezvous point and details of any difficulties of access and traffic congestion, which might affect the efficient gathering of resources. These issues will be covered in the first information message, (this message to use M/ETHANE format).

Any situation known, or suspected to be, the result of terrorist action will remain under the control of the police. The senior fire service officer present will liaise closely with the police and take advice on when it is safe to continue operations. If there is a fire, the possibility of a fire, a chemical or explosion hazard, or a situation where access to the immediate scene is likely to lead to an escalation of the incident, the fire and rescue service will provide an inner cordon around the incident to enable them to exercise control over firefighting and rescue operations. This could involve the evacuation of residents and workers from the immediate area.

The fire and rescue service has responsibility for the safety of all persons working within the inner cordon, and will liaise with the police regarding who should be permitted to enter.

VALERO LOGISTICS UK LTD

OPERATIONAL CONSIDERATIONS:

- Fuel product is delivered from ships at Cattedown Wharves / Pipeline travel to Terminal via an overhead crossing at Shapters Way / 3 non return valves on the pipelines (in the event of damage / spillage)
- In the event of fire – cooling of surrounding tanks – **PRIORITY ACTION**
- Inform South West Water to augment on site water supplies
- USAR Station 60 – High Volume Pumps
- RVP – Junction of **Elliot Road / Oakfield Terrace Road**
- Marshalling point – **Elliot Road**
- Service foam strategy
- Refer to internal / external emergency plans – liaison with adjacent COMAH sites
- Evacuation of area
- Wind direction
- Breathing apparatus (toxic / asphyxiating vapours)
- Safety officers
- Use of thermal image cameras
- Foam attack – not commence until 60 min application available
- Rim seal foam protection system on floating and fixed roof tanks (yellow pipework)
- Tank water spray cooling system (red pipework)

ENVIRONMENTAL CONSIDERATIONS:

Sources of pollution on-site:

- Diesel / kerosene / petroleum / fuel additives and ethanol

Pathways for run-off:

- Towards the River Plym
- Spills from tanks will remain in bund

Actions:

- Contact outside agencies (activation of Op Link) plus,
 - Environment Agency
 - Health and Safety Executive
 - CHEMET – Plume monitoring

Pollution Prevention Site Specific:

- Environmental plans – main office

- Interceptor
- Seek specialist advice
- 3 non return valves in pipeline from Cattedown Wharves

FIXED INSTALLATIONS:

- Rim seal foam installations on open floating roof tanks – **Tanks 1 / 2 / 4**
- High level foam installations on fixed roof tanks – **Tanks 3 / 5 / 12 / 13**
- All tanks fitted with overspill protection
- Nitrogen cylinder bank for vapour recovery unit
- AFA – main building
- Automatic shutdown buttons on all gantries
- CCTV – all areas
- Manual call points – located around site / activation will sound klaxon and will halt operation of loading gantry
- Foam proportioner on site

PRE-DETERMINED ATTENDANCE:

Confirmed Fire:

- 4 x pump
- 2 x HMEPA
- Incident Command Unit
- 1 x L2 Ops A
- 1 x Aerial ladder Platform (ALP)
- 1 x foam pod
- 1 x water bowser
- HVP from Station 60

Not contained:

- Add 1 x Environmental Protection

Multi-lane:

- Add 1 x Environmental Protection

AFA Response:

- 2 x pumps, 24hrs

All other incidents standard PDA

GREENERGY TERMINALS LTD

OPERATIONAL CONSIDERATIONS:

- RVP for Mayflower Site is Barbican Leisure Park
- RVP for Cattedown Site is entrance to the site
- Access to Mayflower is from **Clovelly Road** into **Breakwater Hill** – there are electric security gates with an intercom system
- Entrance to **Cattedown Site** from **Cattedown Road** is through electric security gates = telephone at gate is 24hr through to control room
- To gain access to the tunnel at the lower end of the Tank Farm from the Cattewater site – appliances can gain access from **Cattewater Road**
- Maintain safe egress for crews
- Liaise with on site manager
- Implementation of Incident Command System
- Foam requirements
- CCTV in control room for all areas
- Wind direction
- No mobile phones
- Personnel forbidden from tank roofs – unless absolutely necessary
- Evacuation of area
- There is an offload point by the pump raft where road tankers (up to 8 / day) offload super unleaded and ethanol. There is no fixed firefighting system or detection in the area. Also, adjacent gas holder believed to be empty
- High volume pumping – good access inside security gate at entrance of Cattedown site
- All pipework running from the Wharves to Cattedown Terminal are full of product / there are non-return valves that would limit the amount of spillage in the event of damage
- There is also an access gate at the lower north end of the Cattedown site adjoining Victoria Wharf (padlocked)

ENVIRONMENTAL CONSIDERATIONS:

Sources of pollution on-site:

- Large quantities of fuel product – diesel / petrol / bio ethanol / kerosene / fuel additives – 3 x ship receipt line full of product (diesel / gasoline) run to site from Wallsend Industrial Estate partly above ground for final leg into terminal – non-return valves on pipes

Pathways for run-off:

- **Mayflower site** – run off to south end of site – drainage system runs to Interceptor – located close to **Tank 018** Fire Water Tank
- **Cattedown site** – into corner of bund

Receptor Sensitivity:

- River Plym / Plymouth Sound
- Interceptor on site

FIXED INSTALLATIONS:

- AFA panel in control room
- 24 hour recording CCTV in all areas
- Foam / sprinkler system on road tanker loading area (300 litres of Niagra AFFF – P – 3%)
- Flame detection system on road tanker loading area
- Fixed oscillating monitor and carbon drencher system on vapour recovery units
- Sprinkler system on Additive **Tank T042 – NOT IN USE**

PRE-DETERMINED ATTENDANCE:

Confirmed Fire:

- 4 x pump
- 2 x HMEPA
- Incident Command Unit
- 1 x L2 Ops A
- 1 x Aerial ladder Platform (ALP)
- 1 x foam pod
- 1 x water bowser
- HVP from Station 60

Not contained:

- Add 1 x Environmental Protection

Multi-lane:

- Add 1 x Environmental Protection

AFA Response:

- 2 x pumps, 24hrs

All other incidents standard PDA

Origin Fertilisers (UK) Ltd

For incidents on Maxwell Road, the standard site specific risk information will be available to Incident Commanders and tactical officers and this should be referred to in all incidents. It is imperative for all incidents that the fire Incident Commander briefs other agencies on the level and nature of the risk. This is particularly important when dealing with fires that may progress to threaten the wider Cattedown area, specifically Origin Fertilisers.

FIRES INVOLVING VALERO AND ORIGIN ARE EXTREMELY DANGEROUS AND MAY RESULT IN CATASTROPHIC OUTCOMES. HAZARDOUS MATERIALS AND ENVIRONMENTAL PROTECTION OFFICER (HMEPO) AND SPECIALIST ADVICE MUST BE SOUGHT IMMEDIATELY

2.4 DEVON AND CORNWALL POLICE

Notification of a major accident will be received at the police control room in either Plymouth or Exeter. **Any notification of activation of the external emergency plan will invoke an emergency response and declaration of a 'major incident'**; police contingency plan EALING will be activated which contains actions specific for the police.

IN ADDITION, UPON ACTIVATION OF THIS PLAN:

- Activate call cascade, Op-Link
- Dispatch a liaison officer to attend the site affected (if safe to do so) and gain M/ETHANE report
- Inform Duty Critical Incident Manager (CIM) to attend the Forward Control Point and assume role as Police Operational Commander (Bronze)
- Inform Duty Tactical Commander for Plymouth (Silver)
- Establish Tactical Coordinating Group (TCG) – this may be held virtually using MS Teams
- Establish Tactical Coordination Centre (TCC) at Crownhill Police Station if required- responders may choose to work remotely
- Inform Duty Strategic Commander (Gold)
- Establish Evacuation Assembly Point(s) as required
- Appoint liaison officers to other locations as required and resources permitting (e.g. rest centre(s), casualty clearing station)
- Appoint an Airwaves Tactics Advisor (where available) and coordinate Airwave Interoperability

2.5 SOUTH WESTERN AMBULANCE SERVICE NHS FOUNDATION TRUST

Devon and Somerset Fire and Rescue Service will initiate the external emergency plan and will inform South Western Ambulance Services NHS Foundation Trust (SWASFT) who will:

- a) Mobilise responding resources based on the information provided at the time of the 999 call
- b) Request an early sitrep from the first crew or officer on scene in the M/ETHANE format. If the attending officer or crew declare a Major Incident Standby or a Major Incident Declared, SWASFT will implement their Incident Response plan and mobilise the following resources:

MAJOR INCIDENT STANDBY CONSISTS OF:

- 5 x double crewed ambulances (DCAs)
- 3 x Officers (Including Tactical & Operational Commanders)
- 1 x NILO
- Nearest Hazardous Area Response Team (HART)
- 1 x Equipment Support Unit | x critical care team
- 1 x On Scene Medical Advisor

MAJOR INCIDENT DECLARED:

- 5 x further double crewed ambulances (DCAs)
- 3 x additional Officers
- 1 x additional HART
- 1 x Mass Casualty Vehicle
- 2 x additional Critical Care Teams

- c) In line with JESIP principles, liaise directly with the Police, Fire service and other responding organisations. If there is a Major Incident Standby or Declared – SWASFT will inform

- receiving hospitals including University Hospitals Plymouth Trust (Derriford) and NHS England of the declaration
- d) SWASFT will deploy a Strategic Commander (or liaison officer) to the designated SCC and a Tactical Commander (or liaison officer) to the designated TCC

2.6 UK HEALTH SECURITY AGENCY

ALERTING

In the event of this plan being activated, the South Western Ambulance Services NHS Foundation Trust will inform UKHSA Regional Centre, NHSEI and the Plymouth Director of Public Health (DPH). For chemical incidents, which have not been declared as major incidents, notification should still be undertaken and in addition to the above may include Local Authority Environmental Health Departments, Emergency Departments and UKHSA Radiation Chemical and Environmental Hazards Directorate (UKHSA RCE).

The UK Health Security Agency (UKHSA) was established in October 2021 as an Executive Agency of the Department of Health and Social Care. It is responsible for providing leadership in public health emergency preparedness, resilience, response and recovery and scientific and technical advice at all organisational levels, working in partnership with other organisations to protect the public.

UKHSA is a Category 1 responder with responsibility for all duties under the Civil Contingencies Act 2004. In this role we will provide the expert health protection advice to local authority Directors of Public Health, the local NHS and to LRF/LHRP structures and their programmes.

In fulfilling these responsibilities UKHSA will:

- Provide specialist services (inc. Health Protection, Field Services, Radiation Chemical and Environment, Communications & Emergency Preparedness Resilience & Response) in provision of public health advice and support relating to the health aspects of the incident (including any necessary public protection measures), and act as a gateway to national sources of specialist health protection advice,
- Activate and coordinate the provision of a Scientific and Technical Advice Cell (STAC), during relevant responses, including arranging a Chair, Deputy, Manager, Loggist and administrative support. If required this includes ensuring the transition of STAC support from the SCG to the recovery working group during the recovery phase,
- Support the development of public health messages during the response and recovery,
- Provide advice and support regarding monitoring impacts on public health and longer-term surveillance,
- Deploy suitable representatives to SCG, TCG, Communications and Recovery Group as required,
- Provide suitable representatives to an Air Quality Cell if convened and support with analysing any monitoring data.

2.7 NHS ENGLAND SOUTH WEST (NHSE SW)

- Provide health leadership for the region
- Coordinate regional health and social care teleconferences
- Represent the South West region at multi-agency Strategic and Regional Coordination Groups as required

In conjunction with the Integrated Care Board (ICB):

- Assess the impact of an incident on NHS resources, mobilising and coordinating assets where required

- Cascade alerts/information to NHS organisations in accordance with health command and control arrangements
- Support UKHSA in response to a health protection incident requiring NHS resources

NHS DEVON (Integrated Care Board)

- Responsible for leading the NHS in Devon (the Devon System) in response to the incident
- Co-ordinates Devon healthcare providers through strategic level MS Teams calls, in parallel to TCG/ SCG
- Represents the Devon System at TCG and SCG
- Represents the Devon System at SW Regional co-ordination meetings
- Will assess the impact of an incident on Devon NHS resources, mobilising and coordinating assets where required
- Will cascade alerts/ information to NHS organisations in Devon and co-ordinate with/ brief NHSE SW
- Support UKHSA in response to a health protection incident requiring NHS resources
- Where the incident affects multiple healthcare systems, will lead the NHS in Devon under the direction of NHSE SW.

2.8 LIVEWELL SOUTHWEST

On receiving notification of the activation of this plan Livewell Southwest (LSW) will:

- Conduct an immediate assessment of the emergency situation
- Review the status and resources of the organisation and its services, culminating in a decision concerning any requirement to implement the Major Incident Plan in full or in part
- Establish LSW's Incident Control Centre to provide a coordinated response for the deployment of resources as necessary
- Liaise with NHS England regarding capacity and support required
- Prepare to receive a call from Plymouth City Council to support humanitarian assistance evacuation and shelter requirements

2.9 UNIVERSITY HOSPITALS PLYMOUTH NHS TRUST (UHP)

South Western Ambulance Services NHS Foundation Trust will notify UHP's Derriford Hospital of an incident by relaying the message 'Major Incident Standby / Declared, provide a METHANE report with known details on the incident at the site and confirm that Derriford Hospital is designated as a receiving hospital.

SWAST will divert casualties to healthcare services, as detailed in the Casualty Distribution Plan.

Upon receipt of the message 'Major Incident Declared' notification message, Derriford Hospital will:

- a) Activate the Major Incident Plan for UHP
- b) Establish the Incident Control Centre to provide a co-ordinated response for the deployment of resources – treating casualties involved in the incident, whilst maintaining essential clinical services within the hospital
- c) Establish communication routes with agencies involved in response
- d) Liaise with SWASfT, Devon Integrated Care Board (ICB), NHS England and partner organisations regarding capacity and support required
- e) Liaise with ambulance commander and medical incident officer at scene

- f) Prepare to receive casualties from the incident
- g) Triage all casualties on arrival at the Emergency Department and redirect worried well, away from the hospital
- h) Establish limited casualty decontamination and monitoring facility in the Emergency Department courtyard at Derriford Hospital if required. All casualties should be decontaminated at site, prior to transportation to hospital, if required
- i) Invoke enhanced burns arrangements for the receipt of chemical-exposed casualties, with life-threatening conditions, if required
- j) Support the Police Hospital Documentation Team in the collation of casualty information

WORRIED WELL

Any incident at a licensed site is likely to cause concern amongst the local population. The concept of identifying the worried well should be uppermost in the minds of emergency responders, particularly in situations where able-bodied people are able to make their own arrangements. Responders should use 'best endeavours' to identify those that have not been injured during the incident response.

People not directly involved in the incident but worried about how their health may be affected should follow the advice issued at the time by health agencies, which will be widely circulated via the media.

Under no circumstances should evacuees be directed to the local acute hospital without first being triaged by the ambulance service or health staff.

If a street/area is to be evacuated because of the threat of fire, explosion or other cause, the emergency responders on the ground should direct all evacuees to the local authority evacuation point where an assessment of their individual needs will be undertaken.

All evacuees with injuries sustained during the incident or evacuation should be directed to the ambulance service at the casualty clearing station for triage and assessment.

All evacuees with long term illness, loss of medication or general concerns over their health should be moved to the nearest rest centre or survivor reception centre for assessment and treatment by the health teams / first aid present at these locations.

2.10 PLYMOUTH CITY COUNCIL

When notification is received from Devon and Cornwall Police of the potential to activate this plan, the on-call Civil Protection Officer must be contacted using the dedicated on-call mobile telephone number.

It will be the duty of Plymouth City Council to support the emergency services throughout the 'response phase' of the emergency.

On receipt of notification, the On-Call Civil Protection Officer (CPO) will;

- Start an action and decision log
- Initiate a cascade callout to other Council officers, appropriate to the level of response required as detailed in Plymouth City Council's Emergency Response Plan
- Activate the Council's Emergency Response Plan to stand up the council's Emergency Operations Centre (EOC) if necessary
- Contact the Prince Rock Depot Manager (office hours), who will consider their departmental recovery plan and escalate to the Business Continuity Sub Group Chair if appropriate.

The on-call CPO will then report to the Forward Control Point, if necessary and act as the Local Authority Liaison Officer (LALO).

The On-call CPO should consider;

- Activation of the council's Corporate Business Continuity Incident Management plan
- Placing the Recovery Coordinating Group on standby, in consultation with the Assistant Chief Executive
- Activation of the Council's Emergency Shelter Plan and liaising with Community Connections as appropriate
- Arrangements for local authority representation at the Strategic Coordination Centre and Tactical Coordination Centre as detailed in PCC's Emergency Response Plan.

2.11 COMPETENT AUTHORITIES

Regulations are enforced by the competent authorities comprising the Health and Safety Executive and the Environment Agency. These bodies work jointly and operators will generally receive a single response on all matters to do with COMAH.

2.12 ENVIRONMENT AGENCY

The site operator will notify the Agency about any COMAH major accident that has led or may lead to pollution of the environment whether air, water [including 'controlled waters'], or land. Controlled waters include most surface and ground waters and coastal waters up to 3 miles out to sea [defined under S.104 of the Water Resources Act 1991]. As part of the joint COMAH Competent Authority, in partnership with the HSE, the Agency will also review the effectiveness of On-Site and Off-Site emergency plans.

Once informed of such incidents, the Agency, as a first responder, will pass the information to a competent officer who will assess the incident and determine the response required by the Agency. Responses may include:

- a) Provide representation at Coordinating Groups and centres
- b) Helping identify who and what in the environment is at risk
- c) Warning river water abstractors who may be at risk
- d) Discussing mitigation measures with the emergency services to minimise environmental impacts
- e) Taking limited pollution mitigation action [as far as staff and resourced availability and safety allow]
- f) Investigating the source and cause of pollution and collecting samples and other evidence in relation to offences under environmental legislation

In addition:

In an incident that has or is likely to affect the environment, the Environment Agency will:

- a) Provide specialist environmental advice
- b) Monitor the effects of, and the response to an incident, to minimise the impact on the environment
- c) Work with the health authorities to provide them with advice on environmental impacts, which will assist in their formulation of health advice

Post Incident:

- a) Advise on how best to dispose of any waste generated by the incident
- b) Continue to monitor the impact on the environment
- c) Provide information to the public on the environmental impact
- d) Investigate the cause of an incident and take enforcement action as appropriate

Additionally, as part of the joint Competent Authority, the Agency must be notified of the occurrence of all major accidents at COMAH establishments so that a joint investigation with the HSE can be commenced pursuant to the requirements of COMAH Regulation 19[4], and so that reports can be sent to the European Commission in accordance with COMAH Regulation 21[1].

Notification of a major incident should be sent to the Agency's 24 hour Incident Communication Service partner's priority telephone line.

2.13 HEALTH AND SAFETY EXECUTIVE (HSE)

The site operator will notify the Health and Safety Executive of the major accident at an early stage. Their main role will be to investigate the accident and its causes and effects. As part of the joint Competent Authority, they will also review the effectiveness of On-Site and Off-Site Emergency Plans and are the main administrators of the COMAH regulations.

MAJOR INCIDENT AND CIVIL CONTINGENCIES PROCEDURE: HSE'S CONCEPT OF OPERATIONS AND ROLE IN RESPONSE TO A SERIOUS INDUSTRIAL OR RELATED INCIDENT/ EMERGENCY

HSE's role is set out in the Health and Safety at Work Act 1974 (HSWA) that is to act as the regulator to require that the risks from work activities are correctly assessed and controlled. HSE has a duty to provide advice on how the Act may be complied with.

In addition to this HSE has a duty as a Category 2 responder under the Civil Contingencies Act 2004 and (Contingency Planning) Regulations 2005, with a duty to provide relevant technical or specialist advice. This includes information on the nature of any potential hazards of the site/organisation.

Any assessment of the level of risk must, in the first instance, be for the duty holder or industry specialist representative in conjunction with the Category 1 responder. However, HSE will become involved if the duty holder is unavailable or doesn't hold the confidence of the public or emergency services.

The principles of HSE's response apply to all areas of HSE work except nuclear incidents. HSE is designated a Category 2 responder.

HSE's Response

HSE has a 24/7 response to incidents that includes a decision maker who will assess the initial incident and determine HSE's approach and deployment of resource.

We will use our best endeavours to respond to any reasonable request for information or provide a site response to an ongoing live incident. We cannot guarantee attendance out of hours but as a minimum we will offer telephone advice.

We will have proportionate arrangements (i.e. a Duty Officer and an up-to-date list of telephone contacts) in place via regional plans to allow HSE representatives to access telephone advice from 'experts' within HSE/HSL and from third parties with identified expertise. Experts will not be on a call-out rota and physical attendance is not guaranteed but is on a best endeavours basis.

HSE will proactively contact those leading the response to an incident to make them aware of what support we can provide (even when not notified).

HSE may initially respond to an emergency with a local response as outlined in the Regional Major Incident Response plan which recognises that a graduated response may be needed according to the incident; the information gained from the initial local response and the briefings provided to the Chief Executive/Deputy

Chief Executive (CE/DCE) by the appropriate Divisional Director/Regional Director will inform whether HSE's Emergency Response Plan should be activated by the CE/DCE.

Regional Major Incident Response Plan

The regional plan will be applied when events occur that require HSE's attention and which meet the following criteria:

- a) a significant event, demanding a response beyond the routine, resulting from uncontrolled developments in the course of the operation of any establishment and transient work activity, which may cause (or have the potential to cause) multiple serious injuries, multiple cases of ill-health (either immediate or delayed), loss of life, serious disruption or extensive damage to property
- b) a major civil contingencies event, that:
 - i. exceeds the capabilities of local or regional responders to respond effectively; and where
 - ii. Emergency regulations, under the Civil Contingencies Act 2004, have been invoked, or COBR has been activated

HSE Emergency Response Plan

The HSE emergency response plan will be applied when events occur that require HSE's attention and which meet the following criteria:

Where the regional major incident response plan has been activated and a potential major incident is identified or where the regional response to an incident is insufficient to cope with the situation and/or where COBR is convened in response to a major civil contingencies event.

2.14 NATIONAL GRID ELECTRICITY DISTRIBUTION (NGED)

When notification is received from Plymouth City Council that the external plan has been activated National Grid will:

DURING NORMAL WORKING HOURS [0800-1630]

Shift Manager Control:

- Notify Operations and Control Manager
- Notify Regional Manager
- Notify Plymouth Distribution Manager
- Notify Call Centre Manager
- Monitor circuits from Plymouth BSP and Plymouth Primary
- Brief Company Public Relations Department at Head Office

Plymouth Distribution Manager/Standby Manager:

- Arrange for suitably authorised staff to be available at Silver Control
- Deal with customer enquiries
- Keep Public Relations and Call Centre updated

Call Centre Manager:

- Ensure adequate staff available to deal with emergency
- Issue briefing note to staff with advice to customers

OUTSIDE NORMAL WORKING HOURS [1630-0800]

Shift Manager Control:

- Notify Operations and Control Manager
- Notify Regional Manager
- Notify Plymouth Distribution Manager
- Notify Standby Manager and Carlisle security guard for Plymouth Office
- Monitor Circuits from Plymouth BSP and Plymouth Primary
- Notify Call Centre manager
- Brief Company Public Relations Department at Head Office

Plymouth Distribution Manager/Standby Manager:

- Arrange for suitably authorised staff to be available at Silver Control
- Deal with customer enquiries
- Keep Public Relations and Call Centre updated

Call Centre Manager:

- Ensure adequate staff available to deal with emergency

2.15 SOUTH WEST WATER (SWW)

On receipt of an alert, South West Water will liaise with Plymouth City Council and the responding services and agencies to gain an understanding on the level of impact.

Assess:

- Are there disposal requirements?
- If so, advise and agree method of disposal
- Is there requirement for alternative water supplies?
- If so, open HQ Incident Room and establish Incident Team
- Sending a representative to Tactical Control

Secondary Actions:

- Notify regulators, DEFRA, DWI, OFWAT, Environment Agency and other stakeholders
- Provide support service to lead agency
- Ensure requirements of Security and Emergency Measures Direction are met as a minimum

2.16 WALES AND WEST UTILITIES

The primary responsibilities of Wales and West Utilities (WWU) as a gas distributor is to preserve life and property and where possible keep the gas flowing through the pipeline(s) to avoid loss of gas to any property or premises.

We operate a gas emergency number (0800 111999) that is 24hr, 365 days a year number. In an emergency situation (loss / smell of gas, explosion, ignition of gas) this gas emergency number must be used as this is the primary trigger to initiate a response from WWU.

On notification of an incident via the gas emergency number a WWU First Call Operative (FCO) will attend site within an hour. This FCO will conduct an on site risk assessment to determine the response required. If it is deemed a significant incident then:

- A WWU on-site incident controller would be nominated and, if necessary, a WWU local incident control point established. This would be located as closely as possible to any emergency services Tactical (Silver) Control point to facilitate coordination and liaison at the scene.
- WWU senior managers would assess the scale of the incident, and if necessary a WWU incident controller and major incident team would be established in the Incident Control room at Newport, to co-ordinate and manage the WWU response.
- The WWU emergency call centre would be initiated to take action to deal with incoming reports in the vicinity and ensure they are passed to the incident controller.
- The WWU incident controller will liaise with all respective interested parties including Health and Safety Executive, Ofgem, DESNEZ, Local Authority, Emergency Services (Police/Fire) to both coordinate efforts and minimise the impact of the incident.

2.17 BRITISH TELECOMMUNICATIONS (BT)

Maintain telecommunications to as many customers as possible within the area affected by the major accident hazard. Restore any BT services lost as soon as reasonably possible after the area has been declared safe.

2.18 CATTEWATER HARBOUR COMMISSIONERS

Following activation of the external emergency plan, the Cattewater Harbour Commissioners Oil Spill Contingency Plan would be initiated for a minor spill (Tier 1) located between the end of Mount Batten Breakwater and the Laira Bridge. For a more serious spill (Tier 2), or if the spill is likely move beyond the Cattewater Harbour limits, then the Dockyard Port of Plymouth and Tamar Estuaries Oil Spill Contingency Plan would be activated. This plan details the management arrangements for dealing with oil pollution incidents occurring in the Dockyard Port of Plymouth (including the Cattewater). It also provides the immediate and continued response required to conform to the Merchant Shipping [Oil Pollution Preparedness, Response and Cooperation Convention OPRC] Regulations and Statutory Instruments.

2.19 KINGS HARBOUR MASTER (KHM)

The King's Harbour master has a port-wide responsibility for major emergencies on the water. Detail of their response is detailed in the Dockyard Port of Plymouth Maritime and Emergency and Contingency Plan - Sound Off and the Oil Spill Contingency Plan. Both plans are available via the [KHM website](#)

2.20 DEPARTMENT FOR LEVELLING UP, HOUSING AND COMMUNITIES (DLUHC)

The DLUHC role is:

- To provide policy advice in planning for any emergency
- To obtain information from the local level for the centre and take a cross-government overview of the effects of an incident in the region

- To disseminate information, advice and instructions from Central Government to local partners
- To facilitate and co-ordinate Resilience Coordination Groups (ResCG) when required: to develop a shared understanding of the evolving situation, including horizon scanning to provide early warning of emerging major challenges; ensuring an effective flow of communication between and across local and national levels; and assess the emergency's actual and / or potential impact
- Deploy a Government Liaison Officer (GLO) once a Strategic Co-ordination Group has been established, unless alternative arrangements have been agreed. In some cases, such as a terrorist or nuclear emergency the Lead Government Department may deploy the GLO and DLUHC will support as a Consequence management Liaison Officer as part of a multidisciplinary Government Liaison Team

2.21 BARBICAN LEISURE PARK

When notification is received by the Park Security that the External Emergency Plan has been activated, Barbican Leisure Park (BLP) initial response would include:

During opening hours site security will:

- Inform business unit's duty management of the emergency
- If advised by the Police, inform units to evacuate the park and push the whole parks evacuation alarm
- Site security will seek to prevent traffic and members of the public entering the car park and re-direct those collecting patrons to the collection point
- Unit managers will control evacuation of their unit and direct the public accordingly

Outside working hours:

- As above however consideration should be given to contractors on site and within units

Note

The units have a duty manager/staff when open to the general public. At any given time 5,000 customers may be within the park's boundary.

2.22 COMMAND, CONTROL AND COORDINATION

Fundamental to the successful control and coordination of an emergency or major incident is effective liaison between partners. Facilitating this requires the use of a recognised and easily understood structure, based on three levels of command: strategic, tactical and operational, a format which is familiar to Category 1 and 2 Responders.

This format is outlined in Section 7.0 of the **Combined Agency Emergency Response Protocol**.

By use of this universal structure, agencies and organisations will be better able to communicate with each other and understand each other's functions and authority.

TACTICAL COORDINATION CENTRE

The Tactical Coordination Centre (TCC) will be located at Crownhill Police Station, Budshead Way or facilitated by way of remote working or a combination of both.

It will be the decision of the police, as the lead coordinating agency, to activate and run the Tactical Coordination Centre, from which Tactical Coordinating Group (TCG) meetings will be administered. All agencies involved in the response should be represented, working space is provided. It may be decided that a virtual meeting is more appropriate.

The TCG Standing Agenda can be accessed via Resilience Direct.

STRATEGIC COORDINATION CENTRE

The Strategic Coordination Centre (SCC) will be located at Police HQ, Middlemoor, Exeter.

It will be the decision of the police, as the lead coordinating authority, to activate the Strategic Coordination Centre, from which Strategic Coordinating Group (SCG) meetings will be administered. Devon and Cornwall Police will appoint a Strategic Commander to chair the group. It may be that the SCG and SCC can be facilitated remotely.

OTHER CONTROL CENTRES

It is recognised that responding partners may establish or utilise their own control centre to manage their own operations. These centres must remain in close liaison with their agency or organisations representative at an appropriate level, e.g. tactical.

2.23 SCENE MANAGEMENT

Refer to **Section 8.0 of the Combined Agency Emergency Response Protocol.**

Collective management of the scene of an emergency or major incident is integral to the success of each agency fulfilling its primary role and responsibilities (as outlined in sections 2.3-2.20). Personnel engaged in the initial deployment should establish scene management as a joint process as soon as is practicable.

Every effort should be made to ensure that Tactical Commanders hold an initial briefing (in accordance with JESIP). This will enable those Incident Officers to determine the tactics for Command and Control of the incident, to exchange operational information and detail anticipated requirements.

Incident Commanders and Site Operators are identifiable by their tabards, see **ANNEXES I and J.**

The **Traffic Management Plan** can be found in **ANNEX L.**

2.24 COMMUNICATIONS AND INTEROPERABILITY

The LRF Airwave Interoperability Standard Operating Procedure provides 'blue light services' with a unified framework for working together that enhances established practices for communications and coordination across the command and control structures.

It should be noted that the use of Airwaves may not be appropriate at the site due to safety issues. A number of intrinsically safe handheld radios are available at site.

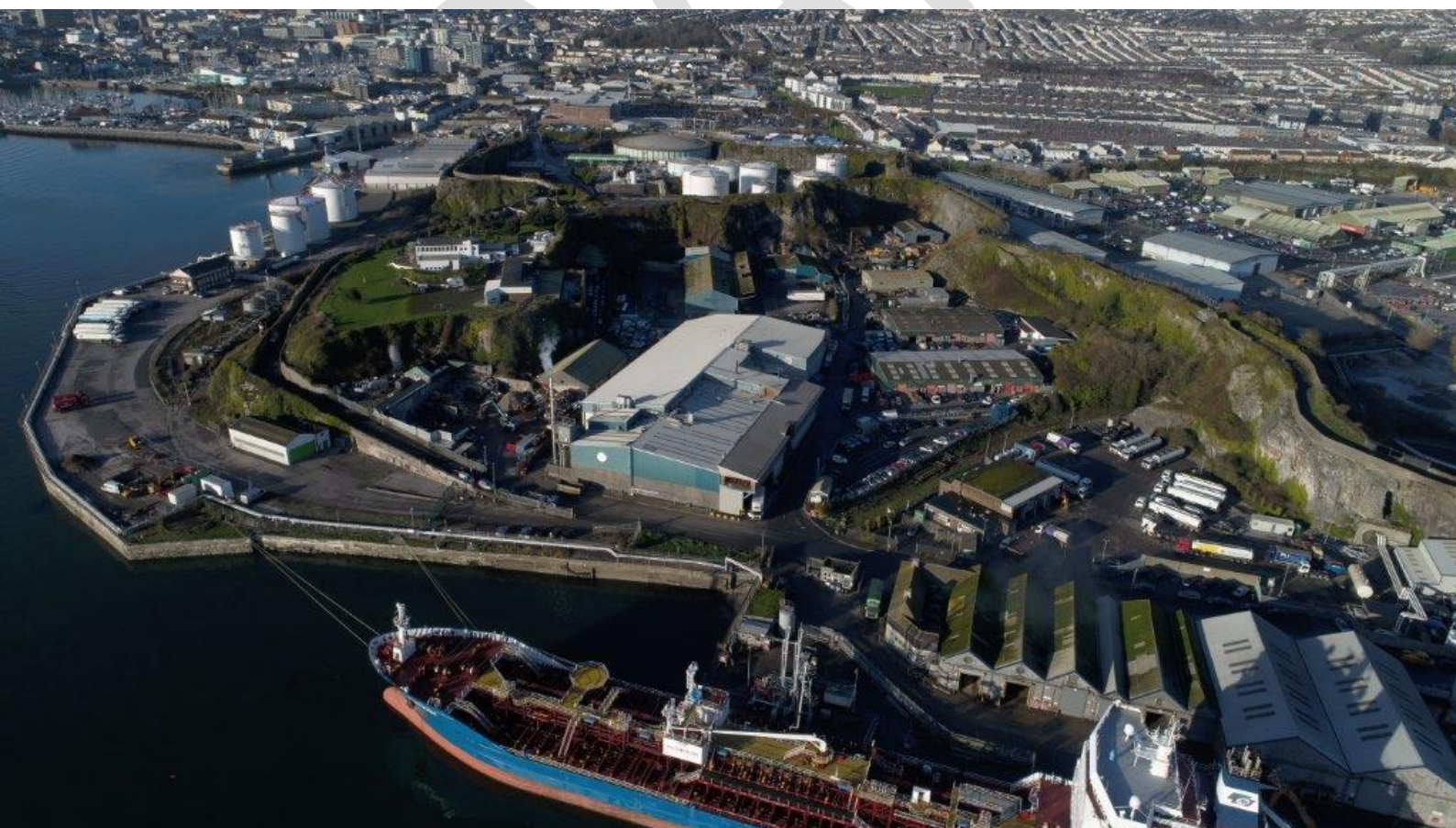
Other methods of communicating are also available to support the response, should they be required.

Refer to **Section 9.0 of the Combined Agency Emergency Response Protocol.**

In the event of communications failure or loss, refer to the DCIOS LRF Resilient Telecommunications Plan, which sets out a range of alternative options for communicating during an emergency or major incident.

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PART THREE: EVACUATION



3. EVACUATION

Emergencies may require the evacuation of a large surrounding area because of the danger to life from environmental or structural hazards. Evacuation is primarily a police role, usually on the advice of the fire and rescue service and in consultation with the local authority, but decision-making may need to involve personnel from several agencies.

Public safety is the main consideration when assessing the need to evacuate. It is the responsibility of the police, based on advice given, to advise an evacuation as soon as the need has been identified, and who will assume responsibility for the implementation and management of all aspects of the evacuation process.

Details of the evacuation process and the supporting functions of the Local Authority and Voluntary Sector can be found in **Section 10.0 of the Combined Agency Emergency Response Protocol.**

Evacuation and dispersal orders can be found in **ANNEXES M and N.**

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PART FOUR: WARNING, INFORMING AND MEDIA

SAFE



4. CATTEDOWN PUBLIC INFORMATION ZONE

The Public Information Zone is an identified area around the COMAH sites where persons are liable to be affected by a major accident occurring at the site. The site operators must provide information on safety measures and advice on what to do in the event of a major accident at the site.

This is in accordance with regulation 18 of COMAH and will be initiated using a software based solution for emergency notification.

The need to request an emergency alert via the Strategic Co-ordinating Group or Fire Gold processes should be considered at an early stage.

A map detailing the Cattedown Public Information Zone can be found at **ANNEX A**.

Plymouth City Council, in consultation with Valero Logistics UK Ltd and Greenergy Terminals Ltd, produce a Major Emergency Safety Advice and Public Information leaflet which is distributed to all businesses, schools, public buildings and residential properties within the Cattedown Public Information Zone.

The current information package can be found in **ANNEX O**.

4.1 BUSINESS CONTINUITY PROMOTION

Plymouth City Council has a duty to promote Business Continuity under the Civil Contingencies Act 2004, Chapter 8.8. The Act requires local authorities to provide advice and assistance to small to medium enterprises and the voluntary sector in relation to Business Continuity Management.

Businesses that are located in the area have done so in the full knowledge of its proximity to the COMAH sites and it is important for them to consider man-made as well as natural hazards when considering the extent of the risks faced by their business.

BCM advice and guidance can be found by visiting <https://www.plymouth.gov.uk/emergencies/businesscontinuity>

4.2 MEDIA

An emergency at a COMAH site will create immediate and intense interest from the media and members of the public. All agencies involved in the response will play an important role in ensuring accurate, authoritative and timely information is released to the media and public throughout the emergency. There will be a need for coordinated response from all responding agencies to ensure that consistent messages are provided. All agencies will adopt an open and forthcoming approach to providing public information.

Refer to the **DCIOS LRF Communicating with the Public in an Emergency Framework**, available on Resilience Direct.

PART FIVE: RECOVERY



5. PURPOSE OF RECOVERY

The purpose of providing recovery support is to assist the affected community towards management of its own recovery. It is recognised that where a community experiences a significant emergency, there is a need to supplement the personal, family and community structures which have been disrupted.

5.1 RECOVERY PROCEDURES

Plymouth City Council will coordinate and lead the recovery process, as outlined within Plymouth City Council's Major Incident Recovery Plan.

The Plymouth City Council Major Incident Recovery Plan is accessible on Resilience Direct.

The plan has been created in conjunction with the Devon, Cornwall and Isles of Scilly Local Resilience Forum Strategic Recovery Guidance (available on Resilience Direct) and the HM Government National Recovery Guidance Recovery Plan Template.

It sets out clear structures for forming working groups to enable recovery support from a significant emergency that affects either the City of Plymouth or communities within it and to assist the affected communities towards the management of their own recovery.

This plan does not stand alone, it links directly with the arrangements and protocols put in place by the emergency services, Government, and other relevant organisations with a role to play in the recovery process.

5.2 SUGGESTED HANDOVER CRITERIA (RESPONSE TO RECOVERY)

In order to ensure that all agencies are aware of the implications and arrangements for handover, from the response to recovery phase, it is suggested a formal meeting is held as soon as possible from the containment of the emergency, usually a SCG.

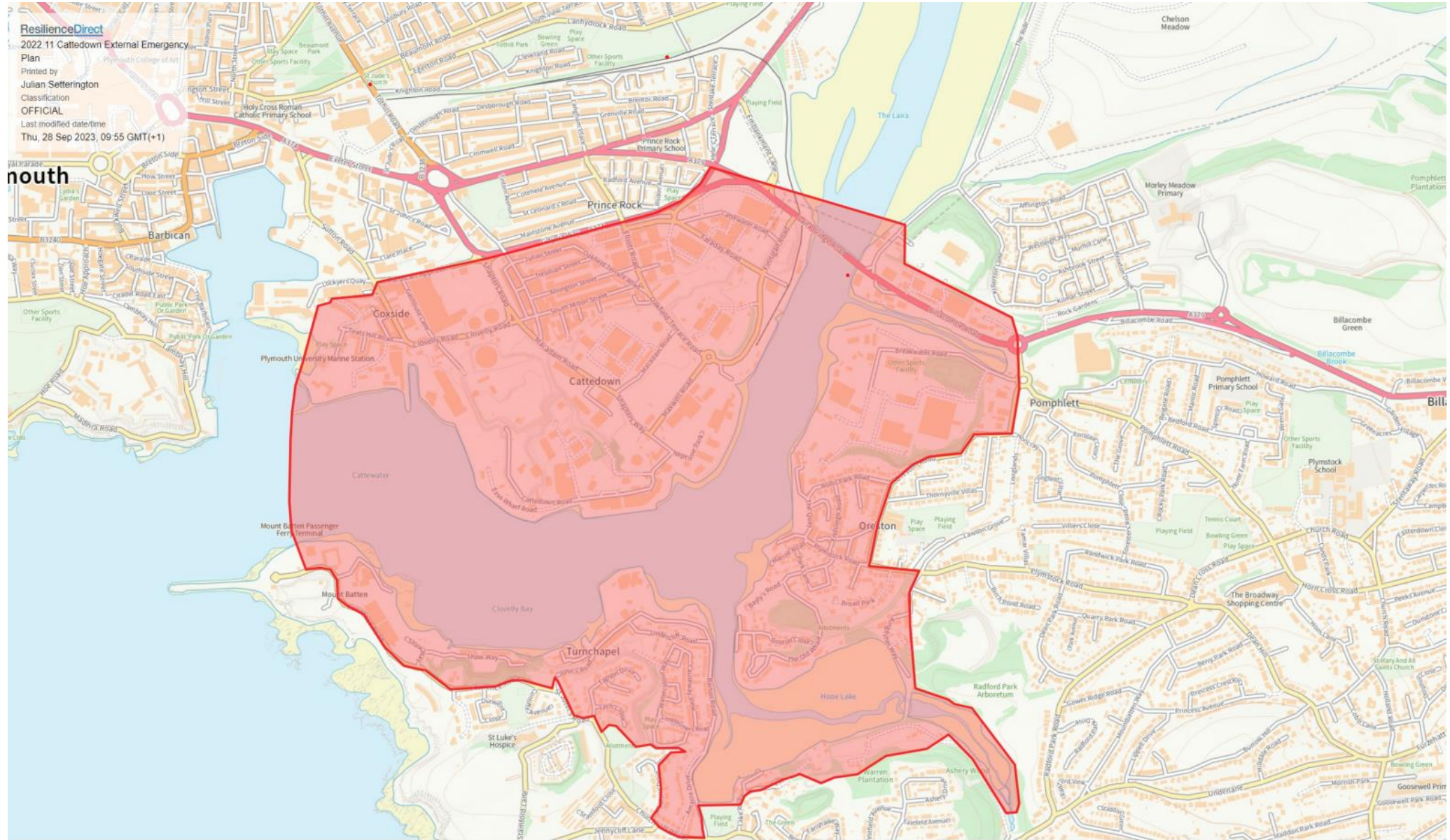
The transition from response to recovery is a formal and defined process and the Devon, Cornwall and the Isles of Scilly Local Resilience Forum Lead Responder Handover Document should be completed. Once undertaken the completion must be communicated to partner agencies and organisations and the community.

The Lead Responder Handover Document can be found in the Combined Agency Emergency Response Protocol, APPENDIX A.

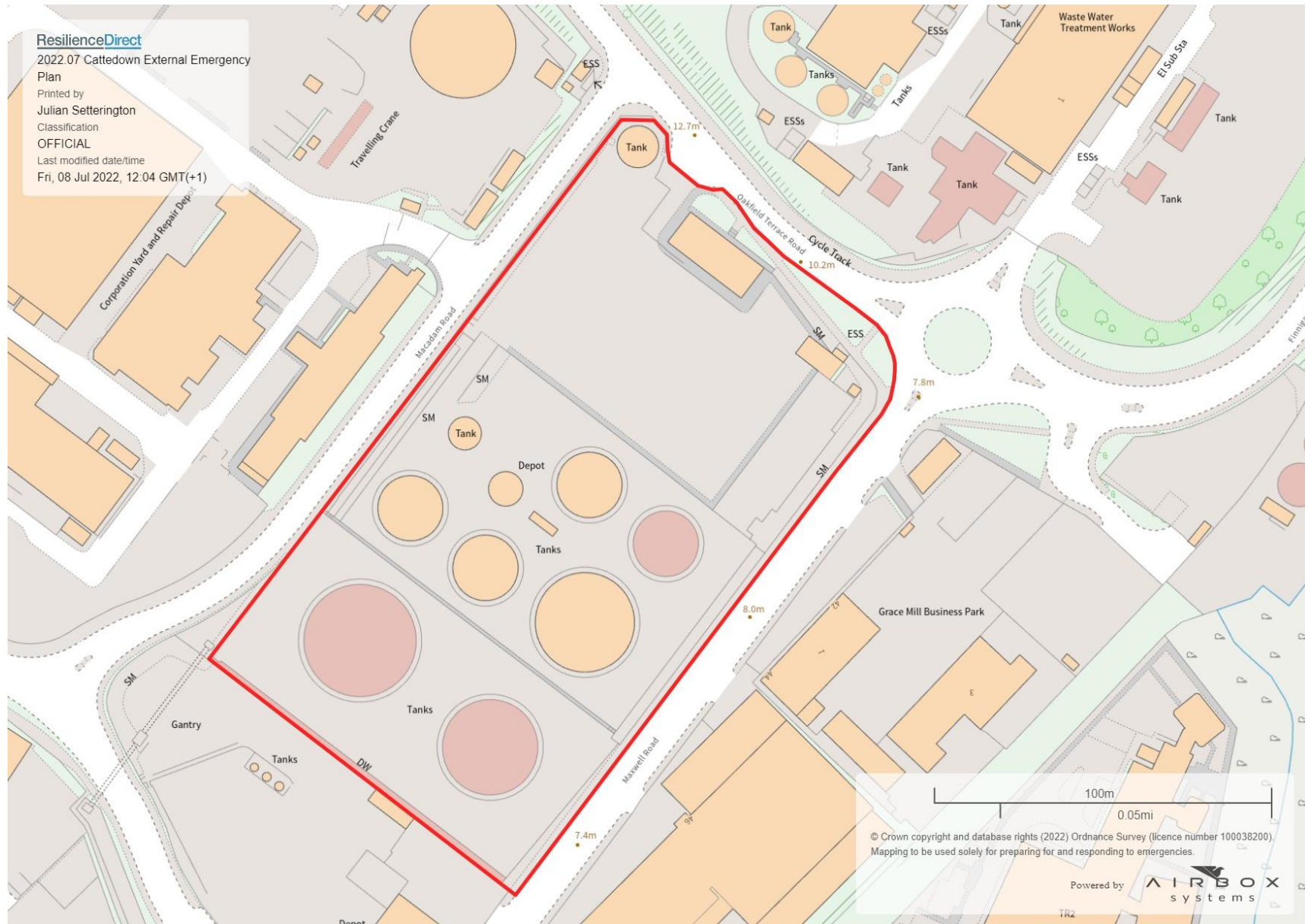
PART SIX: ANNEXES



6.1 ANNEX A: MAP OF CATTEDOWN PUBLIC INFORMATION ZONE



6.2 ANNEX B: SITE MAP - VALERO LOGISTICS UK LTD



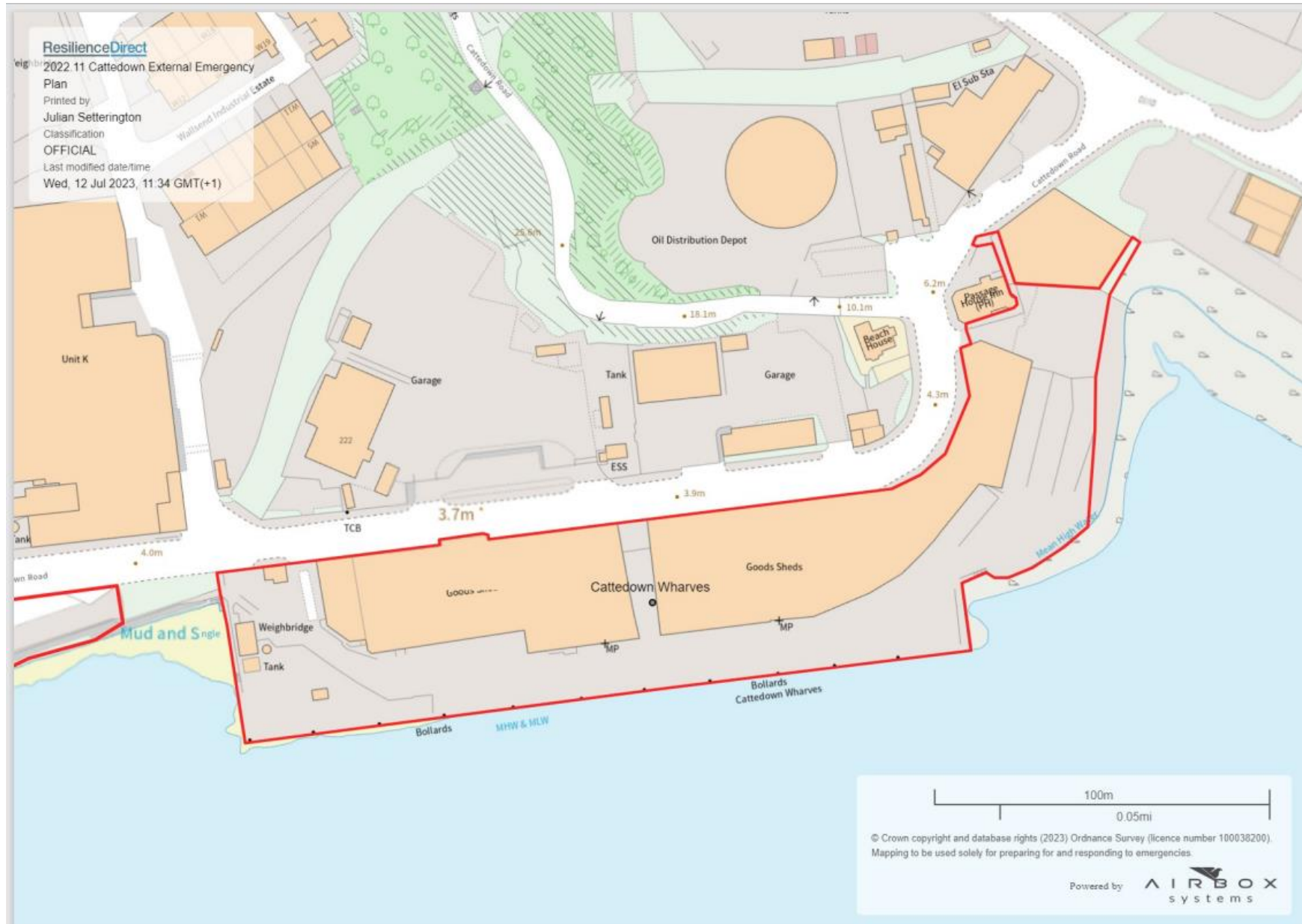
6.3 ANNEX C: SITE MAP – GREENERGY TERMINALS LTD (MAYFLOWER AREA)



6.4 ANNEX D: SITE MAP – GREENERGY TERMINALS LTD



6.5 ANNEX E: SITE MAP - CATTEDOWN WHARVES



6.7 ANNEX G: SITE MAP – ORIGIN FERTILISERS (UK) LTD.



6.8 ANNEX H: NEW MAJOR ACCIDENT HAZARD (MAH) LIST (VALERO LOGISTICS UK LTD)

VALERO LOGISTICS UK LIMITED MAHs WHICH WILL IMMEDIATELY INITIATE EXTERNAL EMERGENCY PLAN
Storage tank overfill
Storage tank catastrophic failure
Hole in storage tank
Marine arm failure
Transfer line failure whilst not in use
Transfer line failure when line under pressure
Transfer line failure affecting public road
Road Tanker Wagon (RTW) overfill
Failure in loading bay equipment
Vapour cloud explosion on site causing AN explosion on adjacent site

6.9 ANNEX I: NEW MAJOR ACCIDENT HAZARD (MAH) LIST (GREENERGY)

GREENERGY TERMINALS LTD MAHs WHICH WILL IMMEDIATELY INITIATE EXTERNAL EMERGENCY PLAN	
Scenario 1	Overfill of a Storage Tank a) At Mayflower during filling from a ship b) At Cattedown during filling from a ship c) At Mayflower during tank to tank filling d) At Cattedown during tank to tank filling
Scenario 2	Pump seal leak
Scenario 3	Road Tanker Drive-away a) From Mayflower b) From Cattedown
Scenario 4	Internal Explosion a) In a storage tank b) In the vapour recovery unit pipework
Scenario 5	Catastrophic Integrity Failure of Vessel/Pipework a) Loss of containment from storage tank b) Loss of containment from pipework c) Loss of containment from intermediate bulk container
Scenario 6	Leak due to human error
Scenario 7	Overfill of Road Tanker a) At Mayflower b) At Cattedown
Scenario 8	Marine load Arm rupture

6.10 ANNEX J: SITE OPERATOR TABARDS

The site operator and other key on-site personnel involved in the response are identifiable by the following tabard, worn by both the Valero Logistics UK Ltd and Greenergy Terminals Ltd Incident Controllers.



6.11 ANNEX K: EMERGENCY RESPONDER TABARDS

The emergency responder involved in the response are identifiable by their respective tabards.

Fire Incident Commander

The Fire & Rescue Service 'Incident Commander' on the scene, irrespective whether an Operational or Tactical commander, will wear this tabard:



Police Incident Commander

The Police Commander on the scene will wear this tabard:



Plymouth City Council Civil Protection

The Officer on the scene will wear this tabard:



Ambulance Incident Commander

The Tactical Commander will wear this tabard:



Ambulance Operational Commander

The Operational Commander will wear this tabard:



6.12 ANNEX L: TRAFFIC MANAGEMENT PLAN

PLYMOUTH UPPER-TIER COMAH SITES EXTERNAL EMERGENCY PLAN

TRAFFIC MANAGEMENT PLAN

Produced in consultation with Devon and Cornwall Police

Appoint a Bronze Traffic Commander as soon as possible to implement this plan

RV POINT: RETAIL SITE, FRIARY PARK, PL4 0HH GRID REF: 248718, 054546

Contact National Highways at their South West Regional Coordination Centre if the Strategic Road Network (A38 trunk road) is impacted, via the Police Control Room

It should be noted that the decision to close Laira Bridge Road and / or Gdynia Way will result in significant traffic disruption and resultant congestion in the Plymouth City Centre and Plymstock areas. Any Traffic Management decisions are subject to dynamic risk assessment at the time of the incident.

1. If the scale of the incident requires it, consider closing Billacombe Road towards Laira Bridge Road at Billacombe roundabout. Traffic is to be diverted towards Plymstock and Plympton. However, this will cause significant disruption and it may be more appropriate to only close Finnigan Road at the junction with Laira Bridge Road
2. Close slip road from Gdynia Way towards Faraday Road and Cattedown Road
3. Close Embankment Road junction with Elliott Road – to close Elliott Road to vehicular traffic
4. Close Cattedown Road at Cattedown Roundabout
5. Close Shapters Way at Gdynia Way junction. Divert traffic towards Cattedown Roundabout or via Barbican Approach and Sutton Road towards City Centre
6. Close Commercial Road at junction with Barbican Approach / Lockyers Quay
7. Consider closing Sutton Road at junction with Exeter Street, to prevent outbound traffic towards Cattedown
8. Give consideration to residential streets within the Cattedown area

NATIONAL HIGHWAYS INVOLVEMENT

The typical National Highways England response to incidents on the A38 would be:

1. Traffic management implementation including setting up diversionary routes when roads are closed, in liaison with the local highways authority when necessary
2. Respond to incidents and clear in order to restore traffic flow
3. Remove debris and broken down vehicles from the road
4. Monitor traffic flows and manage impact
5. Setting local and strategic Variable Message Signs (VMS) to provide information to the public
6. Assist with warning and informing the public through live traffic updates through the National Highways media / warning and informing channels

6.13 ANNEX M: EVACUATION AND DISPERSAL ORDERS

EVACUATION AND DISPERSAL ORDER		
MAJOR ACCIDENT HAZARD AT VALERO LOGISTICS UK LTD		
AREA	EVAC. ASSEMBLY POINT	REST CENTRE
OUTER CORDON – 400 METER BUFFER ZONE		
Commercial Area Friary Mill	ASTOR PLAYING FIELDS, CATTEDOWN ROUNDAABOUT	LEVEL 1: UP TO 30 Evacuation Assembly Points
Residential Properties Alvington Street down to Tresillian Street		LEVEL 2: Up to 100 Community Rest Centres
Commercial Area Cattedown Road Industrial Estate Interfish, Severnside (80 units)		LEVEL 3: 100 – 500 City Rest Centres
INNER CORDON – 250 METER BUFFER ZONE		
South Milton Street	ASTOR PLAYING FIELDS, CATTEDOWN ROUNDAABOUT	NO DECISION MUST BE MADE ON REST CENTRES WITHOUT THE AGREEMENT OF PLYMOUTH CITY COUNCIL
Prince Rock Depot		
Plymouth Trade Park		
Greenery Terminals Ltd		
BOC		
Cattedown Ind. Estate		
Origin Fertilisers		
Neptune Park (TR2)		
South West Water		

6.14 ANNEX N: EVACUATION AND DISPERSAL ORDERS

EVACUATION AND DISPERSAL ORDER		
MAJOR ACCIDENT HAZARD AT GREENERGY TERMINALS LTD		
AREA	EVAC. ASSEMBLY POINT	REST CENTRE
OUTER CORDON – 400 METER BUFFER ZONE		
Commercial Area Cattedown Wharves and Cattedown Road Industrial Estate	ASTOR PLAYING FIELDS, CATTEDOWN ROUNDAABOUT	LEVEL 1: UP TO 30 Evacuation Assembly Points LEVEL 2: Up to 100 Community Rest Centres LEVEL 3: 100 – 500 City Rest Centres
Residential Properties Commercial Road to Teats Hill Flats		
Commercial Area Queen Anne's		
Commercial Area Claire Place into Commercial Road		
Residential Properties Tresillian Street to Mainstone Avenue		
INNER CORDON – 250 METER BUFFER ZONE		
Barbican Leisure Park	ASTOR PLAYING FIELDS, CATTEDOWN ROUNDAABOUT	NO DECISION MUST BE MADE ON REST CENTRES WITHOUT THE AGREEMENT OF PLYMOUTH CITY COUNCIL
Poseidon House		
Victoria Wharves		
Cattedown Ind. Estate		
Prince Rock Depot		
Valero Logistics UK Ltd		
BOC		
Origin Fertilisers		
Plymouth Trade Park		
Tresillian Street		

NB. Any Evacuation would be decided dynamically using the JESIP Joint Decision Model in accordance with risk, information and other factors such as vulnerabilities, weather etc.

6.15 ANNEX O: PUBLIC INFORMATION ZONE PACKAGE 2022



Greenergy



July 2022

Dear Neighbour,

I am writing to you because your home or business is close to the two fuel depots in Cattedown. This means you are in what is known as the **Public Information Zone**. The site operators - Valero Logistics UK Ltd and Greenergy Terminals Ltd - must provide you with information so that you know what to do if there is an emergency.

In this envelope, you will find your copy of the Cattedown Major Emergency Safety Advice leaflet which has recently been re-issued and replaces the previous version issued during 2017. **Please read the leaflet and keep it in a safe place.** If you lose the leaflet, please visit this website or scan the QR code to access it digitally: <https://www.plymouth.gov.uk/emergencies/regulatedhazardous/sites/cattedownfueldistributiondepot>

In the unlikely event of a major accident in the area, information and advice will be supplied to you, including, if appropriate, any measures to protect your health. This information will be broadcast through the local media (radio, television and social media), and also through the Emergency Notification System which sends phone calls and/or texts to landlines or mobile phones, if you have signed up to it. These updates will tell you how to keep your family, friends and co-workers safe, and will also let you know when the all-clear has been given.

Major accidents are extremely rare, however, I would recommend that you register for this free service. To register, please visit the following website or scan the QR code: <https://www.plymouth.gov.uk/emergencies/plymouthwarnandinformemergencynotificationsystem>. Once registered, please login within one week to check your account has been activated.



Your details will be held securely, and in compliance with UK Data Protection Act current legislation, by our service provider SWN Communications Inc. To find out more, the SWN Communication Inc. Privacy Policy can be viewed on the registration portal (linked above).

If you require any of the documents in other languages or formats, or if you are finding it difficult to sign up to the Emergency Notification System please email civil.protection@plymouth.gov.uk in the first instance. If you are still struggling to sign up, please call Plymouth City Council on 01752 668000.

Yours faithfully,

Signatures intentionally removed

Signed on original

Christopher Roden
Greenergy Terminals Limited

Steve Phillips
Valero Logistics UK Ltd

DRAFT

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CATTEDOWN MAJOR EMERGENCY SAFETY ADVICE

What you need to know in an emergency



HOW YOU WILL HEAR ABOUT AN EMERGENCY

- Activation of the Emergency Notification System
- Emergency services
- Local radio station



GO IN

Go indoors

- Continually assess risks
- Do not collect children from school, they will be properly cared for



STAY IN

Close and stay away from windows and doors

Consider

- Extinguishing all naked flames
- Switching off gas supplies
- Do not go out until advised to do so

Stay calm and be prepared



TUNE IN

Listen to local TV or radio or check social media for further information

- Do not use telephones – keep lines free for the emergency services
- FM 103.4 BBC Radio Devon
- FM 96.6 Heart
- FM 102.2 Pirate FM (Devon)

Follow the instructions given by the emergency services



ALL CLEAR

Wait inside until the all clear is given or you are given further advice

EMERGENCY NOTIFICATION SYSTEM - FREE WARNING AND INFORMING SERVICE

Plymouth City Council, in partnership with Valero Logistics UK Ltd and Greenergy Terminals Ltd, provide a free warning and informing service for residents in the Cattedown public information zone.

Q) How can you sign up and manage your Emergency Notification System account?

- A) To sign up and manage your account visit: <https://www.plymouth.gov.uk/emergencies> or scan the QR code:



Q) How will you be told that an emergency is occurring?

- A) You will be contacted via the Emergency Notification System using your preferred contact methods, if you have signed up to receive alerts

Q) How will you find out what to do?

- A) You will receive updates through the Emergency Notification System. You should also tune in to local radio stations:
- FM: 103.4 BBC Radio Devon
 - FM: 96.6 Heart
 - FM: 102.2 Pirate (Plymouth) or FM: 102.8 (Cornwall)
 - Social media

How the Service Works

You will receive an automated call or text message from the Emergency Notification System, depending on your account preferences.

The service is tested annually. If there is a need to evacuate, instructions will be given on local radio and television, telling you what to do and when you need to do it.

Evacuation Checklist

Things to consider:

- Follow instruction given by the emergency services
- Gather family members and prepare to leave your home if told to do so
- If your children's school is within the evacuation zone arrangements will be made to ensure they are safe, there is no need to collect them unless told to do so
- Take baby and other specialist foods if needed
- Get pets ready for evacuation (food/leads/baskets)
- Take any prescribed medicines that you need with you
- Take appropriate clothing for everybody
- Take telephone lists for family and friends
- Take your mobile phone and charger
- Make sure all fires are out
- Turn off all non essential electrical appliances and equipment if safe to do so
- Shut all windows and doors and lock your home
- Keep keys and valuables safe
- Do not return home unless told you can do so by the police

Who has produced this information leaflet?

This leaflet has been produced by Plymouth City Council in consultation with Valero Logistics UK Ltd and Greenergy Terminals Ltd. It has been prepared in accordance with the Control of Major Accident Hazard Regulations 2015 (COMAH).

COMAH regulations require operators to send information to those living and working in the area, highlighting information on safety measures and actions to take in the unlikely event of a major accident at one of the sites.

Where can I get more information?

The off-site emergency plan for the Cattedown area is called the Plymouth Upper Tier COMAH Site External Emergency Plan.

It is written by Plymouth City Council as the responsible local authority. The off-site plan details how the emergency services and the local authority will work together to warn, inform and protect the public before, during and after a potential incident.

For more information please visit:
www.plymouth.gov.uk/emergencies
or scan the QR code:



Valero Logistics UK Ltd

Oakfield Terrace Road, Cattedown, Plymouth PL4 0RY
General enquiries - Tel 01752 266361

Greenergy Terminals Ltd

Plymouth Tank Farm, Breakwater Hill, Coxside,
Plymouth PL4 0RJ

General enquiries - Tel 01752 827400

Site Activities

The terminals receive petroleum products by ship, which are then stored in tanks on-site before being loaded onto road tankers for distribution to customers.

Substances

Petroleum products stored and distributed from the terminals are super unleaded petrol, premium unleaded petrol, ethanol, diesel, gas oil and kerosene. The petrols and ethanol are highly flammable, but the other products are less flammable.

Together, Valero Logistics UK Ltd and Greenergy operate within the confines of the Cattedown area along the shores of the River Plym. A major accident could have an acute (short term) effect on the aquatic environment in the River Plym Estuary, but is unlikely to have any long term effects on the population, plants or species in the local environment.

Major Accident Hazards

While the likelihood of a major accident such as a fire or spillage is very unlikely, the operators recognise the potential for their operations to affect people and both the natural and built environments, on and off-site. Therefore, the operators seek to adopt all practical measures to prevent such an incident by ensuring that the terminals are designed, built, maintained, operated and ultimately decommissioned to the highest industry standards. The operators comply with company health, safety and environmental policies and meet the requirements of legislation. The operators have in place the trained personnel, procedures and engineering systems to respond to such an incident and to mitigate the consequences to the staff, the public and the environment.

This leaflet is scheduled to be updated in June 2027

Origin Fertilisers Ltd

Maxwell Road, Cattedown, Plymouth PL4 0SN
General enquiries - Tel 01752 601124

Contact for Further Information

Origin Fertilisers, 1-3 Freeman Court, Jarman Way,
Royston, Herts SG8 5HW

Tel 01763 255500 Fax 01763 245686

Site Activities/Dangerous Substances

The Plymouth site imports, blends and distributes fertilisers containing ammonium nitrate.

Ammonium nitrate (AN) fertilisers are classified as dangerous substances for the purposes of the COMAH regulations. When properly handled, ammonium nitrate and ammonium nitrate based agricultural fertilisers do not present a major hazard. Origin Fertilisers (UK) Ltd operate strictly within the guidelines produced by the Health and Safety Executive. The company also accepts and complies with the responsibility as documented within the COMAH Regulations.

Major Accident Hazards

Ammonium nitrate is classified as an oxidising agent, it does not burn itself, but will support the combustion of combustible materials.

In extreme flood conditions, run-off from the establishment could lead to a potential pollution incident.

Ammonium nitrate fertiliser itself is of low toxicity. However, if it is involved in a fire, it decompresses and gives off fumes containing oxides of nitrogen, which are toxic gases. Inhaling gas containing oxides of nitrogen can cause breathing difficulties, which may have delayed effects.

GLOSSARY OF TERMS

AN	Ammonium Nitrate
CAERP	Combined Agencies Emergency Response Protocol
COMAH	Control of Major Accident Hazard Regulations
DCIOS	Devon, Cornwall and Isles of Scilly
DCP	Devon and Cornwall Police
DEFRA	Department for the Environment, Food and Rural Affairs
DPH	Director of Public Health
DSFRS	Devon and Somerset Fire and Rescue Service
EA	Environment Agency
ENS	Emergency notification system
FCP	Forward command post
FIM	Force incident manager
FSA	Food Standards Agency
HSE	Health and Safety Executive
LRF	Local resilience forum
MAH	Major Accident Hazard
MI	Major Incident
NPCC	National Police Chiefs' Council
PCC	Plymouth City Council
PIZ	Public Information Zone
PREMAG	Plymouth Resilience Emergency Management Action Group
RCE	Radiation, Chemical and Environmental Hazards Directorate
RCG	Recovery coordinating group
RD	Resilience Direct
SCC	Strategic coordination centre
SCG	Strategic coordinating group
STAC	Science and technical advice cell
SWN	Send Word Now
TC	Tactical commander
TCC	Tactical coordination centre
UKHSA	UK Health Security Agency