

Sullom Voe Harbour Emergency Plan

Shetland Islands Council

June 2023

Note - In an emergency, go straight to [Part C](#)

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Distribution List

Number	Copy Holder	Location
1.	Incident Room	Incident Room
2.	Harbour Master	Harbour Master's Office
3.	Deputy Harbour Master	Deputy Harbour Masters' Office
4.	VTs	VTs
5.	Port Safety Officers	Port Safety Officers' Office
6.	Team Leader – Port and Marine Superintendent	Team Leader – Port and Marine Superintendent's Office
7.	Team Leader – Towage Engineering Superintendent	Team Leader – Towage Engineering Superintendent's Office
8.	Dunter	Dunter
9.	Shalder	Shalder
10.	Tirrick	Tirrick
11.	Tystie	Tystie
12.	Pilot launch	Pilot Launch Bunkhouse
13.	Pilots	Pilots' Office
14.	SIC Emergency Planning and Resilience Officer	SIC Emergency Planning and Resilience Office
15.	Executive Manager – Marine Infrastructure and Airports	Executive Manager's Office
16.	Team Leader – Port Engineering Superintendent	Team Leader – Port Engineering Superintendents Office
17.	Workshop	Workshop Office
18.	Local Marine TA - EnQuest	SVT Incident Room
19.	Police Scotland	Lerwick Police Station
20.	Scottish Fire and Rescue	Lerwick Fire Station
21.	Maritime & Coastguard Agency	Lerwick MRCC
22.	Scottish Ambulance Service	Lerwick Ambulance Station

Glossary of Terms

Name	Description
VTs	Vessel Traffic Services
DHM	Duty Harbour Master
EmP	Emergency Plan
VHF	Very High Frequency (Radio)
SVHA	Sullom Voe Harbour Authority
M.S.D	Maritime Security Division
SOSREP	Secretary of State's Representative
SVT	Sullom Voe Terminal
IMT	Incident Management Team
I.C	Incident Command
SIC	Shetland Islands Council
MRF	Marine Reporting Form
VTsO	Vessel Traffic Services Operator
PIW	Person In the Water
NUC	Not Under Command
SART	Search And Rescue Transponder
SVHOSCP	Sullom Voe Harbour Oil Spill Contingency Plan
SHOSCP	Scalloway Harbour Oil Spill Contingency Plan
SMPCP	Shetland Marine Pollution Contingency Plan
SVT ERB	Sullom Voe Terminal Emergency Response Branch
MAIB	Marine Accident Investigation Branch
PSC	Port State Control
PIN	Personal Incident Notification
POB	Persons On Board
LNtM	Local Notice to Mariners
EM	Executive Manager
NS	Navigational Support
PFSO	Port Facility Security Officer
PFSP	Port Facility Security Plan
DfT	Department for Transport
PSO	Port Safety Officer
MRCC	Maritime Rescue Co-ordination Centre
DCPSO	Duty Counter Pollution and Salvage Officer
CoMAH	Control of Major Accident Hazards

Amendment Log

Issue No.	Issue Date	Amended / Issued By	Checked By
1	12/06/2023	B.C	G.M / R.G

Part A

How to use the plan

Part A

- How to use this plan
- Introduction
- Organisational Structure
- Roles & Responsibilities
- Incident Organigram

Part B

- Activating the Emergency Plan
- Communication
- Mobilisation
- Deployment
- Standing down
- Debrief & Review
- Training & Exercise

Part C

- Contact sheets
- Action cards

Annex

- I Identified resources & capabilities
- II Incident Log Template
- III Situation Reports / M.E.T.H.A.N.E Report Templates

Introduction

This is the Emergency Plan for the Sullom Voe Harbour Area. The Emergency Plan is a controlled document, it is reviewed at periods not exceeding three years and amended as circumstances and conditions change. The contents of the Plan will be widely broadcast. Those who have a role in the plan, will be trained in exercising the plan accordingly.

The Sullom Voe Harbour Authority (SVHA) is a Category 2 responder under the Civil Contingencies Act 2004. This means that the Harbour Authority has statutory duties when dealing with an emergency, including sharing information with and assisting Category 1 responders.

Category 1 responders in Scotland are listed in Schedule 1 of the Civil Contingencies Act 2004 as

- Local Authorities
- Emergency services
- SEPA

The Shetland Islands Council (SIC) as a whole is a Category 1 responder. As a category 1 responder, the SIC may be required to respond to an incident in the Sullom Voe Harbour Area. If SIC as a whole respond, they will form the Corporate Management Team. The Corporate Management Team will coordinate the Councils response as a whole.

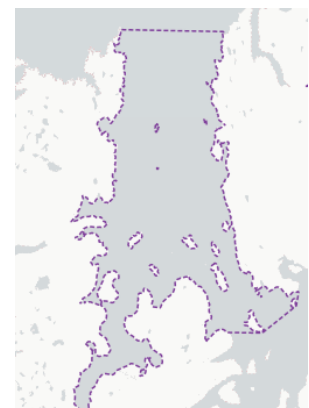
Sullom Voe Harbour Authority (SVHA) as a Category 2 responder, will form the Incident Management Team under this plan. The Incident Management Team will coordinate the SVHA's response to the emergency.

Purpose

This plan forms the response of the SVHA as a Category 2 responder and fulfills the requirements to have a plan under the Dangerous Goods in Harbour Areas Regulations 2016.

This plan provides a framework for various SVHA resources to deal with an emergency in order to minimise the impact of an emergency that occurs in the Sullom Voe Harbour Area. This is achieved by detailing how to raise the alarm, managing communication and establishing co-ordination between the various organisations and vessels involved.

This Emergency Plan is the single point of reference for all emergency or incident responses with the exception of pollution. In the event of a pollution event, this plan may be consulted, however the dedicated pollution plans should be used for the response. In the event of a security incident, the action cards in this plan should be completed and the PFSO will consult the Port Facility Security Plan.



Extent of the Sullom Voe Harbour Area as detailed in the ZCC Act 1974

The full document is to be used as a reference, particularly for employees assuming responsibilities under this plan. Sections, which contain action cards, may be reprinted separately to be included in 'grab bags' or used as check off sheets. Appropriate document control shall ensure they are updated to the current version.

Key Objectives

The Key objective of the plan is to minimise the impact of an Emergency within the Sullom Voe Harbour Area. This is achieved by detailing immediate actions or high priority responses and considerations to be taken by defined members of staff along with a defined communication and implementation procedure.

The priorities of this plan and all actions listed within are;

- The prevention of injury and protection of human life
- The protection and safeguarding of the marine environment
- The protection and safeguarding of property
- The protection of the Ports and the Shetland Islands Councils reputation

Implementation

The Plan may be implemented in whole or in part, depending upon the nature and scale of the incident.

This plan will be activated by the Duty Harbour Master, upon receiving and considering a report of an Emergency.

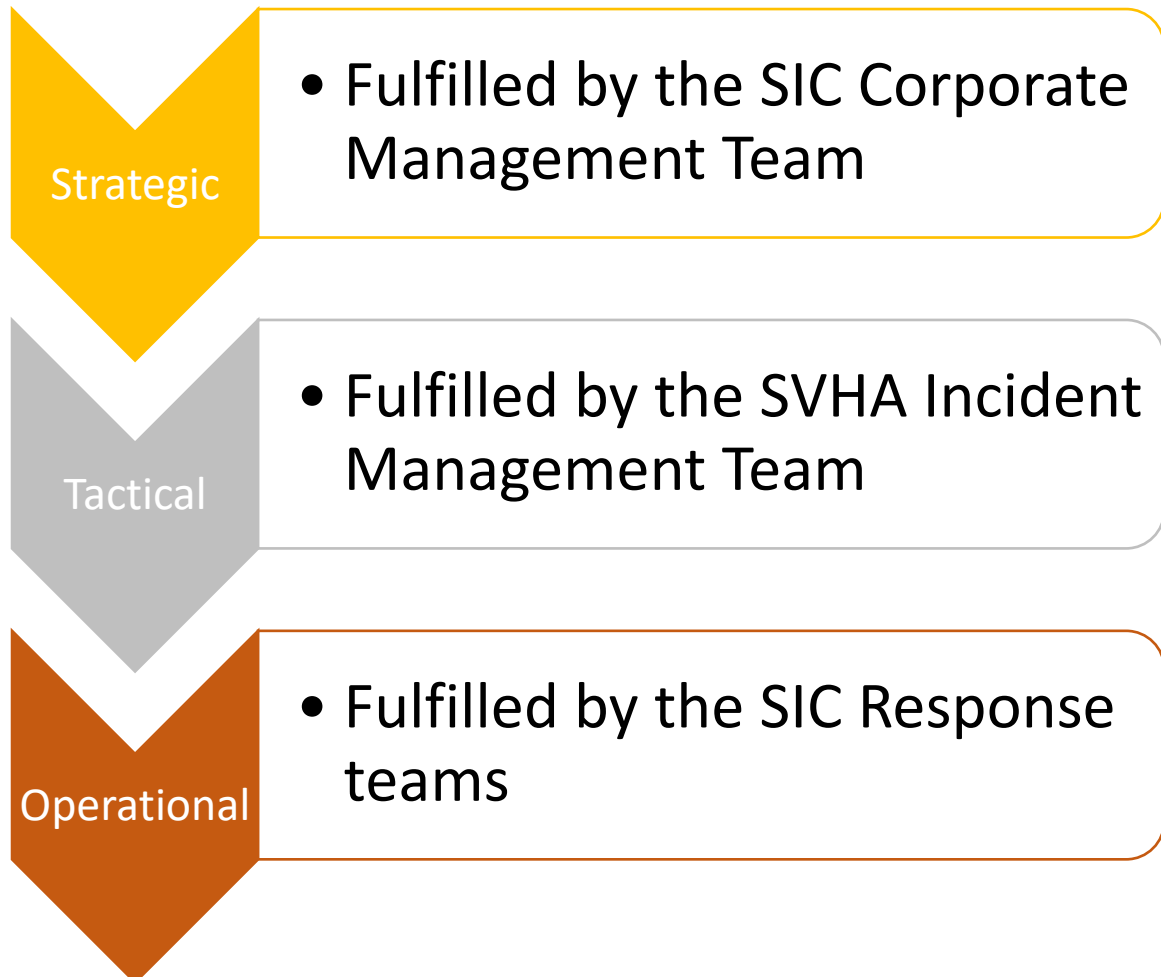
The definition of an Emergency, within this plan, is an incident affecting shipping or critical infrastructure within in the Sullom Voe Harbour Area, or an incident that creates, or is likely to create, a significant danger to navigation, life, property or the environment.

It may include, but not be limited to;

- Fire / Explosion on a vessel
- Damage to Port Infrastructure with threat to life
- Sinking / Capsize
- Abandon Ship
- Person in the Water (PIW)
- Pollution
- NUC/Break away
- Grounding
- Collision
- Medical Assistance
- Loss of Shipboard Navigational equipment
- Loss of Major Port Navigational Aids
- Security threats
- Bomb threats
- Protests
- IT Failure / Cyber Attack

Organisational Structure

When responding to an incident, the emergency services use an organisational structure comprised of Strategic command, Tactical command and Operational command. For continuity, this plan uses similar principles.



Roles and responsibilities

This section defines the roles and their responsibilities during an Emergency that occurs within the Sullom Voe Harbour Area. In the event of an Emergency, a response may be required by all or some of the following;



Category 1 Responders

The Emergency Services

The specific roles and responsibilities of each of the Emergency Services can be found on the Jesip website or by the below link

<https://www.jesip.org.uk/downloads/roles-responsibilities/>

Shetland Islands Council

Shetland Island Council have statutory responsibilities as a Category 1 responder and the specific actions are detailed in the SIC Major Emergency Plan.

For the sake of this plan, the SIC Responsibilities are:

- Activate and manage the SIC Major Emergency Plan as required
- Form the Corporate Management Team
- Coordinate & direct the Council wide response to the emergency
- Pass relevant information to the SVHA Incident Management Team via the Executive Manager
- Press & media communications

Category 2 Responders

Sullom Voe Harbour Authority

Sullom Voe Harbour Authority will respond in two parts, the Incident Management Team (Tactical response) and SIC Response teams (Operational response).

Sullom Voe Harbour Authority – Incident Management Team (Tactical Response)

The Harbour Authorities Incident Management Team can consist of any of the below, but as a minimum will include the Duty Harbour Master, Duty VTSO & the Off Duty Port Safety Officer:

Executive Manager

Responsibilities:

- Create SitReps
- Pass SitReps to and from the SVHA Incident Management Team to Corporate Management Team and Harbour Board
- Business continuity
- Support the DHM in incident command

Duty Harbour Master

Responsibilities:

- Activate the Emergency Plan in accordance with part B of this plan
- Consult and complete appropriate Action Card(s)
- Incident command (tactical command)
- Direct SIC response teams
- Overall view of the SVHA's response to the incident
- Health & safety of the whole harbour area and it's users
- Gather and pass information from the SVHA Incident Management Team to the SIC response teams via VTS / SVHA Incident Control Room radio operator
- Pass information to the Executive Manager as appropriate
- Call in off duty VTSOs, PSO, Scalloway Staff and admin support

VTS

Responsibilities:

- Report any emergency or situation which may develop into an emergency to the Duty Harbour Master and Duty Port Safety Officer
- Once the Emergency Plan has been activated by the DHM, consult and complete the appropriate Action Card(s)
- Contributes to safety of life at sea and safety of navigation within the VTS area and approaches.
- Control movement of all vessels, as necessary
- Manage communication of incident and support vessels, as appropriate
- Pass information between the response teams and the management team as required by the Incident Commander
- Assist Emergency Services
- Once relieved by the Incident Room Radio Operator, resume routine VTS duties

Incident Room Communications officer

Where resources allow, this role may be filled by any appropriate member of the Incident Management Team

Responsibilities;

- Once instructed to do so, relieve the Duty VTSS of emergency communications
- Operate communication equipment as required including but not limited to;
 - VHF
 - Telephone
- Pass information between the SIC response teams and the SVHA Incident Management Team as required by the Incident Commander
- Establish and maintain a communications log
- Assist the Incident Management Team as required

Off Duty Port Safety Officer / Pollution Officer

Responsibilities;

- Assist the DHM as required
- Set up Incident Room
- Track response teams throughout the incident
- Provide advice to DHM on Health & Safety / pollution
- Provide first aid as required

Engineering (ports) team leads

Responsibilities;

- Deploy staff to the security gates as required
- Deploy staff to crew the Shearwater as required
- Deploy and liaise with Port Engineering staff as required

Port and Marine Superintendent / Tug Engineering Superintendent

Responsibilities;

- Liaise with fleet crews and the Incident Management Team
- Assist with managing fleet crews hours of rest in a prolonged response
- Provide advice to the Incident Management Team

Support Staff

Responsibilities;

- Assist management team as required
- Provide admin support to the management team as required
- Create SitReps as requested
- Incident Log keeping
- IT support (as required)

Sullom Voe Harbour Authority - SIC Response Teams (Operational Response)

The SIC response team dealing with an incident can consist of;

On Scene Commander (OSC) Afloat / Ashore

Responsibilities;

- Unless specified by the Incident Management Team, the role of the **OSC Afloat** shall be fulfilled by the **Duty Tug** and the role of the **OSC Ashore** shall be fulfilled by **the Duty Port Safety Officer**
- Deployed on scene to provide information to the Incident Management Team
- Provide a single point of contact between the SIC Response Teams and the Incident Management Team
- Provide a single point of contact between the SIC Response Teams and Emergency services (operational response teams)

Pilots

Responsibilities;

- Provide advice to the Incident Management Team on navigational matters and local knowledge
- Provide pilotage services as required

SIC Maritime Response Teams

Harbour vessels and crews

Responsibilities:

- Safety of crew and vessel
- Assist as required by the OSC Afloat
- Pass any relevant information to the OSC Afloat
- Respond as requested by the Incident Management Team

SIC Shore Response Teams

Engineering (Ports) staff

Responsibilities:

- Assist as required by the OSC Ashore
- Pass any relevant information to OSC Ashore

SIC Staff from other departments

Responsibilities:

- Assist as directed by the Corporate Management Team
- Once on scene, assist as required by the OSC Ashore
- Pass any relevant information to OSC Ashore

Sullom Voe Terminal Operators

Sullom Voe Terminal will form their own Strategic, Tactical and Operational response teams under their own emergency plans. They have dedicated emergency response teams located on site, who will respond to any emergency situation that occurs within the terminal including CoMAH incidents.

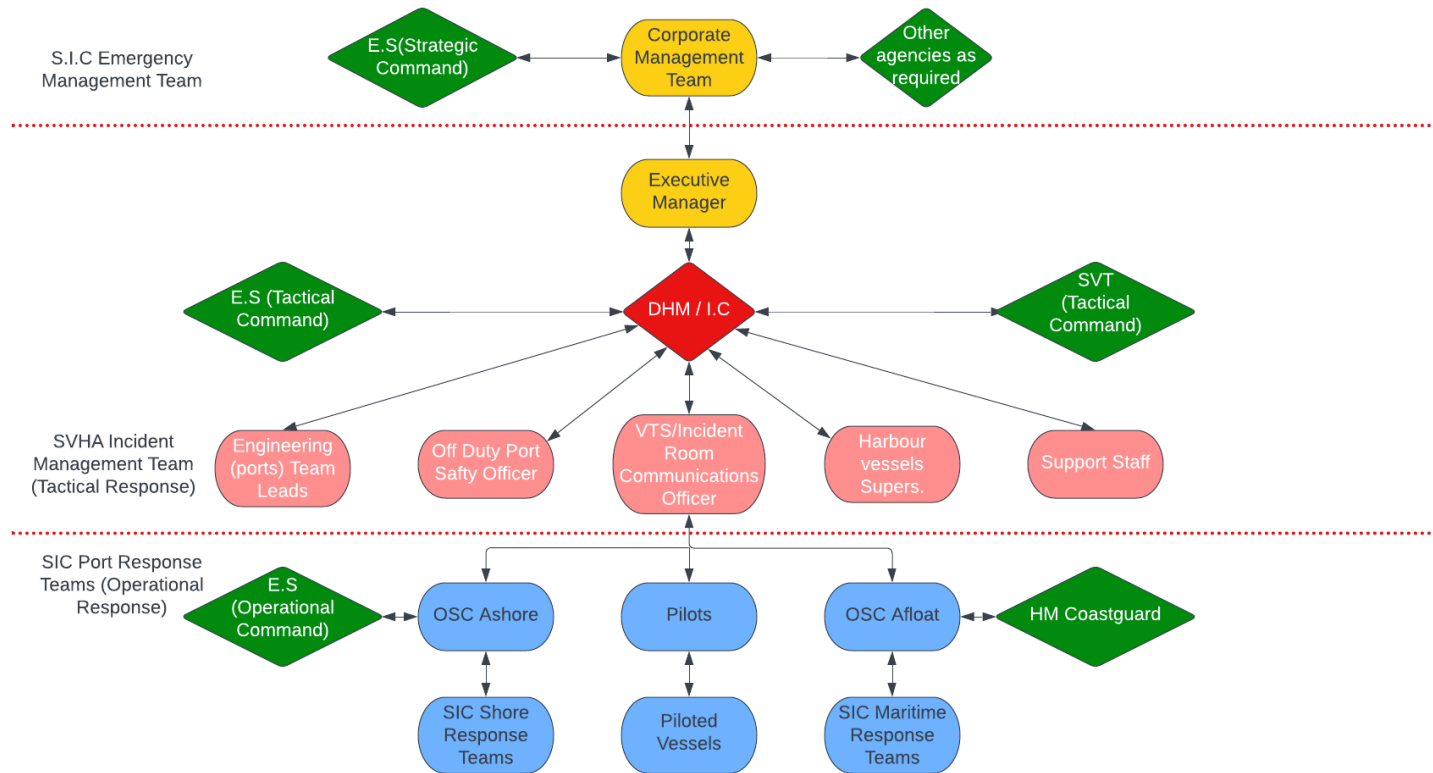
Responsibilities;

- CoMAH response
- Respond to emergency situations that occur within SVT
- Communicate with SVHA Incident Management Team
- Activate the Sullom Voe Terminal Emergency Plan where appropriate
- Direct the SVT response

External Government Agencies

Agencies such as Maritime Security Division or the SOSREP (DfT) may get involved if the incident requires. In such a situation, the Harbour Authority must comply with any instruction given to them.

Incident Organigram



Key:
 OSC - On Scene Commander
 E.S - Emergency Services
 SVT - Sullom Voe Terminal
 DHM I.C - Duty Harbour Master / Incident Commander

Part B

Activating the Emergency Plan

Any Emergency, or developing situation that could lead to an emergency, that occurs within the Sullom Voe Harbour Area, should be reported immediately to Sullom Voe VTS.

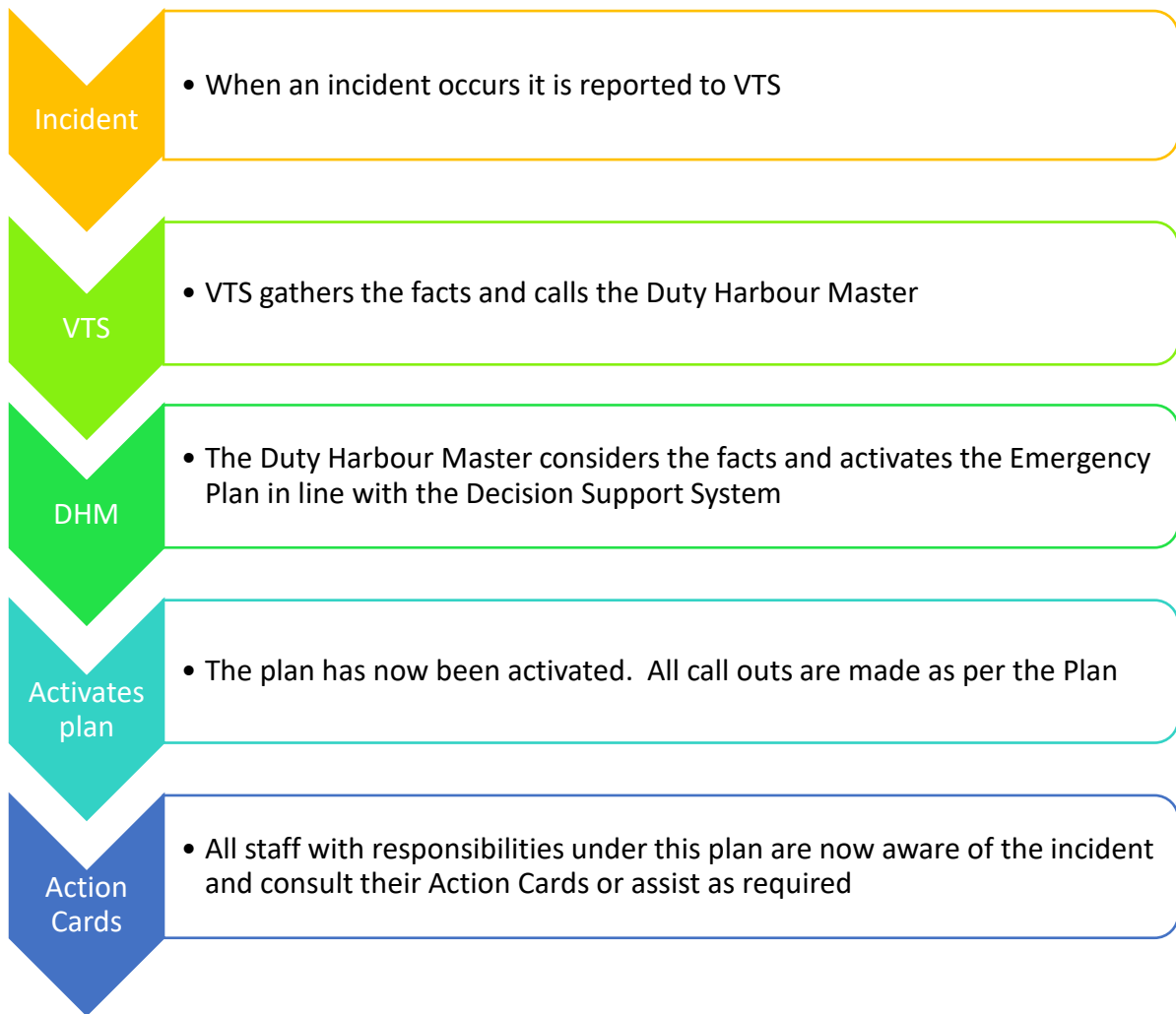
Upon receipt of such a report, Sullom Voe VTS shall call the Duty Harbour Master. A Decision Support System for VTS on when to call the DHM can be found in this section.

Once the Duty Harbour Master has been contacted, they can make a decision as to whether to activate the Emergency Plan. A Decision Support System on when the Duty Harbour Master should activate the Emergency Plan can also be found later in this section.

Notification that the plan has been activated

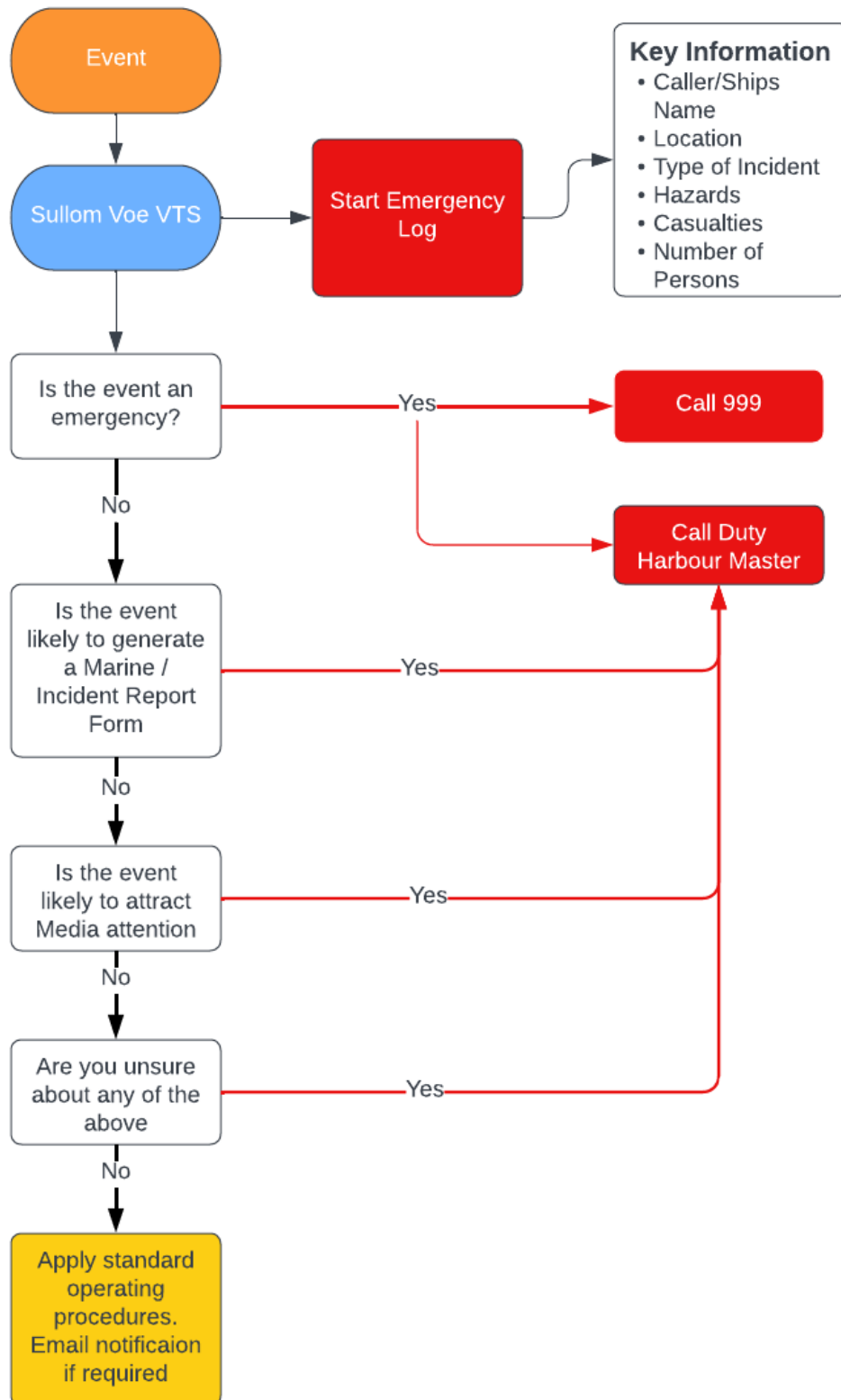
If the decision is made to activate the plan, the Duty Harbour Master can confirm this decision by any means appropriate. The decision to activate the plan shall be communicated to all relevant personnel.

The Action cards in part C for VTS, DHM and Executive manager detail who to call when the plan has been activated. These call outs should be made ASAP stating clearly that the Sullom Voe Harbour Emergency Plan has been activated.

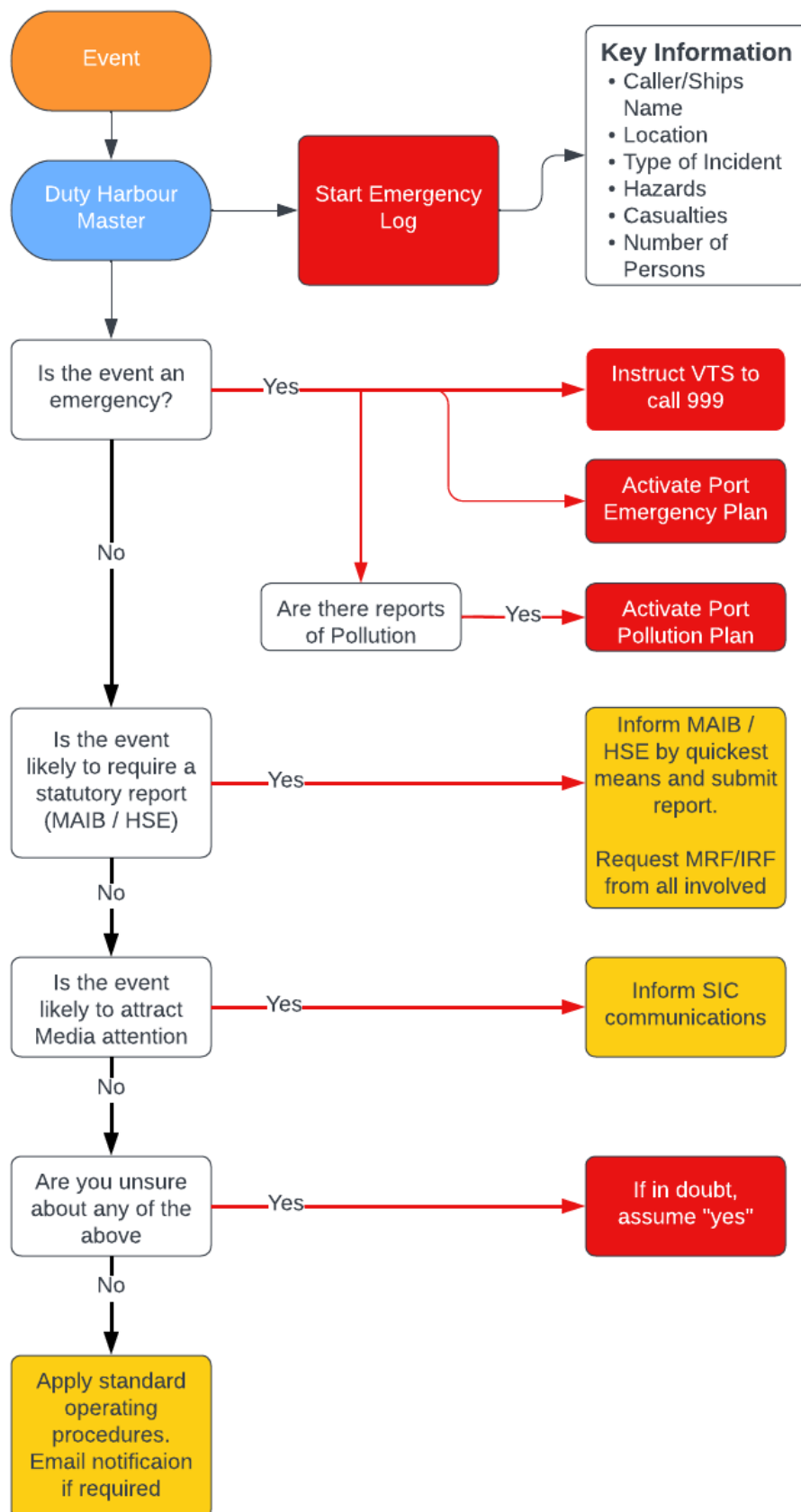


VTS – Decision Support System - When to call the DHM

See below flow chart for when VTS should call the DHM



DHM – Decision support system – When to activate the Emergency Plan



Communication

Contact Sheet

SIC Chief Executive's Department		
Chief Executive & Corporate Management Team	Contact through Emergency Planning	
Emergency Planning & Resilience Advisor	Work	01595744740
Director of Infrastructure	Contact through Emergency Planning	

SIC Ports & Harbours		
Executive Manager – Harbour Master	Work Out of Hours - Sullom Voe VTS	01806 244209
Team Lead – Deputy Harbour Master	Work Out of Hours - Sullom Voe VTS	01806244245
Team Lead – Deputy Harbour Master	Work Out of Hours - Sullom Voe VTS	01806 244202
Team Lead – Fleet Engineering	Work Out of Hours - Sullom Voe VTS	01806 244205
Team Lead – Fleet	Work Out of Hours - Sullom Voe VTS	01806 244297
Port Safety Officer	Work Out of Hours - Sullom Voe VTS	01806 244277
Port Safety Officer	Work Out of Hours - Sullom Voe VTS	01806244278
Sullom Voe VTS	VHF Ch. Phone (24hrs) Mobile	14 / 10 01595744280/81/82 07384878711
Scalloway Harbour Office	VHF Ch. Phone	14 01595744221

SVHA Incident Control Room		
Communications Officer	Phone VHF	01595807000 10

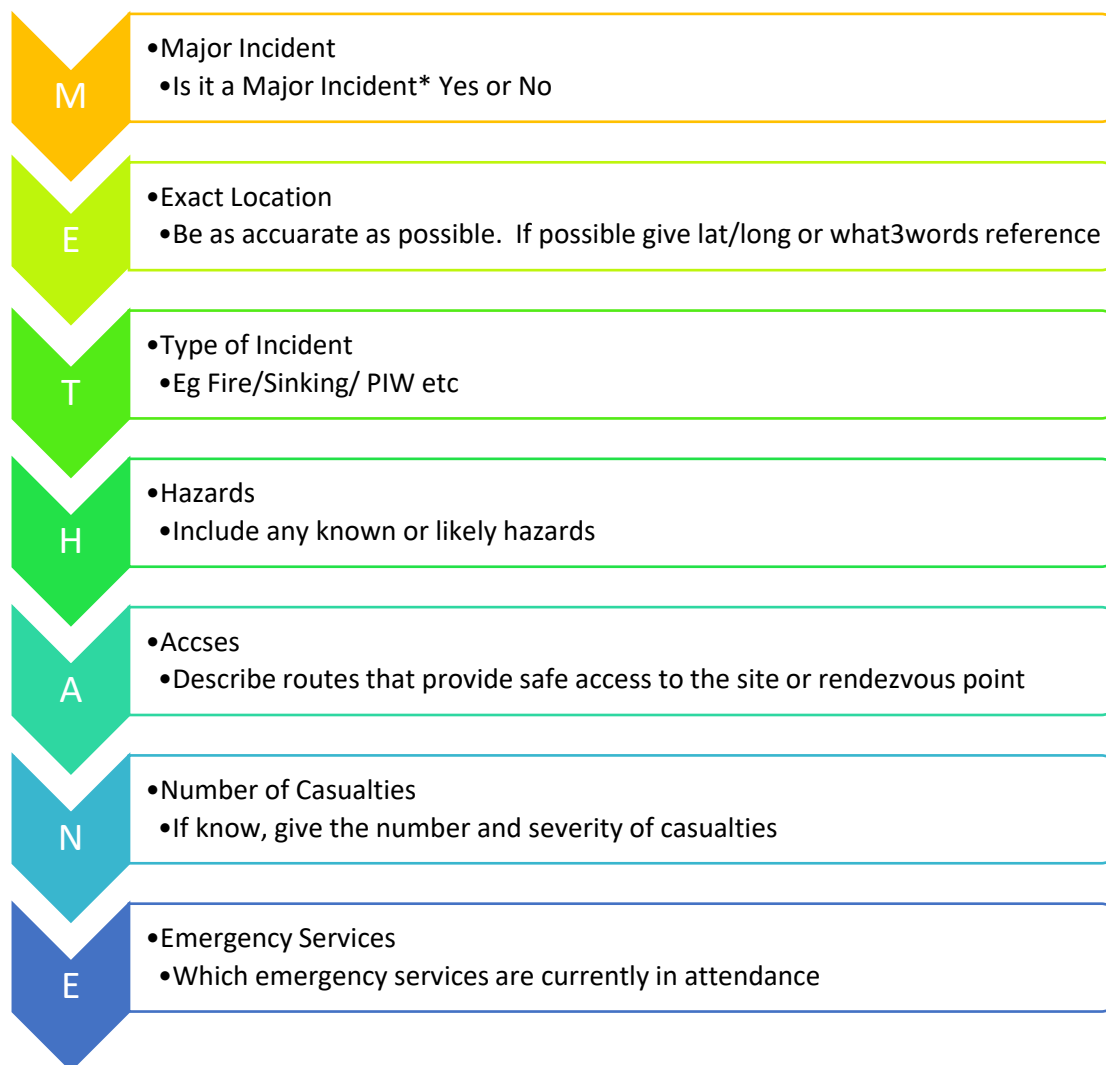
SIC Ports Engineering		
Executive Manager – Marine Infrastructure & Airports	Work Out of Hours - Sullom Voe VTS	01806 244264
Team Leader – Ports Engineering	Work Out of Hours - Sullom Voe VTS	01806244203
SIC ICT	Duty phone	0159574777

Sullom Voe Terminal		
General Switchboard	Phone	01806 243000

Emergency Services		
HM Coastguard	VHF Ch. Phone	16 999
Police Scotland	Phone Phone (non-emergency)	999 101
Highlands & Islands Fire Service	Phone	999
Scottish Ambulance Service	Phone	999

Notifications

When making initial calls to Port Staff or the Emergency Services, the information and format used should be to the M.E.T.H.A.N.E format shown below. This is widely used by the Emergency Services and for unity SVHA have adopted the same format.



*Definition of a Major Incident

“A major incident is beyond the scope of business-as-usual operations, and is likely to involve serious harm, damage, disruption or risk to human life or welfare, essential services, the environment or national security” (<https://www.jesip.org.uk/uploads/media/app/Jesip-web-version/major.html>)

Lines of Communication

Communication between the Incident Management Team and the SIC Response Teams

The On Scene Commander Ashore shall provide a single point of contact between the Incident Management Team and the SIC Shore Response Teams.

The On Scene Commander Afloat shall provide a single point of contact between the Incident Management Team and the SIC Maritime Response Teams

Prior to the SVHA incident room being established

Until the Incident Room has been established, communications between the Incident Management Team and the SIC Response teams shall be passed through Sullom Voe VTS.

Establishing Communications in the Incident Room

Once the Incident Management Team and Incident Management Room have been established, the Incident Commander may take emergency communications into the Incident Room.

To do this;

- Establish the room with defined roles for each staff member
- Allocate an appropriate staff member to be radio operator (if possible, use an off duty VTSO)
- Test radio equipment & set to VHF Ch. 10
- Inform VTS that the incident room now has the watch on VHF Ch. 10.
- VTS will then revert to routine working and will assist as required.

If deemed appropriate to the situation, the Incident Commander may decide not to take radio communications into the Incident Room. In this case, communications between the Incident Management team and the SIC Response Teams shall continue to be passed through VTS.

After the Incident Room has been established

If the Incident Room takes over emergency communications, then information shall be passed to/from the SIC Response Teams directly to/from the Incident Room Radio Operator either via VHF or telephone.

Communication between the SVHA Incident Management Team and the Shetland Islands Council

The Executive Manager in the Incident Management Team, shall liaise with the Corporate Management Team. Contact with the Corporate Management Team to be made through the Emergency Planning and Resilience Officer.

If other council departments are to be utilised in the response, the request shall be made through the Executive Manager within the Incident Management Team, to the Corporate Management Team.

If Corporate Management Team has not been established, the Executive Manager in the Incident Management Team shall liaise directly with the Director of Infrastructure Services.

Communication between the SIC and Emergency services

Emergency Services – Strategic Command

All communications to the Emergency Services Strategic Command shall be made through the SIC Corporate Management Team.

Emergency Services – Tactical Command

A SIC representative may be requested to attend the Emergency Services Tactical Command Centre. If not specifically requested, the SVHA should consider if it is appropriate to request for either a SIC representative to be present in the Emergency Services Tactical Command Centre, or for Emergency Service Representatives to be present in the SVHA Incident Control Room.

If a SIC representative is to be deployed to the Emergency Services Tactical Command Centre, where possible, this role should be filled by the off duty Harbour Master or the SVHA Incident Management Team Executive Manager.

Emergency Service – Operational Command

The On Scene Commander Ashore shall liaise with the operational command of the Emergency Services.

If HM Coastguard are coordinating the maritime response, the On Scene Commander Afloat shall provide a single point of contact between the Harbour Vessels and the HM Coastguard

Communication with Duty Counter Pollution and Salvage Officer (DCPSO) & SOSREP

The DCPSO & SOSREP will be contacted by the local coastguard station if deemed necessary. In the event that the SOSREP becomes involved, the Harbour Authority must comply with all instructions given by SOSREP. If this happens, the Duty Harbour Master shall confirm that SOSREP is taking responsibility, including financial responsibility, for the decisions being made. This shall be recorded in the Duty Harbour Master's incident log.

Communication with Casualty Vessels

Where possible, casualty vessels should communicate directly with the emergency services.

Where communication between a casualty vessel and the SVHA is required, the communication shall be passed through VTS. Any information from the casualty vessel, shall be shared to all responders through the lines of communication detailed within this plan.

Communication with the Media

Press releases shall be issued by the Corporate Management Team in consultation with the SVHA Incident Management Team – Executive Manager. If the Major Emergency Plan has not been activated, press releases shall be issued by the Executive Manager within the Incident Management Team, in consultation with SIC Communications.

Any other member of staff approached by the media or public for information, should refer to the press holding statement below. This statement can also be found in Part C of this Plan.

Statement

“Sullom Voe Harbour Authority is currently dealing with an incident which has occurred within the Sullom Voe Harbour Limits. The Sullom Voe Harbour Emergency Plan has been activated and response teams are in attendance.

A full press release will be made shortly.

For any further information please contact the Shetland Islands Council Media and Communications department.”

Communication with Protesters

In the event of a protest at the Harbour Authority buildings, the PFSO shall address protesters with the following statement and questions

Statement

“This Fence line and gate mark the boundary of a restricted area. Crossing this boundary unauthorised, constitutes an offence under the Ship and Port Facility Regulations (2004). Any person in breach of these regulations, will be charged.

This area is monitored by CCTV. Any person involved in any criminal activity will be charged

For your own safety, I ask that you conduct your protest off of the road and at a safe distance from passing vehicles

Within this facility, is the pollution response base for the Sullom Voe Harbour Area and the Headquarters for the Shetland Islands Council Marine & Air Operations. Restricting access or egress to or from this area, may have a detrimental effect on any response in the event of a pollution or emergency event. In addition, it may jeopardise the life line ferry and air services which are managed from this facility.”

Methods of Communication

Methods of communication during an incident shall be by any means deemed appropriate and can include but not be limited to

- Telephone
- Mobile phone / Apps / Electronic media
- VHF
- Email
- Runners / Verbal

Methods of Communication - Contingencies

The following shall be applied in the event of the plan being activated during a major communications outage involving telephone and mobile network failure.

Communications during a telephone and network outage shall be by any means deemed appropriate. The below should be used as a guide.

Call out / Notifications to Emergency Services

If a response is required from the Emergency Services, Sullom Voe VTS shall contact HM Shetland Coastguard via VHF Ch. 16.

Call out / Notifications to SVT

Communications to SVT shall be via the analogue line between VTS and SVT

Communications during an incident to/from the SVHA Incident Management Team

- Communications to / from Harbour vessels shall be by VHF radio.
- Communications to / from shore teams shall be by portable hand held VHF radios

Situation Reporting

SitReps are a means of passing information from one person or team to another. They can be passed

- verbally in person,
- over the phone,
- over VHF
- via email

SitReps shall be created and passed on whenever there is a change in situation or at regular intervals to report no change. When SitReps are made, they shall be passed as per the Lines of Communication detailed in this section and shall be recorded using the format found in Annex III

Mobilisation

Mobilisation of SIC Incident Management Team (Tactical Response)

Unless otherwise specified, the SIC Incident Management Team shall mobilise in the Incident Control Room located in the Port Administration Building. The Incident Commander may mobilise the Incident Management Team to any other location deemed appropriate for the scope of the incident. Consideration should be given to mobilising in VTS, particularly when staff resources are stretched.

The minimum staff required in order to establish the incident management team shall be

- The Incident Commander
- The Duty VTSO
- The Duty Port Safety Officer (who will assume the role of On Scene Commander Ashore as required)

Where the Incident Management Team is made up of only the minimum staff listed above, or where support staff are not available to keep an incident log, the Incident Management Team shall mobilise in VTS. This will ensure that all communications in/out of the Incident Management Team are automatically recorded.

Co-Locating

Where Category 1 Responders are responding to an incident, Tactical and Strategic Incident Commanders may co-locate. If this happens, the SVHA may be requested to co-locate to an incident command centre, set up by a Category 1 responder. If requested to co-locate, SVHA shall cooperate and send a representative of the SVHA. Where possible this should either be the SVHA Incident Commander or the SVHA Executive Manager.

If Category 1 Responders set up a joint command centre but SVHA are not requested co-locate, consideration should be given as to whether it would be appropriate or beneficial to request SVHA attendance at the joint command centre.

Mobilisation of SIC Response Teams (Operational Response)

Where SIC Response Team staff are called in to mobilise, they shall report to their usual place of work.

Shore Teams shall be made up of a minimum of 2 persons and a maximum of 5. Each Shore Team shall have a Team Leader appointed to them. Each Team Leader shall collect a portable VHF radio and establish communications with the On Scene Commander Ashore.

Once mobilised, SIC Response Teams shall report to either the On Scene Commander Ashore, or the On Scene Commander Afloat as appropriate. The On Scene Commander Ashore / Afloat shall inform the Incident Management Team that the SIC Response Team is mobilised and standing by.

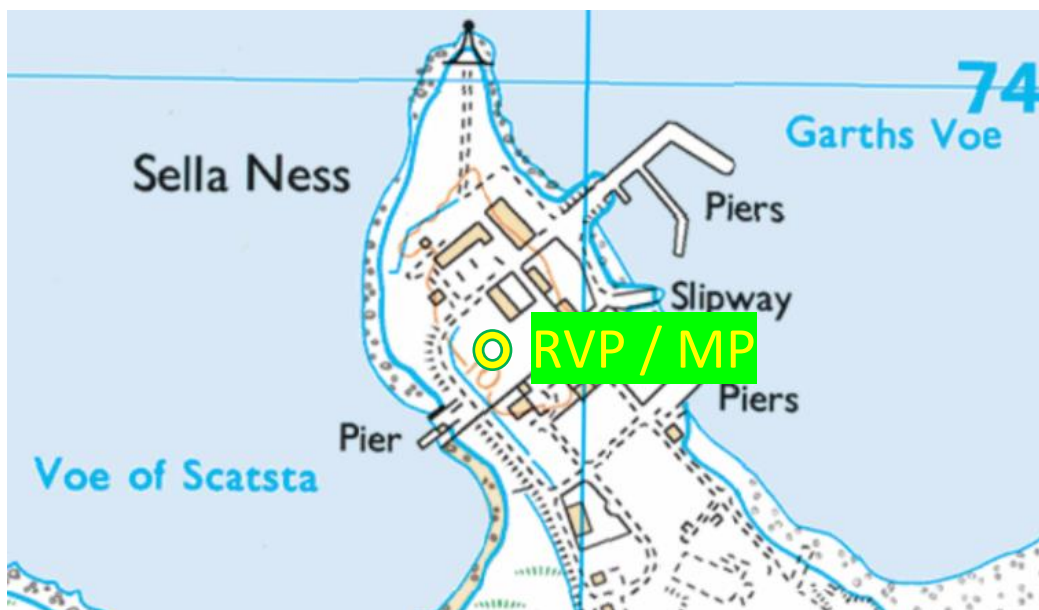
Rendezvous Point / Muster Point

The Rendezvous Point (RVP) for the emergency services / Muster point (MP) for Sella Ness staff, unless specified otherwise, shall be the car park immediately to the right, upon entering the gates at Sella Ness

The SVHA On Scene Commander Ashore shall meet the Emergency Services at the RVP (or other specified area) and relay information to / from the SVHA Incident Management Team.

Access to the RVP / MP

- LAT / LONG 60° 26.69'N 001° 16.63'W
- What3Word reference Marzipan.faced.saints
- Access is via a security gate which may be locked and staffed
- Good parking is available at this disused car park



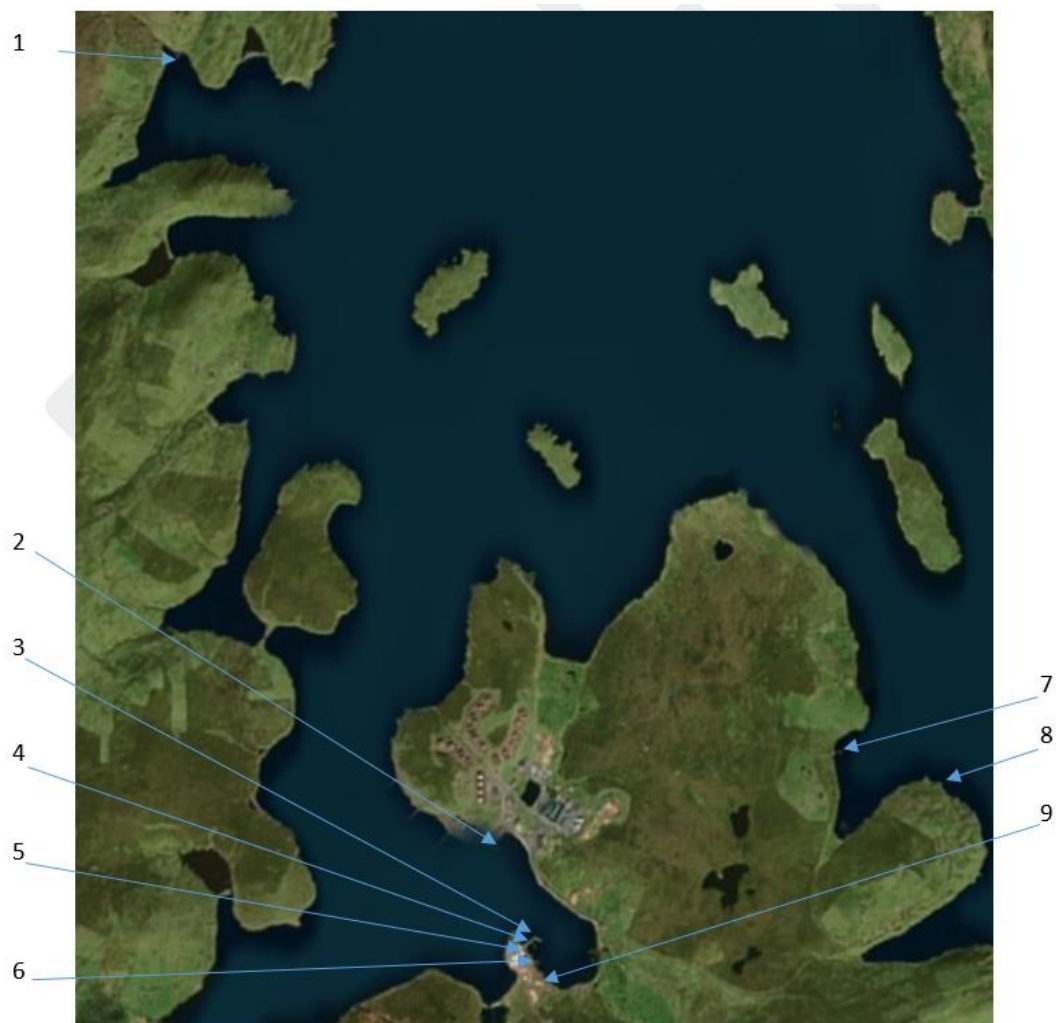
Landing Points

There are 7 piers or slipways owned and operated by the SVHA within the Sullom Voe Harbour Area, any of which could act as landing points for casualties or as forward command centres for the response teams. For casualties in stretchers, the most suitable landing point is the Sella Ness Pilot Launch Pontoon.

1. Collifirth Pier
2. Construction Jetty
3. Sella Ness Tug Jetty
4. Sella Ness Pilot Launch Pontoon
5. Sella Ness Slipway
6. Garths Pier
7. Toft Pier

In addition to the above, the below piers are located within the Sullom Voe Harbour Area but are not owned, operated or maintained by SVHA.

8. Mossbank Pier
9. McKimm's slipway



Access to Landing Points

1. Collifirth Pier

- LAT / LONG 60°32.43'N 001°20.94'W
- What3Words reference is "reference.bongo.tram"
- Access is unrestricted with no security gates or barriers
- Lay down area immediately to the north of the pier provides good parking

2. The Construction Jetty

- LAT / LONG 60° 27.41'N 001° 16.93'W
- What3Words reference is "acrobat.titles.grocers"
- Access is via a security barrier which may be locked and staffed
- The pier and adjacent lay down area provide good parking for emergency vehicles

3. Sella Ness Tug Jetty

- LAT / LONG 60°26.82'N 001°16.42'W
- What3Words reference is "blink.correctly.called"
- Access is via a security gate at the entrance to Sella Ness which may be locked and staffed
- Parking is limited on the tug Jetty however good parking is available outside the Port admin buildings

4. Sella Ness Pilot Launch Pontoon

- LAT / LONG 60°26.78'N 001°16.40'W
- What3Words reference is "intruded.using.dwarf"
- Access is via a security gate at the entrance to Sella Ness which may be locked and staffed, then towards the Sella Ness Tug Jetty and down a narrow finger pier
- Parking is limited on the finger pier

5. Sella Ness Slipway

- LAT / LONG 60°26.73'N 001°16.45'W
- What3Words reference is "zapped.prune.haggle"
- Access is via a security gate at the entrance to Sella Ness which may be locked and staffed
- Parking is Limited at the slipway but good parking is available outside the Port Admin Buildings

6. Garths Pier

- LAT / LONG 60°26.66'N 001°16.40'W
- What3Words reference is "porridge.leap.magazines"
- Access is unrestricted with no security gates or barriers
- Area at the root of the pier provides good parking

7. Toft Pier

- LAT / LONG 60° 28.00'N 001° 12.46'W
- What3Words reference is "hoofs.duties.fuse"
- Access is unrestricted with no security gates or barriers
- Parking may be limited with occasional heavy traffic from the Yell Ferry

8. [Mossbank Pier](#)

- LAT / LONG 60° 27.72'N 001° 10.93'W
- What3Words reference is "caged.comically.nourished"
- Access is unrestricted with no security gates or barriers
- Good parking is available at the root of the pier and immediately to the West.

9. [McKimm's Slipway](#)

- LAT / LONG 60° 26.55'N 001° 16.21'W
- What3Words reference is "informer.postage.couches"
- Access is via the McKimm's compound and a locked security gate. Security is controlled by McKimm Ltd.
- Good parking is available throughout the McKimm's compound.

Deployment

Deployment of SIC Response Teams

Prior to deploying any of the SIC Response Teams, the Incident Management Team shall consider any potential danger and the overall risk to the SIC Response Team(s). In considering the risk, the Incident Management Team shall consult with the On-Scene Commander Afloat / Ashore.

SIC Response Teams shall only be deployed when the Incident Management Team and the On-Scene Commander Afloat / Ashore are in agreement that it is safe to do so.

On Scene Commander Afloat / Ashore

Unless specified by the Incident Management Team, the Duty Tug shall fulfil the role of the On Scene Commander Afloat and the Duty Port Safety Officer shall fulfil the role of On Scene Commander Ashore.

They may be deployed at an early stage to provide eyes on the scene and to provide information to the Incident Management Team but they must remain at a safe distance and not enter any exclusion zone, until the relevant action cards and checklists have been completed.

Deployment of all other Harbour Vessels

The Master of any vessel being used as part of the SIC Response Teams remains responsible for the safety of their vessel and crew.

No instruction given under this plan shall overrule the authority of the Master to refuse any instruction, if they believe it to be unsafe.

A Harbour Vessel being deployed under this plan, shall complete all action cards / checklists appropriate to the scope of the emergency, prior to deployment.

Deployment of SIC Shore Teams

Each Team Leader shall complete all action cards / checklists appropriate to the scope of the emergency, prior to their team being deployed.

The Team Leader is responsible of the overall safety of their team.

Each member of the team remains individually responsible for their own safety and that of those working with and around them, so that no one puts any other person at risk.

Standing Down

When de-activating this plan and standing down from an emergency, the following shall apply

- An Emergency which has involved the Emergency Services, may only be declared over by the Emergency services.
- An area or workspace that has been evacuated due to the emergency, may only be declared as safe, by the Emergency Services
- An area or workspace that has been evacuated during the emergency, may only be re-entered after being declared safe by the Emergency Services.
- This plan should only be de-activated by the Incident Commander.
- Once the emergency has been declared as over and the Incident Commander has de-activated this plan, it shall be clearly communicated through the same lines of communication as detailed within this plan.
- Incident Commander to ensure that all paperwork and electronic logs are collected and collated
- A debrief and review shall be organised as below.

Debriefing & Review

The objectives of any De-brief are to discuss;

- What happened
- What went well
- What could be improved

The debrief should include as many persons as possible who were involved in the incident. It does not form part of the investigation, nor is it a means of apportioning blame or finding fault with the way that the incident was managed.

Any incident has the potential to have a lasting effect on those who are involved, whether they suffer physical injury as a direct result and/or mentally after they event due to what they have witnessed and been required to respond to as part of their job role.

An incident debrief, informal or formal, is a means to provide all persons involved from across all agencies with the option to discuss the incident. It should be carried out in order to mitigate the effects of any trauma those involved in the incident have experienced.

The debrief is an open forum for discussion, there should be no judgement and where the incident has been particularly serious it should be facilitated by the Staff Welfare Officer or a similarly trained individual. The debrief is part of the incident recovery for staff who have experienced a distressing or traumatic event and a means for those who wish to seek additional support to be reminded of where and how that can be accessed.

In order to be most effective the debrief should be carried out 24 – 72 hours after the event, giving staff time to seek one to one support if they want it and providing those involved with time to digest what occurred and what the outcome of the incident has been.

Points for improvement should be recorded for use during the review of the plan.

Incident De-brief Procedure

The below diagram shows the procedure an incident de-brief should follow in order to be most effective.



Review and Amendments

The Emergency Plan shall be viewed as an active document that is allowed to develop and evolve in order to ensure that it is kept current.

Review Process

Reviews shall be carried out by the Harbour Master or their Deputies. The reviewed document along with any amendments shall be submitted for comment, to a panel made up of;

- Director of Infrastructure
- Executive Manager – Harbourmaster
- Executive Manager – Ferry & Airport Operations & Port Infrastructure
- Deputy Harbour Master(s)
- Port Safety Officer(s)
- Engineering (Ports) Team Lead
- Fleet Team Lead(s)
- A VTS Representative
- A Pilot Representative
- Emergency Service representatives

The quorum for the review panel shall be 4 members.

Once the panel have approved any amendments, the draft shall be submitted to the full distribution list for comment.

It should be noted that amendments are controlled documents and once approved and enacted will be issued to each holder of the Emergency Plan. A log of the amendments are listed in the appendices.

Training and Exercise

This plan shall be exercised as follows,

- A Multi agency exercise at intervals not exceeding 1 year – as a minimum this shall include SVHA & SVT
- An internal drill at intervals not exceeding 2 months – as a minimum this shall include the Duty Harbour Master and the Duty VTSO

When arranging exercises, especially in regards to multi agency exercises, consideration should be given to the arranging, execution and debriefing of the exercise.

A guide to exercise planning can be found in the link below

<https://ready.scot/how-scotland-prepares/preparing-scotland-guidance/exercise-guidance>

Reasons for Review

The Emergency Plan will be reviewed at a period not exceeding three years as a matter of routine or “with cause” – examples of which are listed below;

- Additional or changes to the events that the emergency plan is designed to manage
- Update to information and methods used
- Changes to legislation
- Changes in personnel, staffing numbers or resource availability
- Lessons learnt from implementing the emergency plan in an exercise or event
- On receipt of an amendment request
- Lessons learnt from other emergency events in similar working environments



Part C

Action Cards

Incident Action Cards

- [Fire/Explosion on a Vessel](#)
- [Damage to Port Infrastructure with threat to life](#)
- [Sinking / Capsize](#)
- [Abandon Ship](#)
- [PIW](#)
- [Pollution](#)
- [NUC / Breakaway](#)
- [Grounding](#)
- [Collision](#)
- [Medical Assistance](#)
- [Loss of Shipboard Navigational Equipment](#)
- [Loss of VTS / Major Port Nav aids](#)
- [Security Threat](#)
- [Bomb Threat](#)
- [Protest](#)
- [IT failure / Cyber attack](#)

Marine Exclusion Zone Action Cards

- [VTS Exclusion zone pro forma](#)
- [VTS Flowchart – Vessels entering an exclusion zone](#)

SIC Shore response team Action Card

- [All Scenarios](#)

Executive Manager Action Card

- [All Scenarios](#)

Contact Sheet

SIC Chief Executive's Department		
Chief Executive & Corporate Management Team	Contact through Emergency Planning	
Emergency Planning & Resilience Advisor	Work	01595744740
Director of Infrastructure	Contact through Emergency Planning	

SIC Ports & Harbours		
Executive Manager – Harbour Master	Work Out of Hours - Sullom Voe VTS	01806 244209
Team Lead – Deputy Harbour Master	Work Out of Hours - Sullom Voe VTS	01806244245
Team Lead – Deputy Harbour Master	Work Out of Hours - Sullom Voe VTS	01806 244202
Team Lead – Fleet Engineering	Work Out of Hours - Sullom Voe VTS	01806 244205
Team Lead – Fleet	Work Out of Hours - Sullom Voe VTS	01806 244297
Port Safety Officer	Work Out of Hours - Sullom Voe VTS	01806 244277
Port Safety Officer	Work Out of Hours - Sullom Voe VTS	01806244278
Sullom Voe VTS	VHF Ch. Phone (24hrs) Mobile	14 / 10 01595744280/81/82 07384878711
Scalloway Harbour Office	VHF Ch. Phone	14 01595744221

SVHA Incident Control Room		
Communications Officer	Phone VHF	01595807000 10

SIC Ports Engineering		
Executive Manager – Marine Infrastructure & Airports	Work Out of Hours - Sullom Voe VTS	01806 244264
Team Leader – Ports Engineering	Work Out of Hours - Sullom Voe VTS	01806244203
SIC ICT	Duty phone	0159574777

Sullom Voe Terminal		
General Switchboard	Phone	01806 243000

Emergency Services		
HM Coastguard	VHF Ch. Phone	16 999
Police Scotland	Phone Phone (non-emergency)	999 101
Highlands & Islands Fire Service	Phone	999
Scottish Ambulance Service	Phone	999

Action Card Numbering

1	Fire
2	Damage to Port Infrastructure
3	Sinking & Capsize
4	Abandon Ship
5	Person In Water
6	Pollution
7	NUC/Breakaway
8	Grounding
9	Collision/Allision
10	Medical Assistance
11	Loss of Shipboard Navigation
12	Loss of VTS
13	Security Threat
14	Bomb Threat
15	Protest
16	IT Failure/Cyber Attack
17	Marine Exclusion Zone
18	Shore Team Response
19	Executive Manager Response
20	Spare

Fire/Explosion on a vessel

- [DHM Action Card](#)
- [VTS Action Card](#)
- [Duty Safety Officer Action Card](#)
- [Off Duty Safety Officer Action Card](#)

Responsibilities:

- Assess the need to activate the Emergency Plan
- Incident Command
- Health and Safety of the response
- Communicate with Response teams and the EM

Task	✓	Notes
Start new Incident Log		
Obtain information from VTS		
Activate Emergency Plan in accordance with Part B		
Is safe for duty Tug to proceed		
Duty tug / Launch to call in stand by crews		
Make harbour vessels available to assist as required		
Call Executive Manager		
Call Port & Marine Super.		
Call Tug Engineering Super.		
Call duty Pilots		
Call off duty VTSOs		
Call Port Engineering Team Lead		
Call for Admin & IT support		
Assign ICR communications officer & relieve VTS		
Inform SVT ERB that SVHA ICR has been established		
Assess whether an exclusion zone is required		
Assess danger to the port and other users		
Consider Port Closure & Gates		
If Pollution is reported, activate the pollution plan		
Liaise with Emergency Services		
Call MAIB and PSC		

Responsibilities:

- Assist Emergency Services
- Ensure safety of other vessels in the area
- Maintain VTS Services

Task	✓	Notes
Start new Incident Log		
Obtain Information <ul style="list-style-type: none"> • Name & Position of Vessel • Type of ship & Cargo • Are there LNG tanks on deck • Is the ship NUC • How many Persons on Board • Are there any Casualties • Have they contacted the Coastguard 		
Advise casualty vessel to call the Coastguard		
Alert duty tug if within harbour area		
If utilised, advise harbour craft to contact Coastguard		
Call emergency services to confirm they are aware of the incident		
Call Duty Harbour Master		
Call Duty Port Safety Officer		
Call first duty Pilot		
Call SVT ERB		
Inform all Vessels in the Area		
Upon arrival of DHM, pass on all relevant information		
Standby to pass information between Response teams & DHM		
Continue to monitor traffic in the area and provide traffic / navigation information		

Responsibilities:

- On Scene Commander
- Communicate with Incident Control Room
- On Scene Casualty Care

Task	✓	Notes
Obtain information from VTS/DHM		
Assist DHM as requested		
Deploy to Scene		
Assess Situation on Arrival		
Receive Update from Person(s) on site		
Feedback to VTS/DHM		
Provide SitRep to Incident Control Room		
Provide reception at RVP		
Nominate contact for Emergency Services at RVP		
If Pollution is reported, respond as per Pollution Plan		
Provide briefing to persons attending regarding on site hazards and action required		
Provide on scene casualty care as required		

Fire/Explosion on a Vessel

Action Card: Port Safety Officer

Responsibilities:

- Activate the Incident Control Room
- Assist DHM
- Health and Safety Advice

Task	✓	Notes
Obtain information from VTS/DHM		
Assist DHM as requested		
On Activation of Emergency Plan Set up Incident Room		
Set up Asset Board and manage accordingly as assets are deployed, redeployed and stood down		
Provide casualty/ambulance reception at Sellaness		
If Pollution is reported, respond as per Pollution Plan		
Record SitRep from On Scene Commander		
Pass information between On Scene Commander and Incident Room		
Collate MRF and PIN Forms as appropriate		
Collect, preserve and document evidence.		

Damage to Port Infrastructure with threat to life

- [DHM Action Card](#)
- [VTS Action Card](#)
- [VTS Action Card – Evacuation of VTS](#)
- [VTS Suspended pro forma](#)
- [Duty Safety Officer Action Card](#)
- [Off Duty Safety Officer Action Card](#)

Damage to Port Infrastructure with
Threat to Life

Action Card: DHM

Responsibilities:

- Assess the need to activate the Emergency Plan
- Incident Command
- Health and Safety of the response
- Communicate with Response teams and the EM

Task	✓	Notes
Start new Incident Log		
Obtain information from VTS		
Activate Emergency Plan in accordance with Part B		
If in danger, evacuate immediately		
Proceed to Muster Point		
Follow instructions given by the fire marshal or emergency services		
Consider danger to Harbour Vessels (consider alternative berths for them)		
Make harbour vessels available to assist as required		
Call Executive Manager		
Call Port & Marine Super.		
Call Tug Engineering Super.		
Call off duty VTSOs		
Call Port Engineering Team Lead		
Call for Admin support		
Assess danger to all port users		
Assess whether an exclusion zone is required		
Consider Port Closure & Gates		
If VTS is suspended, consider use of a Harbour Vessel to broadcast exclusion zone details		
Liaise with Emergency Services		

Damage to Port Infrastructure with
Threat to Life

Action Card: VTS Officer

Responsibilities:

- Assist Emergency Services
- Ensure safety of other vessels in the area
- Maintain VTS Services

Task	✓	Notes
Start new Incident Log		
If in danger, evacuate immediately and follow action card "Evacuation of VTS"		
Call 999		
Alert duty harbour vessels		
Call Duty Harbour Master		
Call Duty Port Safety Officer		
Call SVT ERB		
If Exclusion zones are implemented, follow Action card "Exclusion zone Pro-Forma"		
Upon arrival of DHM, pass on all relevant information		
Standby to pass information between Response teams & DHM		
Continue to monitor traffic in the area and provide traffic / navigation information		

Evacuation of VTS

Action Card: VTS Officer

Responsibilities:

- Own safety
- Where possible continue to communicate with vessels.

Task	✓	Notes
If in danger, leave the building Immediately		
If safe to do so, proceed to bunk house		
Issue VHF broadcast from bunk house with information "VTS Suspended"		
If unsafe to proceed to bunk house, proceed to muster point		
Call Duty Harbour Master		
Call SVT docs		
Upon arrival of DHM, pass on all relevant information		
Continue to communicate with vessels via VHF where possible. Provide information that VTS is Suspended		

In the event that VTS is suspended, the following message shall be broadcast on VHF Ch.14 by the VTS officer via the Bunkhouse VHF radio.

If the VTSO is unable to broadcast the below, the below shall be broadcast by the Duty Tug

“Sécurité, Sécurité, Sécurité

All Ships, All Ships, All Ships,

This is Sullom Voe VTS / Tug name.

Information

Sullom Voe VTS is suspended until further notice.

This is Sullom Voe VTS / Tug name, Out”

Damage to Port Infrastructure with
Threat to Life

Action Card: Duty Port Safety Officer

Responsibilities:

- On Scene Commander
- Communicate with Incident Control Room
- On Scene Casualty Care

Task	✓	Notes
Obtain information from VTS/DHM		
Assist DHM as requested		
Deploy to Scene		
Assess Situation on Arrival		
Receive Update from Person(s) on site		
Feedback to VTS/DHM		
Provide SitRep to Incident Control Room		
Provide reception at RVP		
Nominate contact for Emergency Services at RVP		
If Pollution is reported, respond as per Pollution Plan		
Provide briefing to persons attending regarding on site hazards and action required		
Provide on scene casualty care as required		

Damage to Port Infrastructure with
Threat to Life

Action Card: Port Safety Officer

Responsibilities:

- Activate the Incident Control Room
- Assist DHM
- Health and Safety Advice

Task	✓	Notes
Obtain information from VTS/DHM		
Assist DHM as requested		
On Activation of Emergency Plan Set up Incident Room		
Set up Asset Board and manage accordingly as assets are deployed, redeployed and stood down		
Provide casualty/ambulance reception at Sellaness		
If Pollution is reported, respond as per Pollution Plan		
Record SitRep from On Scene Commander		
Pass information between On Scene Commander and Incident Room		
Collate MRF and PIN Forms as appropriate		
Collect, preserve and document evidence.		

Sinking / Capsize

- [DHM Action Card](#)
- [VTS Action Card](#)
- [Duty Port Safety Officer Action Card](#)
- [Off Duty Port Safety Officer Action Card](#)

Responsibilities:

- Assess the need to activate the Emergency Plan
- Incident Command
- Health and Safety of the response
- Communicate with Response teams and the EM

Task	✓	Notes
Start new Incident Log		
Obtain information from VTS		
Activate Emergency Plan in accordance with Part B		
It is safe for duty Tug to proceed		
Duty tug / Launch to call in stand by crews		
Make harbour vessels available to assist as required		
Call Executive Manager		
Call Port & Marine Super.		
Call Tug Engineering Super.		
Call duty Pilots		
Call off duty VTSOs		
Call Port Engineering Team Lead		
Call for Admin support		
Assign ICR communications officer & relieve VTS		
Inform SVT ERB that SVHA ICR has been established		
Assess whether an exclusion zone is required		
Assess danger to the port and other users		
Consider Port Closure & Gates		
If Pollution is reported, activate the pollution plan		
Liaise with Emergency Services		
Call MAIB and PSC		

Responsibilities:

- Assist Emergency Services
- Ensure safety of other vessels in the area
- Maintain VTS Services

Task	✓	Notes
Start new Incident Log		
Obtain Information <ul style="list-style-type: none"> • Name & Position of vessel • Are they abandoning ship • Are there Persons in the Water • Are there any casualties • Have they called the Coastguard 		
Advise casualty vessel to call the Coastguard		
Alert any available harbour vessels if within harbour area		
If utilised, advise harbour vessel to call the Coastguard		
Call Duty Harbour Master		
Call emergency services to confirm they are aware of the incident		
Call SVT ERB		
Call Duty Port Safety Officer		
Call first duty Pilot		
Inform all Vessels in the Area		
Upon arrival of DHM, pass on all relevant information		
Pass information between response teams and DHM		
Continue to monitor traffic in the area and provide traffic / navigation information		

Responsibilities:

- On Scene Commander
- Communicate with Incident Control Room
- On Scene Casualty Care

Task	✓	Notes
Obtain information from VTS/DHM		
Assist DHM as requested		
Deploy to Scene		
Assess Situation on Arrival		
Receive Update from Person(s) on site		
Feedback to VTS/DHM		
Provide SitRep to Incident Control Room		
Provide reception at RVP		
Nominate contact for Emergency Services at RVP		
If Pollution is reported, respond as per Pollution Plan		
Provide briefing to persons attending regarding on site hazards and action required		
Provide on scene casualty care as required		

Responsibilities:

- Activate the Incident Control Room
- Assist DHM
- Health and Safety Advice

Task	✓	Notes
Obtain information from VTS/DHM		
Assist DHM as requested		
On Activation of Emergency Plan Set up Incident Room		
Set up Asset Board and manage accordingly as assets are deployed, redeployed and stood down		
Provide casualty/ambulance reception at Sellaness		
If Pollution is reported, respond as per Pollution Plan		
Record SitRep from On Scene Commander		
Pass information between On Scene Commander and Incident Room		
Collate MRF and PIN Forms as appropriate		
Collect, preserve and document evidence.		

Abandon Ship

- [DHM Action Card](#)
- [VTS Action Card](#)
- [Duty Port Safety Officer Action Card](#)
- [Off Duty Port Safety Officer Action Card](#)

Responsibilities:

- Assess the need to activate the Emergency Plan
- Incident Command
- Health and Safety of the response
- Communicate with Response teams and the EM

Task	✓	Notes
Start new Incident Log		
Obtain information from VTS		
Activate Emergency Plan in accordance with Part B		
Is it safe for duty Tug to proceed		
Duty tug / Launch to call in stand by crews		
Make harbour vessels available to assist as required		
Call Executive Manager		
Call Port & Marine Super.		
Call Tug Engineering Super.		
Call duty Pilots		
Call off duty VTSOs		
Call Port Engineering Team Lead		
Call for Admin support		
Assign ICR communications officer & relieve VTS		
Inform SVT ERB that SVHA ICR has been established		
Assess whether an exclusion zone is required		
Assess danger to the port and other users		
Consider Port Closure & Gates		
If Pollution is reported, activate the pollution plan		
Liaise with Emergency Services		
Call MAIB and PSC		

Responsibilities:

- Assist Emergency Services
- Ensure safety of other vessels in the area
- Maintain VTS Services

Task	✓	Notes
Start new Incident Log		
Obtain Information <ul style="list-style-type: none"> • Name & Position of vessel • Have they abandoned ship • How many life rafts • How many life boats • Are there Persons in the Water • Are there any casualties • Have they called the Coastguard 		
Advise Casualty vessel to call the Coastguard		
Alert any available harbour craft if within harbour area		
Advise harbour vessels to contact Coastguard		
Call Duty Harbour Master		
Call Coastguard on Ch.16 / 999		
Call SVT ERB		
Call Duty Port Safety Officer		
Call first duty Pilot		
Inform all Vessels in the Area		
Upon arrival of DHM, pass on all relevant information		
Pass information between response teams and DHM		
Continue to monitor traffic in the area and provide traffic / navigation information		

Responsibilities:

- On Scene Commander
- Communicate with Incident Control Room
- On Scene Casualty Care

Task	✓	Notes
Obtain information from VTS/DHM		
Assist DHM as requested		
Deploy to Scene		
Assess Situation on Arrival		
Receive Update from Person(s) on site		
Feedback to VTS/DHM		
Provide SitRep to Incident Control Room		
Provide reception at RVP		
Nominate contact for Emergency Services at RVP		
If Pollution is reported, respond as per Pollution Plan		
Provide briefing to persons attending regarding on site hazards and action required		
Provide on scene casualty care as required		

Responsibilities:

- Activate the Incident Control Room
- Assist DHM
- Health and Safety Advice

Task	✓	Notes
Obtain information from VTS/DHM		
Assist DHM as requested		
On Activation of Emergency Plan Set up Incident Room		
Set up Asset Board and manage accordingly as assets are deployed, redeployed and stood down		
Provide casualty/ambulance reception at Sellaness		
If Pollution is reported, respond as per Pollution Plan		
Record SitRep from On Scene Commander		
Pass information between On Scene Commander and Incident Room		
Collate MRF and PIN Forms as appropriate		
Collect, preserve and document evidence.		

Person In Water (PIW)

- [DHM Action Card](#)
- [VTS Action Card](#)
- [Duty Port Safety Officer Action Card](#)
- [Off duty Port Safety Officer Action Card](#)

Responsibilities:

- Assess the need to activate the Emergency Plan
- Incident Command
- Health and Safety of the response
- Communicate with Response teams and the EM

Task	✓	Notes
Start new Incident Log		
Obtain information from VTS		
Activate Emergency Plan in accordance with Part B		
Is it safe for duty Tug to proceed		
Duty tug / Launch to call in stand by crews		
Make harbour vessels available to assist as required		
Call Executive Manager		
Call Port & Marine Super.		
Call Tug Engineering Super.		
Call duty Pilots		
Call off duty VTSOs		
Call Port Engineering Team Lead		
Call for Admin support		
Assign ICR radio operator & relieve VTS		
Inform SVT ERB that SVHA ICR has been established		
Assess whether an exclusion zone is required		
Assess danger to the port and other users		
Consider Port Closure & Gates		
If Pollution is reported, activate the pollution plan		
Liaise with Emergency Services		
Call MAIB and PSC		

PIW

Action Card: VTS Officer

Responsibilities:

- Assist Emergency Services
- Ensure safety of other vessels in the area
- Maintain VTS Services

Task	✓	Notes
Start new Incident Log		
Obtain Information <ul style="list-style-type: none"> • Position (if known) of PIW • Does the vessel have eyes on the PIW • How many Persons in the Water • Have they deployed life ring & smoke floats or SART • What is the PIW wearing • Does the PIW have a lifejacket and PLB 		
Advise Casualty vessel to call the Coastguard		
Alert available harbour vessels if within harbour area		
Advise harbour vessels to contact Coastguard		
Call Duty Harbour Master		
Call Coastguard on Ch.16 / 999		
Call Duty Port Safety Officer		
Call first duty Pilot		
Call SVT ERB		
Inform all Vessels in the Area		
Upon arrival of DHM, pass on all relevant information		
Pass information between response teams and DHM		
Continue to monitor traffic in the area and provide traffic / navigation information		

Responsibilities:

- On Scene Commander
- Communicate with Incident Control Room
- On Scene Casualty Care

Task	✓	Notes
Obtain information from VTS/DHM		
Assist DHM as requested		
Deploy to Scene		
Assess Situation on Arrival		
Receive Update from Person(s) on site		
Feedback to VTS/DHM		
Provide SitRep to Incident Control Room		
Provide reception at RVP		
Nominate contact for Emergency Services at RVP		
If Pollution is reported, respond as per Pollution Plan		
Provide briefing to persons attending regarding on site hazards and action required		
Provide on scene casualty care as required		

Responsibilities:

- Activate the Incident Control Room
- Assist DHM
- Health and Safety Advice

Task	✓	Notes
Obtain information from VTS/DHM		
Assist DHM as requested		
On Activation of Emergency Plan Set up Incident Room		
Set up Asset Board and manage accordingly as assets are deployed, redeployed and stood down		
Provide casualty/ambulance reception at Sellaness		
If Pollution is reported, respond as per Pollution Plan		
Record SitRep from On Scene Commander		
Pass information between On Scene Commander and Incident Room		
Collate MRF and PIN Forms as appropriate		
Collect, preserve and document evidence.		

Pollution

- [DHM Action Card](#)
- [VTS Action Card](#)
- [Duty Port Safety Officer Action Card](#)
- [Off duty Port Safety Officer Action Card](#)

Responsibilities:

- Assess the need to activate the Pollution plan
- Incident Command
- Health and Safety of the response
- Communicate with Response teams and the EM

Task	✓	Notes
Start new Incident Log		
Obtain information from VTS <ul style="list-style-type: none"> • Type and size of pollution • Location of pollution • Is it confirmed • Is it ongoing 		
Consult and activate relevant Pollution		
Consider exclusion zone / port closure		
Call Executive Manager		

Responsibilities:

- Assist Emergency Services
- Ensure safety of other vessels in the area
- Maintain VTS Services

Task	✓	Notes
Start new Incident Log		
Obtain Information <ul style="list-style-type: none"> • Location of Pollution • Size of pollution • Type of pollution • Is it confirmed • Is it ongoing • Has it been reported to the Coastguard 		
Call Duty Harbour Master		
Call Duty Pollution Officer		
Complete action card from appropriate pollution plan		
Call SVT ERB		
Upon arrival of DHM, pass on all relevant information		
Standby to pass information between Response teams & DHM		
Continue to monitor traffic in the area and provide traffic / navigation information		

Responsibilities:

- On Scene Commander
- Communicate with Incident Control Room
- On Scene Casualty Care

Task	✓	Notes
Obtain information from VTS/DHM		
Assist DHM as requested		
Deploy to Scene		
Assess Situation on Arrival		
Receive Update from Person(s) on site		
Feedback to VTS/DHM		
Provide SitRep to Incident Control Room		
Provide reception at RVP		
Nominate contact for Emergency Services at RVP		
If Pollution is reported, respond as per Pollution Plan		
Provide briefing to persons attending regarding on site hazards and action required		
Provide on scene casualty care as required		

Responsibilities:

- Activate the Incident Control Room
- Assist DHM
- Health and Safety Advice

Task	✓	Notes
Obtain information from VTS/DHM		
Assist DHM as requested		
On Activation of Emergency Plan Set up Incident Room		
Set up Asset Board and manage accordingly as assets are deployed, redeployed and stood down		
Provide casualty/ambulance reception at Sellaness		
If Pollution is reported, respond as per Pollution Plan		
Record SitRep from On Scene Commander		
Pass information between On Scene Commander and Incident Room		
Collate MRF and PIN Forms as appropriate		
Collect, preserve and document evidence.		

Not Under Command (NUC) / Breakaway

- [DHM Action Card](#)
- [VTS Action Card](#)
- [Duty Port Safety Officer Action Card](#)
- [Off duty Port Safety Officer Action Card](#)

Responsibilities:

- Assess the need to activate the Emergency Plan
- Incident Command
- Health and Safety of the response
- Communicate with Response teams and the EM

Task	✓	Notes
Start new Incident Log		
Obtain information from VTS		
Activate Emergency Plan in accordance with Part B		
Is it safe for duty Tug to proceed		
Duty tug / Launch to call in stand by crews		
Make harbour vessels available to assist as required		
Call Executive Manager		
Call Port & Marine Super.		
Call Tug Engineering Super.		
Call duty Pilots		
Call off duty VTSOs		
Call Port Engineering Team Lead		
Call for Admin IT support		
Assign ICR communications officer & relieve VTS		
Inform SVT ERB that SVHA ICR has been established		
Assess whether an exclusion zone is required		
Assess danger to the port and other users		
Consider Port Closure & Gates		
If Pollution is reported, activate the pollution plan		
Liaise with Emergency Services		
Call MAIB and PSC		

Responsibilities:

- Assist Emergency Services
- Ensure safety of other vessels in the area
- Maintain VTS Services

Task	✓	Notes
Start new Incident Log		
Obtain Information <ul style="list-style-type: none"> • Name & Position (if known) of Vessel • Type of ship & Cargo • How many Persons on Board • Have they contacted the Coastguard • Equipment/machinery lost • Equipment/machinery still available • Do they require any assistance 		
Advise Casualty vessel to call the Coastguard		
Alert duty tug if within harbour area		
Advise harbour vessels to contact Coastguard		
Call Duty Harbour Master		
Call Coastguard on Ch.16 / 999		
Call Duty Port Safety Officer		
Call first duty Pilot		
Call SVT ERB		
Inform all Vessels in the Area		
Upon arrival of DHM, pass on all relevant information		
Pass information between response teams and DHM		
Continue to monitor traffic in the area and provide traffic / navigation information		

Responsibilities:

- On Scene Commander
- Communicate with Incident Control Room
- On Scene Casualty Care

Task	✓	Notes
Obtain information from VTS/DHM		
Assist DHM as requested		
Deploy to Scene		
Assess Situation on Arrival		
Receive Update from Person(s) on site		
Feedback to VTS/DHM		
Provide SitRep to Incident Control Room		
Provide reception at RVP		
Nominate contact for Emergency Services at RVP		
If Pollution is reported, respond as per Pollution Plan		
Provide briefing to persons attending regarding on site hazards and action required		
Provide on scene casualty care as required		

Responsibilities:

- Activate the Incident Control Room
- Assist DHM
- Health and Safety Advice

Task	✓	Notes
Obtain information from VTS/DHM		
Assist DHM as requested		
On Activation of Emergency Plan Set up Incident Room		
Set up Asset Board and manage accordingly as assets are deployed, redeployed and stood down		
Provide casualty/ambulance reception at Sellaness		
If Pollution is reported, respond as per Pollution Plan		
Record SitRep from On Scene Commander		
Pass information between On Scene Commander and Incident Room		
Collate MRF and PIN Forms as appropriate		
Collect, preserve and document evidence.		

Grounding

- [DHM Action Card](#)
- [VTS Action Card](#)
- [Duty Port Safety Officer Action Card](#)
- [Off duty Port Safety Officer Action Card](#)

Responsibilities:

- Assess the need to activate the Emergency Plan
- Incident Command
- Health and Safety of the response
- Communicate with Response teams and the EM

Task	✓	Notes
Start new Incident Log		
Obtain information from VTS		
Activate Emergency Plan in accordance with Part B		
Is it safe for duty Tug to proceed		
Duty tug / Launch to call in stand by crews		
Make harbour vessels available to assist as required		
Call Executive Manager		
Call Port & Marine Super.		
Call Tug Engineering Super.		
Call duty Pilots		
Call off duty VTSOs		
Call Port Engineering Team Lead		
Call for Admin & IT support		
Assign ICR communications & relieve VTS		
Inform SVT ERB that SVHA ICR has been established		
Assess whether an exclusion zone is required		
Assess danger to the port and other users		
Consider Port Closure & Gates		
If Pollution is reported, activate the pollution plan		
Liaise with Emergency Services		
Call MAIB and PSC		

Responsibilities:

- Assist Emergency Services
- Ensure safety of other vessels in the area
- Maintain VTS Services

Task	✓	Notes
Start new Incident Log		
Obtain Information <ul style="list-style-type: none"> • Name & Position of Vessel • Type of ship & Cargo • Ships draft • Time of grounding • How many Persons on Board • Are there any Casualties • Have they contacted the Coastguard 		
Advise Casualty vessel to call the Coastguard		
Alert duty tug if within harbour area		
Advise dispatched harbour vessels to contact Coastguard		
Call Duty Harbour Master		
Call Coastguard on Ch.16 / 999		
Call Duty Port Safety Officer		
Call first duty Pilot		
Call SVT ERB		
Inform all Vessels in the Area		
Upon arrival of DHM, pass on all relevant information		
Standby to pass information between Response teams & DHM		
Continue to monitor traffic in the area and provide traffic / navigation information		

Responsibilities:

- On Scene Commander
- Communicate with Incident Control Room
- On Scene Casualty Care

Task	✓	Notes
Obtain information from VTS/DHM		
Assist DHM as requested		
Deploy to Scene		
Assess Situation on Arrival		
Receive Update from Person(s) on site		
Feedback to VTS/DHM		
Provide SitRep to Incident Control Room		
Provide reception at RVP		
Nominate contact for Emergency Services at RVP		
If Pollution is reported, respond as per Pollution Plan		
Provide briefing to persons attending regarding on site hazards and action required		
Provide on scene casualty care as required		

Responsibilities:

- Activate the Incident Control Room
- Assist DHM
- Health and Safety Advice

Task	✓	Notes
Obtain information from VTS/DHM		
Assist DHM as requested		
On Activation of Emergency Plan Set up Incident Room		
Set up Asset Board and manage accordingly as assets are deployed, redeployed and stood down		
Provide casualty/ambulance reception at Sellaness		
If Pollution is reported, respond as per Pollution Plan		
Record SitRep from On Scene Commander		
Pass information between On Scene Commander and Incident Room		
Collate MRF and PIN Forms as appropriate		
Collect, preserve and document evidence.		

Collision/Allision

- [DHM Action Card](#)
- [VTS Action Card](#)
- [Duty Port Safety Officer Action Card](#)
- [Off duty Port Safety Officer Action Card](#)

Responsibilities:

- Assess the need to activate the Emergency Plan
- Incident Command
- Health and Safety of the response
- Communicate with Response teams and the EM

Task	✓	Notes
Start new Incident Log		
Obtain information from VTS		
Activate Emergency Plan in accordance with Part B		
Is it safe for duty Tug to proceed		
Duty tug / Launch to call in stand by crews		
Make harbour vessels available to assist as required		
Call Executive Manager		
Call Port & Marine Super.		
Call Tug Engineering Super.		
Call duty Pilots		
Call off duty VTSOs		
Call Port Engineering Team Lead		
Call for Admin & IT support		
Assign ICR communications & relieve VTS		
Inform SVT ERB that SVHA ICR has been established		
Assess whether an exclusion zone is required		
Assess danger to the port and other users		
Consider Port Closure & Gates		
If Pollution is reported, activate the pollution plan		
Liaise with Emergency Services		
Call MAIB and PSC		

Responsibilities:	<ul style="list-style-type: none"> • Assist Emergency Services • Ensure safety of other vessels in the area • Maintain VTS Services 	
Task	✓	Notes
Start new Incident Log		
Obtain Information <ul style="list-style-type: none"> • Name & Position of Vessel(s) • Type of ship(s) & Cargo(s) • Is the ship(s) NUC • How many Persons on Board • Are there any Casualties • Have they contacted the Coastguard 		
Advise Casualty vessels to call the Coastguard		
Alert duty tug if within harbour area		
Advise harbour vessels to contact Coastguard		
Call Duty Harbour Master		
Call Coastguard on Ch.16 / 999		
Call Duty Port Safety Officer		
Call first duty Pilot		
Call SVT ERB		
Inform all Vessels in the Area		
Upon arrival of DHM, pass on all relevant information		
Standby to pass information between Response teams & DHM		
Continue to monitor traffic in the area and provide traffic / navigation information		

Responsibilities:

- On Scene Commander
- Communicate with Incident Control Room
- On Scene Casualty Care

Task	✓	Notes
Obtain information from VTS/DHM		
Assist DHM as requested		
Deploy to Scene		
Assess Situation on Arrival		
Receive Update from Person(s) on site		
Feedback to VTS/DHM		
Provide SitRep to Incident Control Room		
Provide reception at RVP		
Nominate contact for Emergency Services at RVP		
If Pollution is reported, respond as per Pollution Plan		
Provide briefing to persons attending regarding on site hazards and action required		
Provide on scene casualty care as required		

Responsibilities:

- Activate the Incident Control Room
- Assist DHM
- Health and Safety Advice

Task	✓	Notes
Obtain information from VTS/DHM		
Assist DHM as requested		
On Activation of Emergency Plan Set up Incident Room		
Set up Asset Board and manage accordingly as assets are deployed, redeployed and stood down		
Provide casualty/ambulance reception at Sellaness		
If Pollution is reported, respond as per Pollution Plan		
Record SitRep from On Scene Commander		
Pass information between On Scene Commander and Incident Room		
Collate MRF and PIN Forms as appropriate		
Collect, preserve and document evidence.		

Medical Assistance

- [DHM Action Card](#)
- [VTS Action Card](#)
- [Duty Port Safety Officer](#)
- [Off duty Port Safety Officer](#)

Responsibilities:

- Assess the need to activate the Emergency Plan
- Incident Command
- Health and Safety of the response
- Communicate with Response teams and the EM

Task	✓	Notes
Start new Incident Log		
Obtain information from VTS		
Activate Emergency Plan in accordance with Part B		
As soon as appropriate, inform Executive Manager		
Assess safest place for vessel to berth		
Does the vessel require a pilot to berth		
Send Safety officer to check the designated pier is clear to berth / clear for an ambulance		
If a fatal accident, or suspected drink or drugs, call Executive Manager, Police Scotland and SIC Legal		
If reportable, call MAIB and PSC		

Responsibilities:

- Assist Emergency Services
- Ensure safety of other vessels in the area
- Maintain VTS Services

Task	✓	Notes
Start new Incident Log		
Advise vessel to contact Coastguard		
If Vessel cannot contact Coastguard directly, obtain casualty Information <ul style="list-style-type: none"> • Is the casualty conscious and breathing? • Is the casualty ill/injured • If injured – how did it happen? • What treatment has been given? • Where is the casualty now? • Does the casualty have any known health conditions? • Is the casualty on any medication • Casualty details – Name, Male/Female & age • Does casualty speak English? • What assistance is required? 		
Call Coastguard on Ch.16 / 999		
Call Duty Harbour Master		
Call Duty Port Safety Officer		
Call SVT ERB		
Upon arrival of DHM, pass on all relevant information		
pass information between Response teams & DHM		
Continue to monitor traffic in the area and provide traffic / navigation information		

Responsibilities:

- On Scene Commander
- Communicate with Incident Control Room
- On Scene Casualty Care

Task	✓	Notes
Obtain information from VTS/DHM		
Assist DHM as requested		
Deploy to Scene		
Assess Situation on Arrival		
Receive Update from Person(s) on site		
Feedback to VTS/DHM		
Provide SitRep to Incident Control Room		
Provide reception at RVP		
Nominate contact for Emergency Services at RVP		
If Pollution is reported, respond as per Pollution Plan		
Provide briefing to persons attending regarding on site hazards and action required		
Provide on scene casualty care as required		

Responsibilities:

- Activate the Incident Control Room
- Assist DHM
- Health and Safety Advice

Task	✓	Notes
Obtain information from VTS/DHM		
Assist DHM as requested		
On Activation of Emergency Plan Set up Incident Room		
Set up Asset Board and manage accordingly as assets are deployed, redeployed and stood down		
Provide casualty/ambulance reception at Sellaness		
If Pollution is reported, respond as per Pollution Plan		
Record SitRep from On Scene Commander		
Pass information between On Scene Commander and Incident Room		
Collate MRF and PIN Forms as appropriate		
Collect, preserve and document evidence.		

Loss of Shipboard Navigational Equipment

- [DHM Action Card](#)
- [VTS Action Card](#)
- [Duty Port Safety Officer Action Card](#)
- [Off duty Port Safety Officer Action Card](#)

Loss of Shipboard Navigational Equipment

Action Card: DHM

Responsibilities:

- Assess the need to activate the Emergency Plan
- Incident Command
- Health and Safety of the response
- Communicate with Response teams and the EM

Task	✓	Notes
Start new Incident Log		
Obtain information from VTS		
Activate Emergency Plan in accordance with Part B		
Call Executive Manager		
Discuss with VTSSO whether they can offer NS		
Discuss place of safety with VTS		
Assess danger to the port and other users		
Consider exclusion zone / port closure		
Go to VTS and Support VTSSO with VTS / NS duties		

Loss of Shipboard Navigational Equipment

Action Card: VTS Officer

Responsibilities:

- Assist Emergency Services
- Ensure safety of other vessels in the area
- Maintain VTS Services

Task	✓	Notes
Start new Incident Log		
Obtain Information <ul style="list-style-type: none"> • Name & Position (if known) of Vessel • Type of ship & Cargo • How many Persons on Board • Have they contacted the Coastguard • Equipment still available • Crews knowledge of the area 		
Advise vessel to call the Coastguard		
Call Duty Harbour Master		
Call Coastguard on Ch.16 / 999		
Call Duty Port Safety Officer		
Call first duty Pilot		
Call SVT ERB		
Inform all Vessels in the Area		
Identify place of safety (eg emergency anchorages)		
Assess whether you can provide Navigational Support		
Upon arrival of DHM, pass on all relevant information		
Pass information between response teams and DHM		
Continue to monitor traffic in the area and provide traffic / navigation information		

Loss of Shipboard Navigational Equipment

Action Card: Duty Port Safety Officer

Responsibilities:

- On Scene Commander
- Communicate with Incident Control Room
- On Scene Casualty Care

Task	✓	Notes
Obtain information from VTS/DHM		
Assist DHM as requested		
Deploy to Scene		
Assess Situation on Arrival		
Receive Update from Person(s) on site		
Feedback to VTS/DHM		
Provide SitRep to Incident Control Room		
Provide reception at RVP		
Nominate contact for Emergency Services at RVP		
If Pollution is reported, respond as per Pollution Plan		
Provide briefing to persons attending regarding on site hazards and action required		
Provide on scene casualty care as required		

Loss of Shipboard Navigational Equipment

Action Card: Port Safety Officer

Responsibilities:

- Activate the Incident Control Room
- Assist DHM
- Health and Safety Advice

Task	✓	Notes
Obtain information from VTS/DHM		
Assist DHM as requested		
On Activation of Emergency Plan Set up Incident Room		
Set up Asset Board and manage accordingly as assets are deployed, redeployed and stood down		
Provide casualty/ambulance reception at Sellaness		
If Pollution is reported, respond as per Pollution Plan		
Record SitRep from On Scene Commander		
Pass information between On Scene Commander and Incident Room		
Collate MRF and PIN Forms as appropriate		
Collect, preserve and document evidence.		

Loss of VTS / Major Port Navigation (Nav.) Aids

- [DHM Action Card](#)
- [VTS Action Card](#)
- [Duty Port Safety Officer Action Card](#)
- [Off Duty Port Safety Officer Action Card](#)

Responsibilities:

- Assess the need to activate the Emergency Plan
- Incident Command
- Health and Safety of the response
- Communicate with Response teams and the EM

Task	✓	Notes
Start new Incident Log		
Obtain information from VTS		
Activate Emergency Plan in accordance with Part B		
If VTSO is in danger, instruct them to evacuate immediately		
Assess danger to the port and other users		
Consider exclusion zone / port closure		
Call Executive Manager If it effects current shipping		
Issue LNtM		
Liaise with SVT ERB		
Pass information between management team and VTSO		

Responsibilities:

- Assist Emergency Services
- Ensure safety of other vessels in the area
- Maintain VTS Services

Task	✓	Notes
Broadcast navigational information to all ships		
If ships are under pilotage, contact the pilot		
Attempt to re-boot failed system		
Call duty engineer		
Call the duty harbour master		
Call SVT Docs		
Upon arrival of DHM, pass on all relevant information		
Continue to communicate with vessels via VHF where possible and broadcast Navigation Information		

Responsibilities:

- On Scene Commander
- Communicate with Incident Control Room
- On Scene Casualty Care

Task	✓	Notes
Obtain information from VTS/DHM		
Assist DHM as requested		
Deploy to Scene		
Assess Situation on Arrival		
Receive Update from Person(s) on site		
Feedback to VTS/DHM		
Provide SitRep to Incident Control Room		
Provide reception at RVP		
Nominate contact for Emergency Services at RVP		
If Pollution is reported, respond as per Pollution Plan		
Provide briefing to persons attending regarding on site hazards and action required		
Provide on scene casualty care as required		

Responsibilities:

- Activate the Incident Control Room
- Assist DHM
- Health and Safety Advice

Task	✓	Notes
Obtain information from VTS/DHM		
Assist DHM as requested		
On Activation of Emergency Plan Set up Incident Room		
Set up Asset Board and manage accordingly as assets are deployed, redeployed and stood down		
Provide casualty/ambulance reception at Sellaness		
If Pollution is reported, respond as per Pollution Plan		
Record SitRep from On Scene Commander		
Pass information between On Scene Commander and Incident Room		
Collate MRF and PIN Forms as appropriate		
Collect, preserve and document evidence.		

Security Threat

- [DHM Action Card](#)
- [VTS Action Card](#)
- [Duty Port Safety Officer Action Card](#)
- [Off duty Port Safety Officer Action Card](#)

Responsibilities:

- Assess the need to activate the Emergency Plan
- Incident Command
- Health and Safety of the response
- Communicate with Response teams and the EM

Task	✓	Notes
Start new Incident Log		
Activate Emergency Plan in accordance with Part B		
Obtain information from VTS / Inform VTS		
If in danger, evacuate immediately		
Call PFSO / M.S.D and Consult PFSP		
Call Executive manager		
Call Police Scotland		
Call HM Shetland Coastguard		
Assess danger to the port and other users		
Assess whether an exclusion zone or port closure is required		
Consider Closing Port Gates		
Instruct vessels to depart as required		
Assist PFSO as required		
Make harbour craft available for patrols		

Responsibilities:

- Assist Emergency Services
- Ensure safety of other vessels in the area
- Maintain VTS Services

Task	✓	Notes
If in danger, evacuate immediately and follow action card for "Evacuation of VTS"		
Start new Incident Log		
Call Duty Harbour Master		
Call the police on 101 / 999		
Call SVT ERB		
Call Duty Port Safety Officer		
Call Duty Tug		
Call Duty Launch		
Call SVT ERB		
Liaise with emergency services		
Upon arrival of DHM, pass on all relevant information		
Pass information between response teams and DHM		
Continue to monitor traffic in the area and provide traffic / navigation information		

Responsibilities:

- On Scene Commander
- Communicate with Incident Control Room
- On Scene Casualty Care

Task	✓	Notes
Obtain information from VTS/DHM		
Assist DHM as requested		
Deploy to Scene		
Assess Situation on Arrival		
Receive Update from Person(s) on site		
Feedback to VTS/DHM		
Provide SitRep to Incident Control Room		
Provide reception at RVP		
Nominate contact for Emergency Services at RVP		
If Pollution is reported, respond as per Pollution Plan		
Provide briefing to persons attending regarding on site hazards and action required		
Provide on scene casualty care as required		

Responsibilities:

- Activate the Incident Control Room
- Assist DHM
- Health and Safety Advice

Task	✓	Notes
Obtain information from VTS/DHM		
Assist DHM as requested		
On Activation of Emergency Plan Set up Incident Room		
Set up Asset Board and manage accordingly as assets are deployed, redeployed and stood down		
Provide casualty/ambulance reception at Sellaness		
If Pollution is reported, respond as per Pollution Plan		
Record SitRep from On Scene Commander		
Pass information between On Scene Commander and Incident Room		
Collate MRF and PIN Forms as appropriate		
Collect, preserve and document evidence.		

Bomb Threat

- [DHM Action Card](#)
- [VTS Action Card](#)
- [Duty Port Safety Officer](#)
- [Off Duty Port Safety Officer](#)

Responsibilities:

- Assess the need to activate the Emergency Plan
- Incident Command
- Health and Safety of the response
- Communicate with Response teams and the EM

Task	✓	Notes
Start new Incident Log		
Activate Emergency Plan in accordance with Part B		
Obtain information from VTS / Inform VTS		
If in danger, evacuate immediately		
Call PFSO / M.S.D and Consult PFSP		
Call Executive manager		
Call Police Scotland		
Call Scottish Fire & Rescue		
Call HM Shetland Coastguard		
Assess danger to the port and other users		
Assess whether an exclusion zone or Port Closure is required		
Consider closing Port gates		
Instruct vessels to depart as required		
Assist PFSO as required		
Make harbour craft available for patrols		

Task	✓	Notes
<ul style="list-style-type: none"> • Assist Emergency Services • Ensure safety of other vessels in the area • Maintain VTS Services 		
Start new Incident Log Responsibilities: If threat via phone, obtain information <ul style="list-style-type: none"> • Where is the bomb • When will it detonate • How is it detonated • What does it look like 		
If in danger, evacuate the building and complete "Evacuation of VTS" Action card		
Call Duty Harbour Master		
Call Police Scotland on 999		
Call SVT ERB		
Call Duty Port Safety Officer		
Call Duty Tug		
Call Duty Launch		
Liaise with emergency services		
Upon arrival of DHM, pass on all relevant information		
Pass information between response teams and DHM		
If not evacuated, continue to monitor traffic in the area and provide traffic / navigation information		

Responsibilities:

- On Scene Commander
- Communicate with Incident Control Room
- On Scene Casualty Care

Task	✓	Notes
Obtain information from VTS/DHM		
Assist DHM as requested		
Deploy to Scene		
Assess Situation on Arrival		
Receive Update from Person(s) on site		
Feedback to VTS/DHM		
Provide SitRep to Incident Control Room		
Provide reception at RVP		
Nominate contact for Emergency Services at RVP		
If Pollution is reported, respond as per Pollution Plan		
Provide briefing to persons attending regarding on site hazards and action required		
Provide on scene casualty care as required		

Responsibilities:

- Activate the Incident Control Room
- Assist DHM
- Health and Safety Advice

Task	✓	Notes
Obtain information from VTS/DHM		
Assist DHM as requested		
On Activation of Emergency Plan Set up Incident Room		
Set up Asset Board and manage accordingly as assets are deployed, redeployed and stood down		
Provide casualty/ambulance reception at Sellaness		
If Pollution is reported, respond as per Pollution Plan		
Record SitRep from On Scene Commander		
Pass information between On Scene Commander and Incident Room		
Collate MRF and PIN Forms as appropriate		
Collect, preserve and document evidence.		

Protest

- [DHM Action Card](#)
- [PFSO Statement to protesters](#)
- [VTS Action Card](#)
- [Duty Port Safety Officer](#)
- [Off Duty Port Safety Officer](#)

Responsibilities:

- Assess the need to activate the Emergency Plan
- Incident Command
- Health and Safety of the response
- Communicate with Response teams and the EM

Task	✓	Notes
Start new Incident Log		
Activate Emergency Plan in accordance with Part B		
Obtain information from VTS / Inform VTS		
If in danger, evacuate immediately		
Call PFSO / DfT and Consult PFSP		
Call Executive manager		
Call Police Scotland		
Call HM Shetland Coastguard		
Call Engineering manager		
Assess danger to the port and other users		
Assess whether an exclusion zone or port closure is required		
Consider closing Port gates		
Assist PFSO as required		
Make harbour craft available for patrols		
Pass information between management team and VTS		

Responsibilities:

- Use this statement to address protesters
- Only give information that is contained within this statement
- Direct enquiries to the SIC Media & Communications department

Statement

“This Fence line and gate mark the boundary of a restricted area. Crossing this boundary unauthorised, constitutes an offence under the Ship and Port Facility Regulations (2004). Any person in breach of these regulations, will be charged.

This area is monitored by CCTV. Any person involved in any criminal activity will be charged

For your own safety, I ask that you conduct your protest off of the road and at a safe distance from passing vehicles

Within this facility, is the pollution response base for the Sullom Voe Harbour Area and the Headquarters for the Shetland Islands Council Marine & Air Department. Restricting access or egress to or from this area, may have a detrimental effect on any response in the event of a pollution or emergency event. In addition, it may jeopardise life line ferry and air services which are managed from this facility.”

Questions	Remarks
Why are you protesting here today?	
Do you represent an organisation? if yes, who?	
Do you have any contact details for yourselves or the organisation?	
What are your intentions?	
What do you hope to achieve?	
How long do you expect the protest to last?	
How many people do you expect to participate in the protest?	

Responsibilities:

- Assist Emergency Services
- Ensure safety of other vessels in the area
- Maintain VTS Services

Task	✓	Notes
Start new Incident Log		
Call Duty Harbour Master		
Call the police on 101 / 999		
Call SVT ERB		
Call Duty Port Safety Officer		
Call Duty Tug		
Call Duty Pilot Launch		
Liaise with emergency services		
Upon arrival of DHM, pass on all relevant information		
Pass information between response teams and DHM		
Continue to monitor traffic in the area and provide traffic / navigation information		

Responsibilities:

- On Scene Commander
- Communicate with Incident Control Room
- On Scene Casualty Care

Task	✓	Notes
Obtain information from VTS/DHM		
Assist DHM as requested		
Deploy to Scene		
Assess Situation on Arrival		
Receive Update from Person(s) on site		
Feedback to VTS/DHM		
Provide SitRep to Incident Control Room		
Provide reception at RVP		
Nominate contact for Emergency Services at RVP		
If Pollution is reported, respond as per Pollution Plan		
Provide briefing to persons attending regarding on site hazards and action required		
Provide on scene casualty care as required		

Responsibilities:

- Activate the Incident Control Room
- Assist DHM
- Health and Safety Advice

Task	✓	Notes
Obtain information from VTS/DHM		
Assist DHM as requested		
On Activation of Emergency Plan Set up Incident Room		
Set up Asset Board and manage accordingly as assets are deployed, redeployed and stood down		
Provide casualty/ambulance reception at Sellaness		
If Pollution is reported, respond as per Pollution Plan		
Record SitRep from On Scene Commander		
Pass information between On Scene Commander and Incident Room		
Collate MRF and PIN Forms as appropriate		
Collect, preserve and document evidence.		

IT Failure / Cyber Attack

- [DHM Action Card](#)
- [VTS Action Card](#)
- [Duty Port Safety Officer](#)
- [Off Duty Port Safety Officer](#)

Responsibilities:

- Assess the need to activate the Emergency Plan
- Incident Command
- Health and Safety of the response
- Communicate with Response teams and the HM

Task	✓	Notes
Start new Incident Log		
Activate Emergency Plan in accordance with Part B		
Obtain information from VTS / Inform VTS		
Assess danger to the port and other users		
Consider exclusion zone or Port closure		
Call Executive Manager If it effects current shipping		
If Cyber Attack suspected, call PFSO		
PFSO to inform M.S.D		
Issue LNtM		
Liaise with SVT ERB		

Responsibilities:

- Assist Emergency Services
- Ensure safety of other vessels in the area
- Maintain VTS Services

Task	✓	Notes
If CSML is down, follow action card "Loss of Major Port Nav Aids"		
If Navigation light controls are down, follow action card for "Loss of Major Port Nav Aids"		
Call duty engineer		
Call SIC ICT		
Attempt to re-boot failed system		
Call the duty harbour master		
Call SVT Docs		
Upon arrival of DHM, pass on all relevant information		
Continue to communicate with vessels via available means where possible and broadcast Navigation Information		

Responsibilities:

- On Scene Commander
- Communicate with Incident Control Room
- On Scene Casualty Care

Task	✓	Notes
Obtain information from VTS/DHM		
Assist DHM as requested		
Deploy to Scene		
Assess Situation on Arrival		
Receive Update from Person(s) on site		
Feedback to VTS/DHM		
Provide SitRep to Incident Control Room		
Provide reception at RVP		
Nominate contact for Emergency Services at RVP		
If Pollution is reported, respond as per Pollution Plan		
Provide briefing to persons attending regarding on site hazards and action required		
Provide on scene casualty care as required		

Responsibilities:

- Activate the Incident Control Room
- Assist DHM
- Health and Safety Advice

Task	✓	Notes
Obtain information from VTS/DHM		
Assist DHM as requested		
On Activation of Emergency Plan Set up Incident Room		
Set up Asset Board and manage accordingly as assets are deployed, redeployed and stood down		
Provide casualty/ambulance reception at Sellaness		
If Pollution is reported, respond as per Pollution Plan		
Record SitRep from On Scene Commander		
Pass information between On Scene Commander and Incident Room		
Collate MRF and PIN Forms as appropriate		
Collect, preserve and document evidence.		

Exclusion Zone Action Cards

- [Exclusion zone VHF Radio Broadcast ProForma](#)
- [VTS Flow chart – Vessels entering an Exclusion Zone](#)

In the event that an exclusion zone is established within the Sullom Voe Harbour Area, the following message shall be broadcast on VHF Ch.14

“Sécurité, Sécurité, Sécurité

All Ships, All Ships, All Ships,

This is Sullom Voe VTS.

Information

An exclusion zone is In effect (Insert details of the exclusion zone),

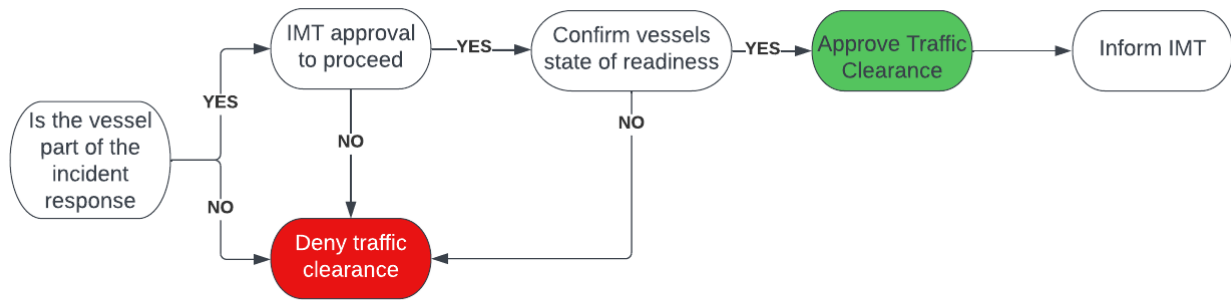
- *Example 1 - 500m around (vessel name/Jetty #) in position (Lat/Long).*
- *Example 2 – South of a line joining Grunn Taing on Gluss Isle to Skaw Taing on Calback Ness*

For more information, contact Sullom Voe VTS / (name of OSC Afloat) on VHF Channel 14.

This is Sullom Voe VTS / (name of OSC Afloat), Out.”

VTs Flow Chart - Vessel Entering an Exclusion Zone

The below flow chart shall be used to determine if a vessel has clearance to enter an exclusion zone



Key:

IMT - Incident Management Team

C/L - Check List

SIC Shore Response Teams Checklist

All Scenarios

Responsibilities:

- Safety of self and team
- Respond as requested by the OSC Ashore
- Communicate with OSC Ashore

Task	✓	Notes
Prior to Deployment		
Form a Shore response Team <ul style="list-style-type: none"> • Minimum of 2 people • Maximum of 5 people 		
Assign a Shore response Team Leader		
Team Leader to collect Intrinsically safe, portable hand held radio		
Team Leader to collect an atmosphere monitor		
Team Leader to ensure that all team members have appropriate PPE		
Team Leader to establish communications with the On Scene Commander Ashore		
Team Leader to Report to On Scene Commander Ashore that the team is standing by and ready for deployment		
Team to respond as directed by the On Scene Commander Ashore		
Upon Deployment		
Continue to assess Safety to yourself and your team		
Pass information to On Scene Commander Ashore		

Executive Manager – Action Card

All Scenarios

Action Card: Executive Manager

Responsibilities:

- Health and safety of all operations within the port
- Support DHM
- Business continuity
- Communicate with DHM & other council / external parties

Task	✓	Notes
Start new Incident Log		
Obtain information from DHM		
If in danger, evacuate immediately		
Call Director Infrastructure		
Call Emergency Planning and Resilience Officer		
Call SIC Communications		
Maintain communication with DHM		
Establish and maintain communications with Emergency Management Team		
Inform SIC Emergency Management Team when SVHA ICR has been established		
Regularly assess the impact of the event with the management team		
Provide Situation reports		
Consider impact of Port closures (e.g. to outer Isles)		
Consult with Engineering / SVT to estimate the length and expense of “clean up” period		

Annex I - Identified Resources & Capabilities

Fleet - Tug Vessels

Tystie	
FIFI capability	2 x water spray at 1200m ³ /hour + 1 foam monitor
Foam Capacity	38m ³ held on-board - Aquafilm AFFF
MOB capability	1 x Jason's rescue stretcher
Pollution capability	13m ³ of dispersant - Slikgone NS. Capable of covering 88 hectares at 5 knots.
Maximum speed	13 knots
Bollard pull	55 Tonnes ahead / 50 Tonnes astern

Dunter	
FIFI capability	2 x water spray at 1200m ³ /hour + 1 foam monitor
Foam Capacity	38m ³ held on-board - Aquafilm AFFF
MOB capability	1 x Jason's rescue stretcher
Pollution capability	13m ³ of dispersant - Slikgone NS. Capable of covering 88 hectares at 5 knots.
Maximum speed	13 knots
Bollard pull	55 Tonnes ahead / 50 Tonnes astern

Shalder	
FIFI capability	2 x water spray at 1200m ³ / hour + foam monitor
Foam Capacity	None held on-board
MOB capability	1 x Jason's stretcher + 1 x Jason's Cradle
Pollution capability	Skimmer & Boom deployment
Maximum speed	14 knots
Bollard pull	83 Tonnes ahead / 70 Tonnes Astern

Tirrick	
FIFI capability	2 x water spray at 1200m ³ / hour + foam monitor
Foam Capacity	None held on-board
MOB capability	1 x Jason's stretcher + 1 x Jason's Cradle
Pollution capability	Skimmer & Boom deployment
Maximum speed	14 knots
Bollard pull	83 Tonnes ahead / 70 Tonnes Astern

Fleet - Pilot Launches

Sullom Shoormal	
FIFI capability	N/A
MOB capability	MOB Lift
Pollution capability	Monitoring / collection samples
Maximum speed	18 Knots
Bollard pull	N/A

Sullom Spray	
FIFI capability	N/A
MOB capability	MOB Lift
Pollution capability	Monitoring / collection samples
Maximum speed	18 Knots
Bollard pull	N/A

Sullom Spindrift	
FIFI capability	N/A
MOB capability	MOB Lift
Pollution capability	Monitoring / collecting samples
Maximum speed	18 Knots
Bollard pull	N/A

Fleet - Workboats

Shearwater	
FIFI capability	N/A
MOB capability	MOB recovery pole (Conscious casualties only)
Pollution capability	Monitoring / boom deployment / collecting samples
Maximum speed	8 knots
Bollard pull	N/A

Fleet - Mooring Boats

Sullom A, B & C	
FIFI capability	N/A
MOB capability	Overboard ladder (Conscious casualties only)
Pollution capability	Monitoring / boom deployment / collecting samples
Maximum speed	8 knots
Bollard pull	N/A

Fleet – Ports & Harbours Road Vehicles

Vehicle	Equipment
Pollution pick up	Tier 1 Pollution equipment
DHM van x 2	Tier 1 Pollution equipment

Notice Periods

Fleet - Response Times - Tanker in Port	
1 st Duty Tug	15 minutes
2 nd Duty Tug	15 minutes
3 rd Duty Tug	2 Hours
4 th Duty Tug	Dependent on crew availability
1 st Duty Launch	15 minutes
2 nd Duty Launch (Call back crew)	4 hours

Fleet - Response Times - No Tanker in Port	
1 st Duty Tug	15 minutes
2 nd Duty Tug	1 Hour
3 rd Duty Tug	2 Hours
4 th Duty Tug	Dependent on crew availability
1 st Duty Launch	15 minutes
2 nd Duty Launch (Call back crew)	4 hours

Medical Equipment Available

Recourse	Location
First Aid station	1 st Floor Kitchen, Port Admin Building
First Aid Station	Ground Floor Kitchen, Port Admin Building
First aid station	Engineering workshop
Defibrillator	Main entrance, Port Admin Building
Defibrillator	X 4 - 1 on each tug

Portable hand held radios are kept in the following locations

Location	Number of Portable Radios
Harbour Master's Office	1 x VHF
Deputy Harbour Master's Office	1 x VHF
Port Safety Officers' Offices	2 x VHF
Towage Engineering Superintendent Office	1 x VHF & 1 x UHF
Pilots Office	3 x VHF
Workshop	3 x VHF & 5 x UHF

Portable Atmosphere Monitors

Location	Number of monitors
Workshop	6
Port Safety Officer's Office	2

Departmental Staff

Total Staff numbers (approx.)			
Department	Number of staff	Line Manager	Contact
Workshop	16	Team Lead Port Engineering	4203
Admin	10	Team Lead Engineering & Operations Support	4208
VTS	6	Team Lead Deputy Harbour Master	4202
Scalloway	4	Team Lead Deputy Harbour Master	4245

First Aiders			
Department	Number of First Aiders	First Aiders Post Titles	Contact
Workshop	2	Senior Technical Engineers	4298 / 4263
Ports	2	Port Safety Officers	4278 / 4277
Scalloway	1	Small Ports Supervisor	4221

Annex II - Incident Log

[illegible]

Annex III - Situation Report / METHANE Template

Time	Date
Organisation	
Name of Caller	Tel No

M	Major Incident	Has a Major Incident been declared? YES/NO <i>(If no, then complete ETHANE message)</i>	
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E	Exact Location	What is the exact location or geographical area of incident	
T	Type of Incident	What kind of incident is it?	
H	Hazards	What hazards or potential hazards can be identified?	
A	Access	What are the best routes for access and egress?	
N	Number of casualties	How many casualties are there and what condition are they in?	
E	Emergency Services	Which and how many emergency responder assets/personnel are required or are already on-scene?	

Restricted once complete

Signature