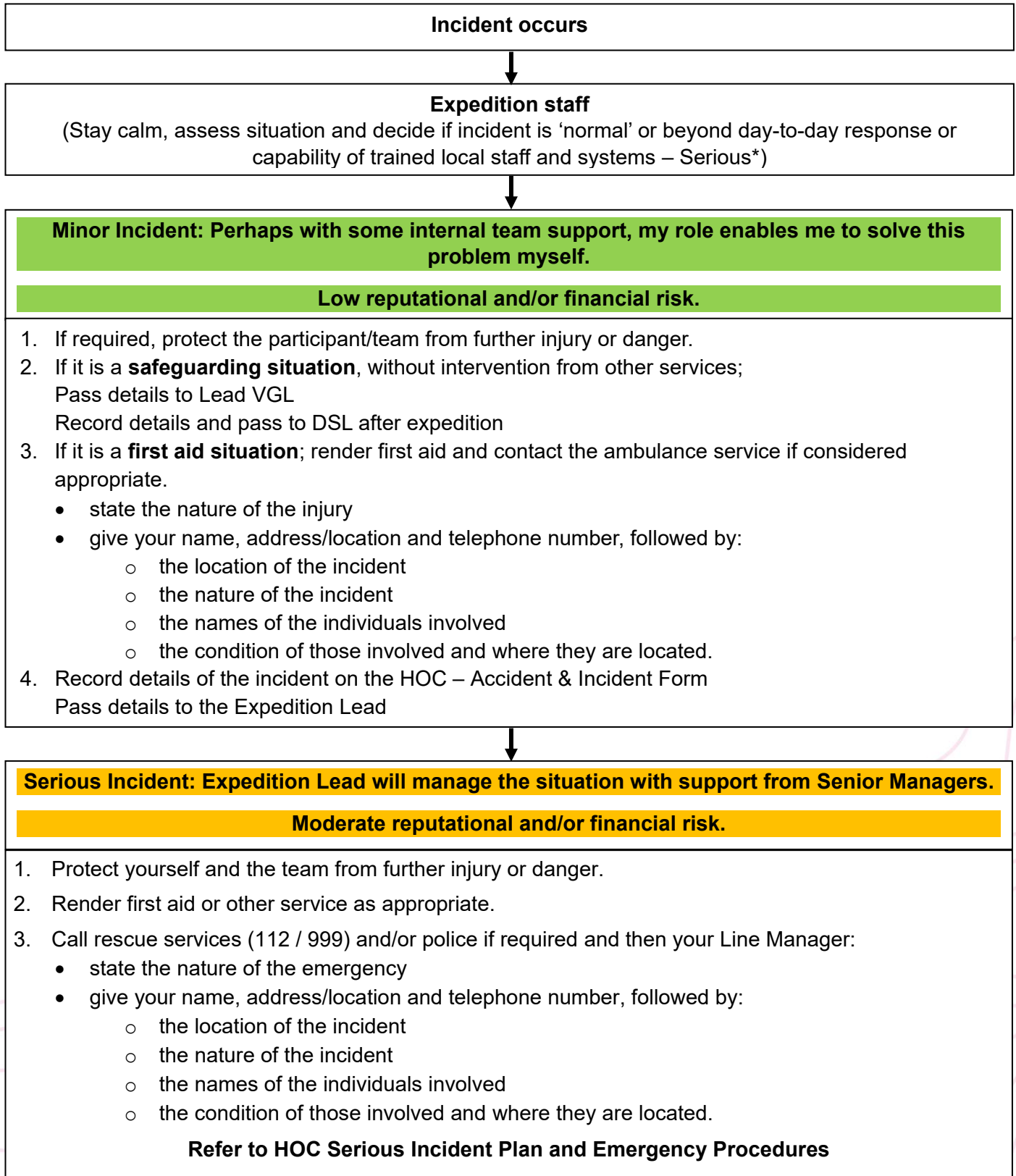


Incident Procedures Flowchart



Major Incident: OCMT will coordinate response with external partners.

Major service disruption with potential for high financial or reputational risk, or a closure of operational site.

1. Protect yourself and the team from further injury or danger.
2. Render first aid or other service as appropriate.
3. Call rescue services (112 / 999) and/or police if required and then contact your Line Manager:
 - state the nature of the emergency
 - give your name, address/location and telephone number, followed by:
 - the location of the incident
 - the nature of the incident
 - the names of the individuals involved
 - the condition of those involved and where they are located.

Refer to HOC Serious Incident Plan and Emergency Procedures

Emergency Planning Team Triggered

Take action as required and appropriate to:

- Remove remainder of the group/team(s) to a secure location and place under the care of a member of staff able to protect them from the attention of the press/media. If necessary, request the police to assist or ask for direct support from your base
- Do not make any statements to the press/media or allow anyone else to make statements other than expressions of sympathy.
- Refer all press/media enquiries to the HCC Press Office: 0370 7790000, or via the emergency contacts.
- Do not allow group members to text or telephone home or friends until contact has been made with your senior staff, the Press Office or Hampshire Outdoors Senior Managers
- Do not allow anyone to see any group member without an independent witness being present. (No-one, unless they are in a relevant official capacity, has the right to see anyone who does not wish to see them.)
- Retain all equipment involved in an unaltered condition.
- Record details from staff at the incident
- Log all calls/correspondence about the incident
- Arrange for evacuation of young people