

## Design Manual for Roads and Bridges



General Principles and Scheme Governance  
Maintenance & Operation

# GM 703

# Operational requirements for incident management

Revision 0

## Summary

This document contains the requirements for the management and response activities for all incidents on motorways and all-purpose trunk roads.

## Application by Overseeing Organisations

Any specific requirements for Overseeing Organisations alternative or supplementary to those given in this document are given in National Application Annexes to this document.

## Feedback and Enquiries

Users of this document are encouraged to raise any enquiries and/or provide feedback on the content and usage of this document to the dedicated Highways England team. The email address for all enquiries and feedback is: [Standards\\_Enquiries@highwaysengland.co.uk](mailto:Standards_Enquiries@highwaysengland.co.uk)

**This is a controlled document.**

# Contents

<b>Release notes</b>	<b>2</b>
<b>Foreword</b>	<b>3</b>
Publishing information . . . . .	3
Contractual and legal considerations . . . . .	3
<b>Introduction</b>	<b>4</b>
Background . . . . .	4
Assumptions made in the preparation of this document . . . . .	4
<b>1. Scope</b>	<b>5</b>
Aspects covered . . . . .	5
Implementation . . . . .	5
Use of GG 101 . . . . .	5
<b>2. Normative references</b>	<b>6</b>

## Release notes

Version	Date	Details of amendments
0	Apr 2020	GM 703 document created to outline general requirements for incident management. This full document has been written to comply with the new Highways England drafting rules.

## **Foreword**

### **Publishing information**

This document is published by Highways England.

### **Contractual and legal considerations**

This document forms part of the works specification. It does not purport to include all the necessary provisions of a contract. Users are responsible for applying all appropriate documents applicable to their contract.

## **Introduction**

### **Background**

This document has been created to provide the requirements for the management and response activities for all incidents on motorways and all-purpose trunk roads.

### **Assumptions made in the preparation of this document**

The assumptions made in GG 101 [Ref 1.N] apply to this document.

## 1. Scope

### Aspects covered

- 1.1 The national requirements for the management and response activities for all incidents on motorways and all-purpose trunk roads set out in the National Application Annexes shall be followed.

### Implementation

- 1.2 This document shall be implemented forthwith on all schemes involving the management and response activities for all incidents on the Overseeing Organisations' motorway and all-purpose trunk roads according to the implementation requirements of GG 101 [Ref 1.N].

### Use of GG 101

- 1.3 The requirements contained in GG 101 [Ref 1.N] shall be followed in respect of activities covered by this document.

## 2. Normative references

The following documents, in whole or in part, are normative references for this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

Ref 1.N	Highways England. GG 101, 'Introduction to the Design Manual for Roads and Bridges'
---------	---

© Crown copyright 2020.

You may re-use this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence:

visit [www.nationalarchives.gov.uk/doc/open-government-licence/](https://www.nationalarchives.gov.uk/doc/open-government-licence/),  
write to the **Information Policy Team, The National Archives, Kew, London TW9 4DU**,  
or email [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).



General Principles and Scheme Governance  
Maintenance & Operation

## GM 703

# England National Application Annex to GM 703 Operational requirements for incident management

Revision 0

### Summary

This National Application Annex sets out the Highways England specific requirements on the approach for incident management to be applied when undertaking any activity that does or can have an impact on safety on the motorway and all-purpose trunk roads in England, either directly or indirectly. It provides a framework for identifying hazards, assessing, evaluating and managing safety risks and assuring safety risk governance.

### Feedback and Enquiries

Users of this document are encouraged to raise any enquiries and/or provide feedback on the content and usage of this document to the dedicated Highways England team. The email address for all enquiries and feedback is: [Standards\\_Enquiries@highwaysengland.co.uk](mailto:Standards_Enquiries@highwaysengland.co.uk)

**This is a controlled document.**

# Contents

<b>Release notes</b>	<b>2</b>
<b>Foreword</b>	<b>3</b>
Publishing information . . . . .	3
Contractual and legal considerations . . . . .	3
<b>Introduction</b>	<b>4</b>
Background . . . . .	4
Assumptions made in the preparation of this document . . . . .	4
<b>Abbreviations</b>	<b>5</b>
<b>Terms and definitions</b>	<b>6</b>
<b>E/1. Outcomes</b>	<b>10</b>
<b>E/2. Planning</b>	<b>11</b>
General . . . . .	11
Incident response plan . . . . .	11
Resource . . . . .	11
Communication . . . . .	11
<b>E/3. Delivery</b>	<b>12</b>
Incident management timeline . . . . .	12
Actions . . . . .	12
Virtual patrolling . . . . .	12
Initial response . . . . .	12
Scene management . . . . .	13
Recovery to normality . . . . .	13
Escalation . . . . .	14
Liaison . . . . .	14
Reporting . . . . .	14
Performance requirements . . . . .	14
<b>E/4. Normative references</b>	<b>18</b>
<b>E/5. Informative references</b>	<b>19</b>
<b>Appendix E/A. Incident response plan</b>	<b>20</b>
E/A1 Compiling the Incident response plan . . . . .	20

## Release notes

Version	Date	Details of amendments
0	Apr 2020	Highways England National Application Annex to GM 703.

## **Foreword**

### **Publishing information**

This document is published by Highways England.

### **Contractual and legal considerations**

This document forms part of the works specification. It does not purport to include all the necessary provisions of a contract. Users are responsible for applying all appropriate documents applicable to their contract.

## Introduction

### Background

This National Application Annex sets out Highways England's asset delivery specific requirements in relation to incident management on motorway and all purpose trunk roads. This document contributes to facilitating a coordinated multi-agency approach to incident management

The collaborative implementation of Highways England's policies and operational documentation, seeks to facilitate a coordinated multi-agency approach to incident management that is consistent across all incident response stakeholders.

Incident management is defined as a plan that allows all incident responders to work in a structured, disciplined, coordinated and controlled manner for an effective and timely resolution to incidents. It is a systematic and coordinated use of human, institutional, mechanical and technical resources to safely manage and resolve incidents in an effective, efficient and expeditious way.

Effective incident management requires a clear understanding of each incident responder's roles and responsibilities, maintaining clear lines of communication at all times and transferring or escalating responsibility for command and control of an incident when appropriate to do so.

This document provides a framework supporting collaboration between the following incident responders:

- 1) on-road and control room traffic officers;
- 2) emergency services;
- 3) private vehicle recovery operators (VRO);
- 4) next generation vehicle recovery operator (NGVR); and
- 5) bodies responsible for maintenance and operations.

This document outlines the requirements for a consistent, collaborative, coordinated and flexible process, to be adhered to by all relevant incident stakeholders, for the varied incident management activities undertaken on motorway and all purpose trunk roads.

### Assumptions made in the preparation of this document

The assumptions made in GG 101 [Ref 5.N] apply to this document.

## Abbreviations

### Abbreviations

Abbreviation	Definition
APTR	All-purpose trunk road
CCA	Civil Contingencies Act
CCTV	Closed Circuit Television
DCP	Damage to Crown Property
ESN	Emergency Services Network
HAZMAT	Hazardous materials
IRP	Incident response plan
JESIP	Joint Emergency Service Interoperability Principles
NAA	National Application Annex
NGVR	Next Generation Vehicle Recovery
ROC	Regional Operations Centre
TETRA	Terrestrial Trunked Radio
TM	Traffic Management
TO	Traffic Officer
VRO	Vehicle Recovery Operator
VSS	Variable Signs and Signals

## Terms and definitions

### Terms

Term	Definition
Agreed diversion route	<p>The recommended route to be taken by road users when a section of road has been closed.</p> <p>NOTE: Agreed diversion routes are agreed with local stakeholders, councils and highway authorities and are usually signed using symbols in the event of a closure.</p>
Airwave	<p>A nationwide private mobile radio network in Great Britain that is based on digital terrestrial trunked radio (TETRA) technology.</p> <p>NOTE: Airwave is restricted by its licence to offer services on the Airwave network only to incident responders.</p>
Asset Delivery	<p>Asset delivery is where Highways England is directly responsible for managing all aspects of the operation of motorways and all-purpose trunk roads. This includes determining and managing what routine maintenance activities are undertaken and capital renewal and improvement schemes.</p>
Bronze command	<p>Bronze command has operational responsibility for controlling and coordinating Highways England's deployment to the incident scene.</p> <p>NOTE: Bronze command can also be referred to as operational command.</p>
Carriageway capacity	<p>The maximum potential capacity of a given section of the motorway and all-purpose trunk road network at any one time.</p>
Command levels	<p>Incidents are managed by Highways England at three recognised command levels, namely gold, silver and bronze, dependant on the nature of the incident.</p>
Competent person	<p>Someone who has been assessed as having sufficient training and experience or knowledge and other qualities in relation to the subject at hand, allowing them to make decisions and carry-out actions.</p> <p>NOTE: The level of competence required depends on the complexity of the situation.</p>
Contractor	<p>General term for provider of services to Highways England.</p>

**Terms** (continued)

<b>Term</b>	<b>Definition</b>
Damage to Crown Property process	The process used by Highways England to recover costs incurred in repairing damage to their road network, where damage has been caused by third parties.
Emergency services	First responders to an incident – Police, Fire & Rescue Service and Ambulance Service.
Emergency services network	The proposed communication system to be used by the 3 emergency services and other public safety users in the UK, replacing Airwave.
Gold command	Commands incidents at a strategic level and sets the organisation's strategy and policy for the resolution of incidents.  NOTE: Gold command can also be referred to as strategic command.
Hazardous material	An item or agent that has the potential to cause harm to humans, animals, or the environment, either by itself or through interaction with other factors.
Head of Planning and Development	As per Highways England's operational structure.
Head of Service Delivery	As per Highways England's operational structure.
Incident	Any occurrence or event occurring on or off the motorway and/or all purpose trunk road network either planned or unplanned, that has a detrimental impact on safety and/or affects the carriageway performance that can be reasonably expected at that time.
Incident management plan	A plan that allows incident responders to work in a structured, disciplined, coordinated and controlled manner for an effective and timely resolution to incidents.
Incident responders	Organisations responsible for responding to, managing and resolving incidents that have occurred on the motorway and all purpose trunk roads in England.
Incident response	The correct and most suitable resourcing and response to an incident determined by the scale and type of that incident as reported or identified, whether validated or not.
Joint emergency service interoperability principles (JESIP)	A methodology that aims to provide a more organised, structured and practiced multi-agency approach to incident management.
Maintenance & Response Service Contractor	Highways England provider for maintenance and response services.
Next Generation Vehicle Recovery	Provider to Highways England for the removal of vehicles from the motorway and All-purpose trunk roads as directed by the ROC.

**Terms (continued)**

<b>Term</b>	<b>Definition</b>
Mutual aid	A temporary acquisition of resources, to ensure incident management functionality is maintained.
Rearward relief	The turning around of trapped traffic between a closed junction and an incident scene that has blocked all lanes of the carriageway.  NOTE: Rearward relief allows traffic to leave the carriageway at the closed junction and continue their onward journey.
Recovery to normality	Actions taken following an incident to restore the carriageway to its normal performance for that specific location, given variable factors e.g. time of day, weather conditions.
Regional Director	As per Highways England's operational structure.
Resource	Relates to both staff and equipment.
Responder	An individual resource representing an incident management stakeholder at an incident, to perform a specific function in order to manage and resolve the incident.
Routine incident classification	Incidents without vulnerable persons or significant risk factors that do not require the immediate deployment of an incident responder.
Safety	The condition of being protected from harm or other non-desirable circumstances.
Scene management	The collaborative actions taken by all on-scene responders to create a safe environment for those involved in and working at the incident scene.  NOTE: Also defined as preventing the deterioration of, and assisting in the timely resolution of, the incident.
Silver command	Provides tactical solutions, determines aims and objectives, makes decisions, and provides direction and leadership to bronze commanders to bring about early, effective and efficient resolution to incidents.  NOTE: Silver command can also be referred to as tactical command.
Supply chain	Organisations contracted to Highways England to support network operations and incident resolution.
Traffic Officers	Highways England employees with jurisdiction over England's motorway and all-purpose trunk roads, under authorisation given by the Secretary of State. They have authority under the Traffic Management Act 2004 ( TMA 2004 [Ref 1.1]), to stop and direct traffic in order to resolve incidents and reduce congestion.

**Terms** (continued)

<b>Term</b>	<b>Definition</b>
Trusted source	<p>An organisation that has been verified to provide incident response information that requires no further checks.</p> <p>NOTE: Tactical incident specific signs and signals can be immediately set following the receipt of information from trusted sources.</p>
Vehicle recovery operator	<p>An individual or organisation with the skills, training and equipment providing the ability to lift, tow or transport a broken down or damaged vehicle from the scene of an incident to a place of relative safety.</p>
Virtual patrolling	<p>The proactive use of technology to provide an overview of the motorway and all purpose trunk roads.</p> <p>NOTE: Virtual patrolling supports early detection of disruptions and is key in finding and responding to routine incidents and preventing escalation.</p>

**E/1. Outcomes**

E/1.1 The following outcomes shall be provided:

- 1) asset made safe following all incidents;
- 2) provide timely and accurate incident intelligence;
- 3) all incidents are managed to secure the expeditious movement of traffic on the motorway and all-purpose trunk roads and facilitate the expeditious movement of traffic on road networks for which another authority is the traffic authority.

## E/2. Planning

### General

E/2.1 All reasonable steps must be taken to ensure the continued availability and resilience of motorway and all-purpose trunk roads in accordance with Section 5 of the Infrastructure Act 2015 [Ref 4.N].

*NOTE The Act states that all reasonable steps are to be taken to ensure the continued availability and resilience of the motorway and all-purpose trunk road network as a strategic artery for national traffic, and as an effective part of the wider road and transport system.*

E/2.2 Public highways must be maintained to reasonable standards in accordance with the Highways Act 1980 [Ref 2.N], Section 41 (duty to maintain) and Section 58 (special defence in actions for damages for non-repair).

E/2.3 Incident management activities addressing the safety of persons on scene, road-user safety, preservation of life and criminality shall take precedence over all other incident resolution activities.

### Incident response plan

E/2.4 Incident responders shall undertake the requisite duties as identified in the incident response plan (IRP) provided in Appendix E/A.

*NOTE The IRP ensures a coordinated and commensurate response to unplanned incidents on motorway and all-purpose trunk roads.*

E/2.5 Processes and procedures shall be developed to provide the necessary response for all phases of the incident (initial response, scene management and return to normality).

E/2.6 An Incident response plan (IRP) shall be devised and maintained using the headings provided within Appendix E/A.

E/2.7 Activities within each IRP shall be aligned to the phases detailed within the 'Incident management timeline' model, within Appendix E/A.

E/2.8 The Regional Director shall be accountable for assuring delivery of the outcomes defined in this National Application Annex (NAA) and for assuring the development and delivery of the IRP.

E/2.9 The Head of Service Delivery shall be responsible for the development and the delivery of the IRP.

### Resource

E/2.10 Supply chains shall be maintained to safely and efficiently fulfil incident response roles and responsibilities.

E/2.11 Arrangements for a HAZMAT SI 2002/2677 [Ref 1.N] accredited specialist waste company must be in place for hazardous material handling.

E/2.12 A 24 hour/seven day a week incident response function shall be provided by all incident responders and their supply chains.

E/2.13 For specific incident resolution activities, a specialist resource shall be required.

E/2.14 The pre-agreed roles and responsibilities commensurate to the instigated crisis management stage shall be implemented by all incident responders in line with their own organisational processes.

### Communication

E/2.15 All incident responders shall utilise and conform to the communications system that has been agreed.

E/2.15.1 The agreed communications systems may include Airwave, Emergency Services Network (ESN) or mobile telephone.

E/2.16 Relevant licences and authorisations for agreed communications systems shall be in place at all times.

## E/3. Delivery

### Incident management timeline

E/3.1 The management of incidents shall be aligned to the phases detailed within the 'incident management timeline' model.

*NOTE The 'incident management timeline' model forms a part of the 'incident response plan', as detailed in Appendix E/A.*

### Actions

E/3.2 Carriageway capacity shall only be compromised, where necessary, for reasons related to the safety of persons on scene, road-user safety, preservation of life or activities being undertaken to address criminality.

### Virtual patrolling

E/3.3 Virtual patrolling shall be undertaken by control staff whenever technology / resources are available to monitor:

- 1) all sections of the motorway and all purpose trunk roads where CCTV exists;
- 2) all smart motorway places of relative safety;
- 3) specific sections where there is likely to be a heightened rate of incidents i.e. during severe weather or where historical incident data justifies particular monitoring;
- 4) the re-opening of carriageways following closures; and
- 5) all short and long term road-works for unplanned circumstances that have the potential to adversely affect safety or traffic flows.

### Initial response

E/3.4 The following parties shall be relied upon as trusted sources when communicating information:

- 1) traffic officers (TOs) and inspectors;
- 2) police officers;
- 3) fire and rescue service staff; and
- 4) contractors responsible for operations and maintenance.

E/3.4.1 Lane closure signals and incident specific message signs may be set following receipt of information from a trusted source.

E/3.5 Where an incident is discovered, or there is a change of incident status, all relevant details shall be collated and communicated to the Regional Operations Centre (ROC).

E/3.6 Where there is a report or discovery of an incident, or at the request of an on-road incident responder, variable signs and signals (VSS) appropriate to that incident shall be set.

*NOTE The VSS policy and traffic officer work instructions determine what signs and signals are appropriate.*

E/3.7 Where an incident is reported, the relevant incident responder control rooms shall be informed and provided with details of current or anticipated incident type, prediction of duration, severity and any change in status.

*NOTE Timely collaboration and deployment of resources can have a positive impact on early incident resolution.*

E/3.8 When undertaking any safety critical activity that can impact on a live lane, the appropriate VSS, if not already set, shall be requested by the incident responder.

E/3.9 When resources and materials are dispatched in response to an incident, these resources and materials shall be commensurate to the information provided regarding that incident.

- E/3.9.1 Incidents on the non-patrolled sections of motorway and all purpose trunk roads may be attended by traffic officers in order to undertake traffic management activities.
- E/3.10 Upon receiving a report of an incident, an incident log shall be created within the recognised resource command and control system, recording the relevant details to enable an initial response plan to be formulated.
- Scene management**
- E/3.11 Where the presence of any hazardous material is suspected or signed, at a location of an incident, confirmation of its presence and any relevant actions required shall be requested and complied with.
- E/3.12 The existence, or potential existence, of asbestos shall be recorded in accordance with SI2012 No.632 [Ref 8.N].
- E/3.13 Any incident related material, either physical or recorded shall be retained for evidential and investigation purposes.
- E/3.13.1 The existence of any incident related material should be reported to investigating bodies as soon as it has been identified.
- NOTE* *Examples of incident related materials are CCTV recordings, TO Notebook, contemporaneous notes made at the scene and physical objects.*
- E/3.14 Permission shall be obtained from Highways England when access to an incident requires the use of any closed live lane which is enforced by a red X lane closure signal, in accordance with TSRGD [Ref 10.N].
- E/3.14.1 The authority to pass under a closed live lane 'red X' lane closure signal may be granted to incident responders, for traffic officer purposes, by Highways England on a 'case by case' basis, to each individual resource.
- NOTE* *'Red X' lane closure signals are shown in diagrams 6031.1 and 6031.2 of the TSRGD [Ref 10.N].*
- E/3.15 Permission shall be obtained from Highways England when access to an incident scene requires the use of a hard shoulder or dynamic hard shoulder that at that time is closed to traffic, in accordance with 'Motorways Traffic (England and Wales) Regulations 1982' MT(E&W) 1982 [Ref 7.N] .
- E/3.15.1 The authority to drive on a hard shoulder, may be granted, for traffic officer purposes, to incident responders by traffic officer's on a 'case by case' basis, to each individual resource.
- E/3.16 Incident access and egress shall be conducted in collaboration with all on-scene incident response commanders and their respective control rooms.
- E/3.17 Activities facilitating the expeditious movement of traffic shall be undertaken where requested or instructed.
- NOTE* *Expeditious movement of traffic can include tactical options e.g. rearward relief, and/or the use of diversion routes.*
- E/3.18 Agreed diversion routes shall be implemented and removed in collaboration with all relevant stakeholders.
- NOTE* *Relevant stakeholders can include contractors, local highway authorities and the emergency services.*
- E/3.19 The status of incidents shall be continually assessed using collaborative incident management principles in accordance with JESIP [Ref 6.N].
- E/3.20 Highways England control room staff shall be notified on a regular basis of any change to the incident conditions and operations being undertaken and a record of this notification recorded in the incident log.
- E/3.21 The deployment, maintenance and removal of traffic management shall comply with the guidance given in the TSM Chapter 8 [Ref 11.N].

**Recovery to normality**

E/3.22 Where details of those responsible for causing damage to Crown property are available, they shall be collected and passed to Highways England.

*NOTE The collection of details of those responsible for causing damage to Crown property can support Damage to Crown Property (DCP) claims initiated by Highways England.*

E/3.23 Approval shall be obtained from Highways England before conducting infrastructure repair and/or supporting traffic management activities.

*NOTE Obtaining approval from Highways England before conducting infrastructure repair and/or supporting traffic management activities, allows the impact on traffic flows to be assessed for better network occupancy management.*

E/3.24 A competent person shall be selected to assess any infrastructure involved in an incident before any sections of compromised carriageway can be opened, and a record made of any decision making within the incident log.

E/3.25 Notification shall be given to Highways England on the completion of infrastructure repair activities, where carriageway capacity can be, or has been restored to normality, and a record of this notification recorded within the incident log.

**Escalation**

E/3.26 Incident responders shall escalate and de-escalate incident command levels to and from operational (bronze), tactical (silver) or strategic (gold) dependant on the nature of the incident.

E/3.26.1 The principles found within Joint Emergency Services Incident Principles (JESIP) may be used to help determine appropriate incident command levels.

E/3.26.2 Escalation may be initiated by either on-road scene commanders or specific roles within Highways England's control room.

**Liaison**

E/3.27 All incident related media enquiries shall be dealt with by persons specifically trained in handling media enquiries.

**Reporting**

E/3.28 Debriefs shall be completed within the specified time frames, using the agreed debrief template, as prescribed within the Highways England Crisis Management Manual HE CMM [Ref 3.N].

E/3.29 Debriefs shall be conducted in collaboration with all relevant parties involved with the resolution of the incident.

*NOTE Debriefs can be 'hot' or 'cold' depending on the severity of the incident, the responders involved and the availability of responders who were involved with the resolution of the incident in question.*

E/3.29.1 Lessons learnt from incident debriefs should be shared with all relevant incident responders, to allow continuous improvement, as applicable to the incident to which it relates.

**Performance requirements**

E/3.30 Performance shall be measured using the incident response metric and performance requirement levels detailed below:

**Table E/3.30 Incident response metric and performance requirement levels**

			Assessment Times 10 0% Compliance (minutes) Performance Metric 1	Clearance Times 100% Compliance(minutes) Performance Metric 2			
			Highways England (*1) and Emergency Services Led Incidents	Highways England and Emergency Services Led Incidents	Highways England Led Incidents	Highways England and Emergency Services Led Incidents	Highways England Led IncidentsHighways EnglandLed Incidents
Road Type	Time of Day	Road Traffic Levels	Maximum duration from Contractor Incident notification (*2 ) from TOs / Emergency Services / Others to supply assessment (*3) to Highways England	a) Rolling 28 day mean: For all Contractor attended notified Incidents, duration from notification of carriageway compromise (*4) through to carriageway opening or from Incident command handover from the Emergency Services to Highways England through to carriageway opening (*5)	b) Rolling 28 day mean: For all Contractor attended self-identified (*6) Incidents, duration from identification of carriageway compromise (*4) through to carriageway opening (*5)	c) Absolute maximum duration for all Contractor attended notified Incidents, duration from notification of carriageway compromise (*4) through to carriageway opening or from Incident command handover from the Emergency Services to Highways England through to carriageway opening (*5)	d) Absolute maximum duration for all Contractor attended self-identified (*6) Incidents, duration from identification of carriageway compromise (*4) through to carriageway opening (*5)
Motorway	Day(*7)	Heavy(*9)	30	70	50	n/a	n/a
Motorway	Day(*7)	Light(*9)	45	90	70	n/a	n/a
Motorway	Night(*8)	All	60	120	100	n/a	n/a
APTR - dual	Day(*7)	Heavy(*9)	30	70	60	n/a	n/a
APTR - dual	Day(*7)	Light(*9)	45	n/a	n/a	90	80
APTR - dual	Night(*8)	All	60	n/a	n/a	120	100

**Table E/3.30 Incident response metric and performance requirement levels (continued)**

			Assessment Times 10 0% Compliance (minutes) Performance Metric 1	Clearance Times 100% Compliance(minutes) Performance Metric 2			
			Highways England (*1) and Emergency Services Led Incidents	Highways England and Emergency Services Led Incidents	Highways England Led Incidents	Highways England and Emergency Services Led Incidents	Highways England Led Incidents Highways EnglandLed Incidents
APTR - single	Day(*7)	Heavy(* 9)	30	50	40	n/a	n/a
APTR - single	Day(*7)	Light(* 9)	45	n/a	n/a	70	60
APTR - single	Night(* 8)	All	60	n/a	n/a	100	90

- NOTE
- 1) *\*1 Can be the Traffic Officers or the Contractor.*
  - 2) *\*2 Refers to those Incidents of which the Contractor has no knowledge until they are passed to the Contractor's via Highways England's Regional Operations Centre (ROC) from TOs, Emergency Services, Others or Contractor resource which cannot work on live lane Incidents. The measurement period starts when the notification communication ends. In each region a ROC is the day-to-day eyes and ears of our motorway and all-purpose trunk road network, through network operation, network management, customer contact and incident management.*
  - 3) *\*3 The Contractor Assessment supplied to Highways England captures, but is not be limited to the Incident's impact to the motorway and all-purpose trunk roads assets, the incident's impact to the operation of the motorway and all-purpose trunk roads, the incident's impact to adjacent communities, activities required recovering the asset, within Contractor's scope, or within the scope of an external contractor or third party and activities required to mitigate the Incident impact upon the operation of the motorway and all-purpose trunk road network.*
  - 4) *\*4 Describes the situation when a live running lane is partially or fully obstructed by an Incident.*
  - 5) *\*5 Describes the situation when a live running lane, which was partially or fully obstructed by an Incident, fully re-opens.*
  - 6) *\*6 Refers to those Incidents of which the Contractor has no knowledge until they discover them whilst carrying out other duties on the motorway and all-purpose trunk roads. Self-identified Incidents are only those which are discovered by Contractor resource which can work on live lane Incidents. The measurement period starts when the Incident is discovered.*
  - 7) *\*7 'Day' is 0400 – 2000 hrs.*
  - 8) *\*8 'Night' is 2000 – 0400 hrs.*
  - 9) *\*9 Classification of 'Heavy' and 'Light' traffic levels across the motorway and all-purpose trunk roads are detailed and made available by each Highways England region, and will be agreed with the Highways England Operational Director.*

## E/4. Normative references

The following documents, in whole or in part, are normative references for this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

Ref 1.N	The National Archives. Legislation.co.uk. SI 2002/2677, 'Health and Safety. The Control of Substances Hazardous to Health Regulations 2002'
Ref 2.N	The National Archives. legislation.gov.uk. Highways Act 1980, 'Highways Act 1980'
Ref 3.N	HE CMM, 'Highways England Crisis Management Manual'
Ref 4.N	The National Archives. legislation.gov.uk. Infrastructure Act 2015, 'Infrastructure Act 2015 Chapter 7'
Ref 5.N	Highways England. GG 101, 'Introduction to the Design Manual for Roads and Bridges'
Ref 6.N	<a href="https://www.jesip.org.uk/">https://www.jesip.org.uk/</a> . JESIP, 'Joint Emergency Services Interoperability Principles'
Ref 7.N	gov.uk. MT(E&W) 1982, 'Motorways Traffic (England and Wales) Regulations 1982'
Ref 8.N	The National Archives. Legislation.gov.uk. SI2012 No.632, 'The Control of Asbestos Regulations'
Ref 9.N	The National Archives. legislation.gov.uk. SI 2013/1471, 'The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013'
Ref 10.N	The Stationery Office. TSRGD, 'The Traffic Signs Regulations and General Directions 2016'
Ref 11.N	TSO. Department for Transport. TSM Chapter 8, 'Traffic Signs Manual Chapter 8 - Road works and temporary situations'
Ref 12.N	TSM 8 duplicate, 'TSM Chapter 8 (part 2) Road works and temporary situations - operations (2009), Section O7: Incident Management'

## E/5. Informative references

The following documents are informative references for this document and provide supporting information.

Ref 1.1	TMA 2004, 'Traffic Management Act 2004'
---------	---

## Appendix E/A. Incident response plan

### E/A1 Compiling the Incident response plan

The purpose of the incident response plan (IRP) is to clearly document how incident management and resolution activities will be undertaken within each asset delivery region. The IRP should be compiled following collaboration and input from relevant Highways England staff and associated maintenance and response (M&R) contractors, clearly highlighting how employee and customer safety are upheld and maintained throughout the incident timeline.

**Table E/A.1 Incident response plan content**

<b>Headings</b>	<b>Description of content</b>
Introduction	<ul style="list-style-type: none"> <li>- Purpose of the document;</li> <li>- regional approach to incident management to uphold Highways England imperatives;</li> <li>- regional approach to maintain proactivity through each stage of the incident management timeline;</li> <li>- role and function of Highways England within incident management as a Category 2 responder (CCA);</li> <li>- contractual arrangements;</li> <li>- description of area network, full extent of network, key area features, high-risk and strategic locations;- what defines an incident and the types of incident dealt with</li> </ul>
Roles and responsibilities	<p>To include as a minimum:</p> <ul style="list-style-type: none"> <li>- Details of key personnel responsible for the delivery of incident management;</li> <li>- Definitions and roles of personnel responsible for decision making around incident management;</li> <li>- Duty rota for key decision makers (or links to relevant rotas);</li> <li>- Staffing levels;</li> <li>- Details of staff training;</li> <li>- Statements on health and safety covering both Highways England and contractor roles</li> </ul>
Liaison and arrangements	<p>To include as a minimum:</p> <ul style="list-style-type: none"> <li>- the regional process for identifying and responding to an incident;</li> <li>- Details of internal communication arrangements (including contingency arrangements);</li> <li>- Details of external communication arrangements including stakeholders important to operational effectiveness;</li> <li>- Details of communication arrangements with highway schemes;</li> <li>- Statement on media liaison arrangements;</li> <li>- Details of mutual aid agreements and cross boundary agreements;</li> <li>- Details of broken down / abandoned vehicle arrangements;</li> <li>- Details of escalation arrangements, referencing the crisis management manual and activation of the incident response plan</li> </ul>
Reporting	<ul style="list-style-type: none"> <li>- regional arrangements for meeting the reporting requirements of other / related</li> <li>- contractor arrangements for reporting to Highways England</li> <li>- regional arrangements for the storage of incident management related data</li> </ul>
Materials, storage and vehicles	<p>To include as a minimum:</p> <ul style="list-style-type: none"> <li>- Details of outstations, depots, including response vehicle locations and material storage arrangements;</li> <li>- Supply chain partners and related agreements</li> </ul>
Appendices	Appendices should be used to supplement the operational details provided in the incident response plan.

© Crown copyright 2020.

You may re-use this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence:

visit [www.nationalarchives.gov.uk/doc/open-government-licence/](https://www.nationalarchives.gov.uk/doc/open-government-licence/),  
write to the **Information Policy Team, The National Archives, Kew, London TW9 4DU**,  
or email [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

# Design Manual for Roads and Bridges



General Principles and Scheme Governance  
Maintenance & Operation

## GM 703

# Northern Ireland National Application Annex to GM 703 Operational requirements for incident management

Revision 0

### **Summary**

There are no specific requirements for Department for Infrastructure Northern Ireland supplementary or alternative to those given in GM 703.

### **Feedback and Enquiries**

Users of this document are encouraged to raise any enquiries and/or provide feedback on the content and usage of this document to the dedicated team in the Department for Infrastructure, Northern Ireland. The email address for all enquiries and feedback is: [dcu@infrastructure-ni.gov.uk](mailto:dcu@infrastructure-ni.gov.uk)

**This is a controlled document.**

## Contents

Release notes

2

## Release notes

Version	Date	Details of amendments
0	Apr 2020	Department for Infrastructure Northern Ireland National Application Annex to GM 703.

© Crown copyright 2020.

You may re-use this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence:

visit [www.nationalarchives.gov.uk/doc/open-government-licence/](https://www.nationalarchives.gov.uk/doc/open-government-licence/),  
write to the **Information Policy Team, The National Archives, Kew, London TW9 4DU**,  
or email [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).



General Principles and Scheme Governance  
Maintenance & Operation

## GM 703

# Scotland National Application Annex to GM 703 Operational requirements for incident management

Revision 0

### **Summary**

There are no specific requirements for Transport Scotland supplementary or alternative to those given in GM 703.

### **Feedback and Enquiries**

Users of this document are encouraged to raise any enquiries and/or provide feedback on the content and usage of this document to the dedicated Transport Scotland team. The email address for all enquiries and feedback is: [TSSStandardsBranch@transport.gov.scot](mailto:TSSStandardsBranch@transport.gov.scot)

**This is a controlled document.**

## Contents

Release notes	2
---------------	---

## Release notes

Version	Date	Details of amendments
0	Apr 2020	Transport Scotland National Application Annex to GM 703.

© Crown copyright 2020.

You may re-use this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence:

visit [www.nationalarchives.gov.uk/doc/open-government-licence/](https://www.nationalarchives.gov.uk/doc/open-government-licence/),  
write to the **Information Policy Team, The National Archives, Kew, London TW9 4DU**,  
or email [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).



General Principles and Scheme Governance  
Maintenance & Operation

## GM 703

# Wales National Application Annex to GM 703 Operational requirements for incident management

Revision 0

### Summary

There are no specific requirements for Welsh Government supplementary or alternative to those given in GM 703.

### Feedback and Enquiries

Users of this document are encouraged to raise any enquiries and/or provide feedback on the content and usage of this document to the dedicated Welsh Government team. The email address for all enquiries and feedback is: [Standards\\_Feedback\\_and\\_Enquiries@gov.wales](mailto:Standards_Feedback_and_Enquiries@gov.wales)

**This is a controlled document.**

## Contents

Release notes	2
---------------	---

## Release notes

Version	Date	Details of amendments
0	Apr 2020	Welsh Government National Application to GM 703.

© Crown copyright 2020.

You may re-use this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence:

visit [www.nationalarchives.gov.uk/doc/open-government-licence/](https://www.nationalarchives.gov.uk/doc/open-government-licence/),  
write to the **Information Policy Team, The National Archives, Kew, London TW9 4DU**,  
or email [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).