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| This circular is | <b>For action</b>  | No Response required |                        |
| This circular is | <b>Not relevant to the National Framework</b>            |                      |                        |
| Status           | <b>IRMP Guidance Note 10 - Emergency Call Management</b> |                      |                        |

# *Emergency Call Management*

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**Addressed to:** **Please forward to:**

**The Commissioner of the London Fire &  
 Emergency Planning Authority**  
**All Chief Fire Officers**

**Control Room Operators**

**Summary**

**This circular provides advice and good practice developed jointly by CFOA and HMFSI to assist effective emergency call handling by the Fire and Rescue Service (FRS).**

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### 1.0 Introduction

- 1.1 The advice contained in this document is considered to be good practice in emergency call management. It has been developed jointly by the Chief Fire Officers Association (CFOA) and HM Fire Service Inspectorate (HMFSI). The aim is to further develop emergency call handling by the Fire and Rescue Services (FRS). Emergency Call Management (ECM) is based on generic emergency call prompts. These will build on the knowledge and skills of Control Room Operators (CRO), to enable them to assess incidents and elicit specific information appropriate to the type of call and aid dynamic mobilising. This will additionally improve the safety of emergency service responders and the public. It is during the management of an emergency call that the FRS begins to manage and assess the risk. Further work is being undertaken as part of the FiRe Control Project. The generic incident types and call prompts contained in this Circular may be added too, or amended at a future date as a result of this ongoing work.
- 1.2 Risk management is about using FRS resources both flexibly and efficiently to full effect to achieve safer communities. ECM provides a framework to manage an immediate and developing risk by evaluating the nature of a call and determining the appropriate intervention resources required to deal with it (priority being given to the safety and well being of the public).
- 1.3 It is generally accepted that managing risk will extend to partnership and collaboration with other agencies and to the planning arrangements to meet the risk. Together these issues are defined as Integrated Risk Management Planning (IRMP) and it is this process that determines how FRS's continually develop and improve service delivery.
- 1.4 The perception of risk may vary between individuals and groups and is influenced by attitudes, personal experiences and knowledge. When risk based decisions are made however, it is important that these take account of known or acquired information and professional judgement, within the framework of FRS policy, standards and guidance in place.
- 1.5 It is envisaged that CRO will normally use the call prompts when dealing with calls from members of the public, though it is recognised that on occasions more than one generic emergency call prompt may need to be used. They have been designed to allow their use as a stand-alone aide memoir or to be incorporated into existing or emerging technology.

### 2.0 Background

- 2.1 In 2001, a review of emergency call handling was commissioned by Chief and Assistant Chief Fire Officers Association (CACFOA) and supported by HM Fire Service Inspectorate (HMFSI). This evolved into the "Emergency Call Management Project (ECM)", with the following objectives:
- To improve the quality of emergency call handling by CRO
  - To improve the quality of information to responders

- To reduce the risk to responders
  - To provide appropriate safety advice to the public
  - To review the guidance on “Training in Emergency Call Handling Techniques and Fire Survival Guidance” as contained in the Fire Control Personnel Training Package issued to complement Fire Service Circular 10/93, and
  - To aid dynamic mobilising to ensure an appropriate response is made to each call.
- 2.2** FRS will have a new statutory framework to respond to emergencies other than fires. It is important that CRO have the right training and guidance for the new role that they will undertake during the ECM process.
- 2.3** This document outlines the guidance and procedures that will assist in identifying and managing emergency calls. By the adoption of a three-stage approach appropriate risk information will be provided to responders and the public.
- 3.0** **Emergency Call Management Protocol (Annex A)**
- 3.1** The ECM protocol in brief, offers a generic system for the successful management of emergency calls based on the principle that an emergency call can be dealt with within three distinct stages (see Appendix A for a full explanation):
- **Stage One** Primary questions, which aid the mobilising decision
  - **Stage Two** Assessment questions that help build a picture of the incident, aid mobilising decisions, and assist the safety of responders and the caller
  - **Stage Three** Pre-arrival advice designed to assist the safety of the caller and the public at the scene
- 3.2** The overall aim of using the above stages is to ensure that the response is appropriate to the types of risk and calls attended, reduce the risk to responders and improve public safety. This is achieved by the provision of timely, accurate and relevant information, which will better equip the FRS to:
- Resource appropriately against the identified risk (dynamic mobilising)
  - Reduce risk to the first emergency service crews by the provision of information of the threat, pre-planning and briefing
  - Reduce risk to the public and the environment by the provision of appropriate and accurate information, of the potential effects of any occurrence and how to implement the necessary control measures to aid public safety.

### 4.0 Generic Call Types

Six generic call types have been identified to cover incidents that the FRS attends.

The six call types are: -

- **Rescue** (Annex C)
- **Fires** (Annex D)
- **Hazardous materials** (Annex E)
- **Alarms** (Annex F)
- **Explosion** (Annex G)
- **Civil Disturbance** (Annex H)

### 4.1 Rescue

*Any incident that involves a person or persons, or animals that are unable to remove themselves from an environment of potential harm unaided.*

- Fires
- Transport (Road, Rail, Air, Marine)
- Ice/unstable ground
- Lifts and escalators
- Sewers
- Silos
- Trench/pits
- Collapsed structures
- Height
- Flooding
- Machinery
- Animals

### 4.2 Fires

*Any incident, which involves the event of an uncontrolled combustion that requires the intervention of additional agency/resources.*

- Buildings, including high rise
- Chimneys
- Farms
- Rural areas
- Refuse
- Installations
- Transport (Road, Rail, Air, Marine)

### 4.3 Hazardous materials

*Any incident, which involves a substance or occurrence, that has the potential to cause injury, sickness, death or environmental harm, from exposure to, or inhalation, ingestion or absorption of that substance.*

- Chemical (including petrochemical products – from spillages from a car to large petrochemical installations)
- Biological
- Radiological
- Nuclear
- Environmental contaminants (e.g. milk)
- Gas

### 4.4 Alarms

*Any incident, which involves the operation of all or part of an automatic detection and alarm system to give early warning of an unplanned event in otherwise unobserved spaces, rooms or compartments.*

- Fire
- Smoke detector
- Hazardous Material e.g. methane, chlorine, ammonia, carbon monoxide or petrochemical leak
- Environment

### 4.5 Explosion

*Any incident or occurrence, which involves a liquid or solid substance which, in itself is capable of:*

- Producing a large quantity of gas under high pressure
- Able to produce this gas so rapidly under certain conditions that the surroundings are subject to a strong dynamic stress
- Detonation
- An exothermic reaction

### 4.6 Civil Disturbance

*Any incident, or threat (i.e. bomb threat or other) arising from, for example; -*

- Public celebrations, political demonstrations, meetings, rail & industrial disputes and terrorism

### 5.0 Dynamic Mobilising

- 5.1 Dynamic Mobilising is defined as the ability ‘to achieve the best match between incident need and resources available at the earliest opportunity to ensure those in need receive a safe and appropriate service’.
- 5.2 Dynamic mobilising allows CRO and the FRS, a flexibility in their approach to emergency calls, which will result in a proportionate and appropriate initial response. The Service already adopts this approach, most often during spate conditions. ECM also recommends that CRO are encouraged to alter or amend their initial response decisions, as more information is obtained from the caller.
- 5.3 Call management flexibility supports IRMP, in that risks identified through the wider risk management process, may be further categorised by CRO as requiring different weights of attack. Having the clearest picture of immediate circumstances at the time from caller information, current incident requirement and the state of readiness of the FRS, CRO are uniquely best equipped to make this judgement. Accurate assessment of the call is essential and must be carried out in a logical and systematic manner to ensure the most appropriate response.
- 5.4 At each stage of the ECM process CRO will have to consider if resources should be:
- Sent
  - Adjusted
  - Returned/redirected or sent to Rendezvous Point (RVP)

The immediate dispatch of an appliance(s) cannot always be justified particularly where there is no risk to life or property. Resources must be available for life-threatening emergencies.

### 6.0 Abandoned or Suspected Malicious Calls (Annex B)

- 6.1 If any call is suspected to be malicious, CRO should challenge the caller by stating that the call is being monitored (recorded) e.g. “this call is being recorded do you wish to continue with the call?”
- 6.2 If the caller abandons after challenge then the response should be in accordance with the FRS mobilising policy.
- 6.3 Successful call management (call challenge) has been in use for some time for hoax calls in many FRS. See Appendix B for example of an abandoned/malicious policy.

### 7.0 Annex A – Emergency Call Management Protocol

#### 7.1 Stage One

##### Aim

Accumulating sufficient information to assist CRO to make an informed judgement as to the magnitude of the incident and the resources required to achieve a safe and expedient conclusion.

##### Objectives

- Identify nature of incident and location.
- Determine potential for loss of life and/or property.
- Determine if incident is developing or contained
- Aid decision making process to determine an appropriate and proportionate response
- Determine what action needs be taken in accordance with the FRS policy for response

In order to be able to achieve the above the following Primary Questions will be used:

##### Questions – Primary

*Establish from the caller:*

- Telephone Number/Reference Number
- Location/Address/Unique Reference Number
- Type – Generic Type

- Persons Involved
- Incident – developing or contained
- Access
- Landmark

### **Actions – Stage One**

Is it appropriate to attend - yes or no?

- a) If no attendance, explain to the caller why and offer advice if appropriate
- b) What resources are to be mobilised?
- c) Mobilise resources to the location or to a Rendezvous Point (the rendezvous point, unless already designated, should be nominated by the first response)
- d) Any follow up actions appropriate to the type of incident.

Before continuing with the call, CRO should ensure the safety of the caller and advise the caller of the actions that have been carried out. CRO will then have the discretion to either end the call, or utilise Stages Two and Three as appropriate.

## **7.2 Stage Two**

### **Aim**

Obtaining specific information to aid continuous assessment and build a more detailed picture of the incident. This will assist in maintaining the safety of responders, the caller and other members of the public at the scene.

### **Objectives**

- Identify the hazards and risk associated with the incident.
- Gain critical information for resources attending the incident.
- Review assessment in light of further information.
- Continue to assess the call
- Aid the decision as the type of incident, scale and size of response, linked to FRS policy for attendance
- Enable operator to provide appropriate safety advice.

### **Questions – Assessment**

This should only be carried out when it has been established that the caller considers they are in a place of safety and the CRO believe that the caller is



able to continue with the call. The safety of the caller is paramount and the caller should be advised that:

- They must remain alert as the situation could change quickly
- If it becomes unsafe to continue they must end the call

The assessment may include ascertaining the number of people affected and/or if there are any hazards

### **Actions - Stage Two (Dynamic mobilising)**

Consider if:

- Resources need to be adjusted
- Resources need to be returned/redirected
- Resources need to be sent

**NB:** Resources must be kept updated with **all** relevant information.

Before continuing with the call, the CRO should advise the caller of the actions that have been carried out. At this point CRO have the discretion to either end the call, revisit Stage One or utilise Stage Three.

## 7.3 Stage Three

### **Aim**

To assist with the personal safety of the caller and members of the public at the scene.

### **Objective**

To give the caller appropriate pre arrival safety advice.

### **Actions - Stage Three**

Before ending the call CRO should be satisfied that where possible, they have obtained the relevant information and have given the caller specific Pre-Arrival Safety Advice. They must also consider that they may have to: -

- Revisit Stages One and Two
- Revert to Stage Two
- Use another generic call type
- No further action required – call is complete

**NB:** Resources must be kept updated with all relevant information

### **Conclusion**

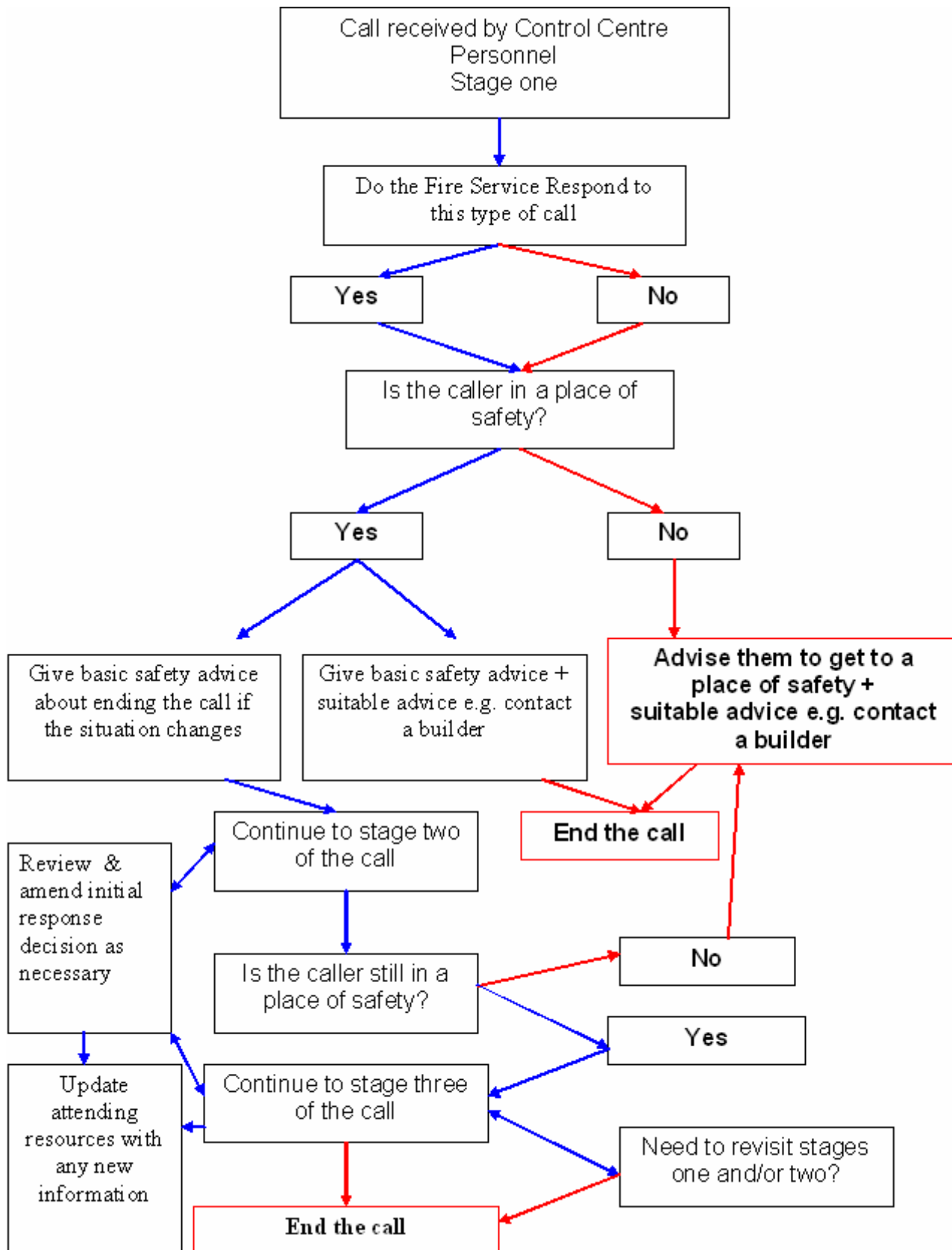
## Emergency Call Management

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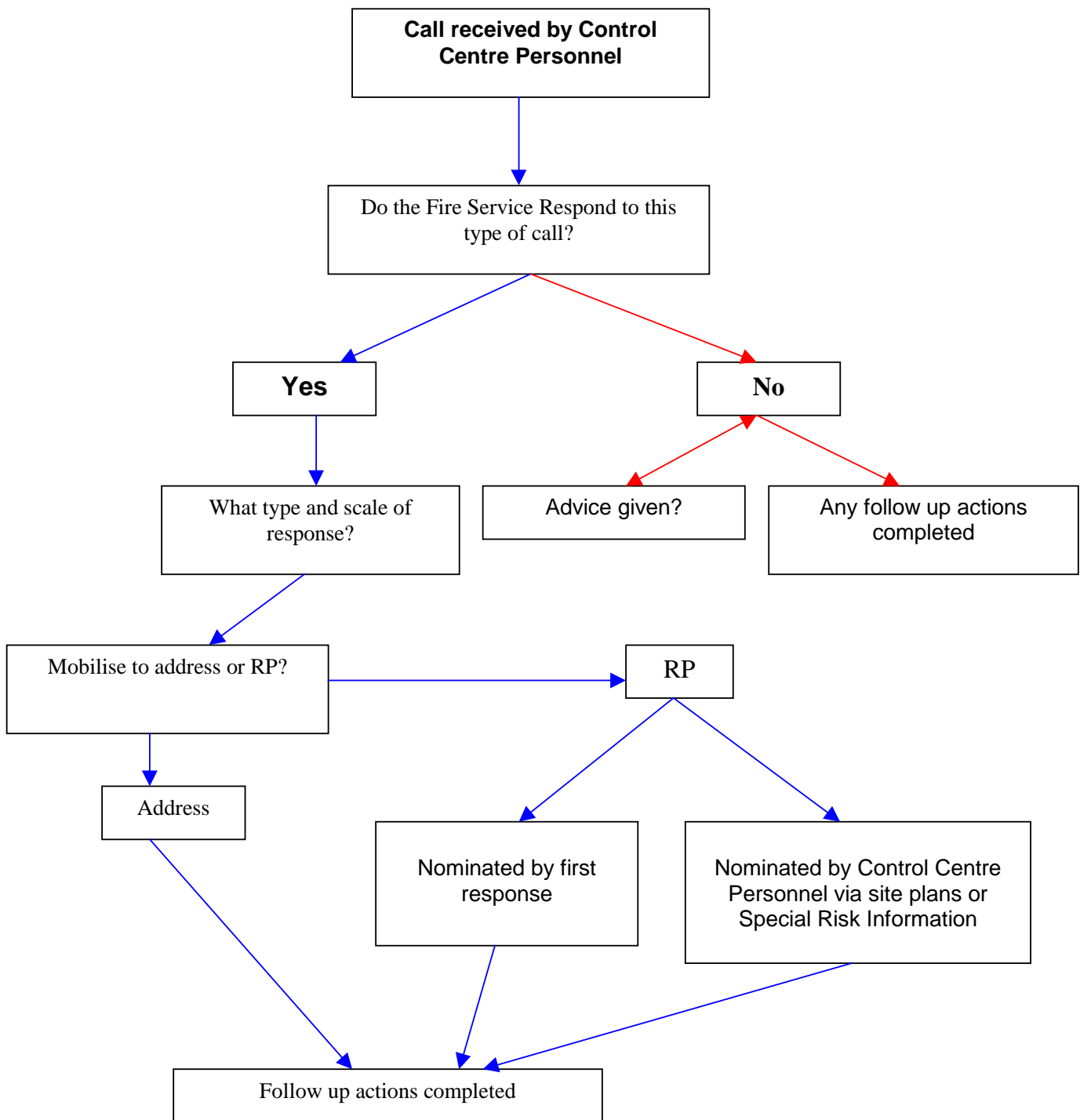
This paper presents, in the form of national guidance, a three-stage call handling approach. With implementation of this approach the fire & rescue service can achieve an enhanced call management system.

**The following flow charts depict the process of receiving an emergency call, and the process of attendance.**

7.4 Process of a call



7.5 Process for Attendance



### 8.0 Annex B Abandoned – Malicious Calls (*example policy*)

#### 8.1 Abandoned / suspected malicious calls

If any call to the Fire and Rescue Service (FRS) is suspected to be malicious then CRO should challenge the caller by stating that the call is being monitored (recorded) e.g. "This call is being recorded. Do you wish to continue with this emergency call?"

#### 8.2 Calls from public pay phones / mobile phones

If caller abandons the call after being challenged - No mobilisation required.

If call incomplete or insufficient information from caller & call believed to be malicious - No mobilisation required.

If caller is obscene/abusive and there is no evidence of an incident, CRO to stress no appliances will be mobilised - No mobilisation required.

Any doubt Mobilising Officer to use discretion

In addition, when a malicious call is received from a mobile phone, a text message should be sent stating: this mobile phone was used to make a malicious call to X F&RS. If this re-occurs the phone will be blocked and you maybe prosecuted.

If three malicious calls are made from a mobile phone then disconnection will be requested via the network provider. In exceptional circumstances where a caller is abusive or their actions endanger life, disconnection can be requested immediately.

#### 8.3 Calls from domestic properties

If caller abandons the call after being challenged or if call is incomplete with insufficient information from caller – order officer at normal road speed/no two tones at their earliest convenience.

If caller is under the influence of drink or drugs, or likely to be violent - officer should attend with Police. (Officers should not be put at any personal risk).

If caller obscene/abusive - Operator to stress no appliances are being mobilised. Order officer at normal road speed/no two tones at their earliest convenience.

Any doubt Mobilising Officer to use their discretion

**NB:** An Officer may telephone the caller prior to or as an alternative to attending, and if the call is in the early hours, attendance may be made the following morning.

9.0 Annex C – Rescues call prompts

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| <b>STAGE ONE</b>  |  |
| <ul style="list-style-type: none"> <li>• TEL No.</li> <li>• LOCATION/ADDRESS</li> <li>• <b>TYPE – RESCUES</b></li> <li>• INCIDENT – DEVELOPING OR CONTAINED</li> <li>• PERSONS/ANIMALS INVOLVED (<b>Ensure safety of caller</b>)</li> <li>• LOCATION OF CASUALTY/S</li> <li>• ACCESS</li> <li>• LANDMARK</li> </ul> |  |
| <b>Mobilise resources to location</b>   |  |

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| <b>STAGE TWO</b>      |   |
| <b>Rescue</b>         | <ul style="list-style-type: none"> <li>• Transport</li> <li>• Building</li> <li>• Machinery</li> <li>• Environment</li> <li>• Confined Spaces</li> <li>• Animals</li> <li>• Humanitarian</li> </ul>   |
| <b>Casualties</b>     | <ul style="list-style-type: none"> <li>• How many people are involved?</li> <li>• How many people are injured?</li> <li>• How are they injured/affected?</li> <li>• Have they been ejected from a vehicle?</li> </ul>   |
| <b>Hazards</b>        | <ul style="list-style-type: none"> <li>• Gas Cylinders/Fuel Type</li> <li>• Animals</li> <li>• Hazardous Materials</li> <li>• Cargo/Manufacturing Processes</li> <li>• Overhead Cables</li> <li>• Proximity of secondary risks</li> <li>• Weather Conditions</li> <li>• Environmental Contaminants</li> </ul> |
| <b>Caller details</b> | <ul style="list-style-type: none"> <li>• Name of caller</li> </ul>  |

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| <p><b>CONSIDER THAT:</b></p> <ul style="list-style-type: none"> <li>• Resources may need to be adjusted</li> <li>• Resources may need to be returned/redirected</li> <li>• Resources may need to be sent</li> <li>• Resources to be kept updated with <b>all new</b> relevant information.</li> </ul> |
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**STAGE THREE**

PRE – ARRIVAL SAFETY ADVICE  
Only give advice appropriate to the situation

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| <p><b>Safety advice</b></p>      | <ul style="list-style-type: none"> <li>• Isolate supply</li> <li>• Keep a safe distance from the scene</li> <li>• Extinguish all smoking materials</li> <li>• Be alert, the situation could change very quickly</li> <li>• Go to a safe place</li> <li>• Be alert the situation could change very quickly.</li> <li>• Remain calm</li> <li>• Do not move or attempt to move if trapped.</li> <li>• Do not move any casualties, unless there is a danger from oncoming traffic or fire.</li> <li>• Extinguish all smoking materials</li> <li>• Do not enter the vehicle if the airbags have not deployed. (If the airbags have deployed a white smoke or fine powder maybe present in the car, together with a slight burning smell. All these things are normal).</li> <li>• If possible keep a fire extinguisher handy</li> <li>• Activate hazard lights if safe to do so</li> <li>• Be alert the situation could change very quickly.</li> </ul> |
| <p><b>Casualties</b></p>         | <ul style="list-style-type: none"> <li>• Do not move any casualties unless they are in danger and it is safe to do so.</li> </ul> <p><b>Advise caller, that if they have been injured, they should seek medical advice.</b></p> <p><b>If further advice is required request caller redials 999 and asks for the Ambulance Service.</b></p>   |
| <p><b>Chargeable Service</b></p> | <ul style="list-style-type: none"> <li>• Yes/No (Charging rates explained to caller if appropriate)</li> </ul>   |

**CONSIDER THAT:**

- You may have to revisit Stage's One and Two
- You may have to revert to Stage Two
- You may have to use another generic call type
- **No further action required – call is complete**

10.0 Annex D – Fire call prompts

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| <p><b>STAGE ONE</b></p> <ul style="list-style-type: none"> <li>• TEL No.</li> <li>• LOCATION/ADDRESS</li> <li>• <b>GENERIC TYPE – FIRE</b></li> <li>• LOCATION &amp; WHAT IS ON FIRE</li> <li>• INCIDENT– DEVELOPING OR CONTAINED</li> <li>• PERSONS INVOLVED (<b>Ensure safety of caller</b>)</li> <li>• ACCESS</li> <li>• LANDMARK</li> </ul> <p style="text-align: center;"><b>Mobilise resources to location or RVP</b></p> |
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| <p><b>STAGE TWO</b></p> |   |
| <b>Building</b>         | <ul style="list-style-type: none"> <li>• Domestic/multiple occupancy</li> <li>• Residential</li> <li>• Heritage</li> <li>• Industrial/Commercial/Agricultural (Nature of business)</li> <li>• Other</li> </ul>  |
| <b>Transport</b>        | <ul style="list-style-type: none"> <li>• Car</li> <li>• Motorcycle</li> <li>• Lorry</li> <li>• Tanker</li> <li>• Train</li> <li>• Aircraft</li> <li>• Marine Craft</li> </ul>   |
| <b>Casualties</b>       | <ul style="list-style-type: none"> <li>• How many people are involved?</li> <li>• How many people are injured?</li> <li>• How are they injured/affected?</li> </ul>   |
| <b>Hazards</b>          | <ul style="list-style-type: none"> <li>• Gas cylinders/Fuel Type</li> <li>• Animals</li> <li>• Hazardous Materials</li> <li>• Cargo/Manufacturing Processes</li> <li>• Overhead Cables</li> <li>• Proximity of secondary risks</li> <li>• Weather Conditions</li> <li>• Environmental Contaminants</li> </ul> |
| <b>Caller details</b>   | <ul style="list-style-type: none"> <li>• Name of caller</li> </ul>  |

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| <p><b>CONSIDER THAT:</b></p> <ul style="list-style-type: none"> <li>• Resources may need to be adjusted</li> <li>• Resources may need to be returned/redirected</li> <li>• Resources may need to be sent</li> <li>• Resources to be kept updated with <b>all new</b> relevant information.</li> </ul> |
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**STAGE THREE**

PRE – ARRIVAL SAFETY ADVICE  
Only give advice appropriate to the situation

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|-------------------------------|--|
| <b>Casualties</b>             | Do not move any casualties unless they are in danger and it is safe to do so.<br><br><b>Advise caller, that if they have been injured, they should seek medical advice.</b>  |
| <b>Safety advice</b>          | <ul style="list-style-type: none"> <li>• Do not tackle the fire, leave the property and close the door behind you</li> <li>• Isolate supply</li> <li>• Go to a safe place the situation could change very quickly</li> </ul>   |
| <b>Fire survival guidance</b> | <p><b>Assess the situation</b></p> <ul style="list-style-type: none"> <li>• What is preventing the caller escaping?</li> <li>• Alternative means of escape?</li> <li>• Location of caller/other persons in building</li> </ul> <p><b>Assess the caller</b></p> <ul style="list-style-type: none"> <li>• Age</li> <li>• Gender</li> <li>• Ethnicity</li> <li>• Mental or physical disability</li> </ul> <p><b>Protect caller</b></p> <ul style="list-style-type: none"> <li>• Open window</li> <li>• Keep low</li> <li>• Keep smoke out/seal door edges</li> <li>• Breathe slowly</li> <li>• If caller is in immediate danger, advise to open window, drop bedding or cushions to the ground to break fall, get out feet first and lower themselves to full length of arms before dropping.</li> </ul> <p><b>Assist Rescue</b></p> <ul style="list-style-type: none"> <li>• Caller to make noise</li> <li>• Mark window/location</li> </ul> |

**CONSIDER THAT:**

- You may have to revisit Stage's One and Two
- You may have to revert to Stage Two
- You may have to use another generic call type
- **No further action required – call is complete**

## 11.0 Annex E – Hazardous materials call prompts

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| <p><b>STAGE ONE</b></p> <ul style="list-style-type: none"> <li>• TEL No.</li> <li>• LOCATION/ADDRESS</li> <li>• <b>TYPE – HAZARDOUS MATERIALS</b></li> <li>• LOCATION OF HAZARDOUS MATERIAL</li> <li>• PERSONS INVOLVED (<b>Ensure safety of caller</b>)</li> <li>• INCIDENT - DEVELOPING OR CONTAINED</li> <li>• ACCESS</li> <li>• LANDMARK</li> </ul> <p style="text-align: center;"><b>Mobilise resources to a RVP</b></p> |
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| <p><b>STAGE TWO</b></p> |  |
| <b>Casualties</b>       | <p><b>How many people are involved/affected?</b></p> <p><b>How are they injured/ affected?</b></p> <p><b>Do you know why?</b></p> <p><b>Are they inside/outside the building?</b></p>  |
| <b>Material</b>         | <p><b>What is involved?</b></p> <ul style="list-style-type: none"> <li>• Gas, Liquid or Solid.</li> </ul> <p><b>Describe the container?</b></p> <ul style="list-style-type: none"> <li>• Any visible markings?</li> <li>• What colour?</li> <li>• What size?</li> <li>• Quantity</li> <li>• If leaking, how much has escaped?</li> </ul> |

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|----------------------------------|--|
| <p><b>Environment</b></p>        | <p><b>Is there any smoke or unusual low-lying cloud/fog, (Not weather related)</b></p> <ul style="list-style-type: none"> <li>• If so, what colour?</li> <li>• Which direction is it travelling in?</li> </ul> <p><b>Odour</b></p> <ul style="list-style-type: none"> <li>• Can you smell anything?</li> <li>• What you can smell?</li> </ul> <p><b>Taste</b></p> <ul style="list-style-type: none"> <li>• Can you taste anything</li> <li>• If so what?</li> </ul> <p><b>Noise</b></p> <ul style="list-style-type: none"> <li>• Can you hear anything?</li> </ul> <p><b>Vegetation</b></p> <ul style="list-style-type: none"> <li>• Is local vegetation noticeably affected?</li> <li>• If so, how?</li> </ul> <p><b>Wildlife</b></p> <ul style="list-style-type: none"> <li>• Is there any visible wildlife? E.g. animals/birds/fish, are they alive or dead?</li> </ul> <p><b>Can you see any unusual liquid droplets?</b></p> <p><b>Can you see unusual metal debris?</b></p> <p><b>Advise caller, that if they consider that they may have been affected by any of the above they should seek medical advice.</b></p> |
| <p><b>Caller Details</b></p>     | <p><b>Name of caller</b></p>   |
| <p><b>Chargeable Service</b></p> | <p><b>Yes/No (Charging rates to be explained to caller if appropriate)</b></p>   |

**CONSIDER THAT:**

- Resources may need to be adjusted
- Resources may need to be returned/redirected to RVP
- Resources may need to be sent
- Resources to be kept updated with **all new** relevant information

**STAGE THREE**

PRE – ARRIVAL SAFETY ADVICE  
Only give advice appropriate to situation

|                   |   |
|-------------------|---|
| <b>Gas Cloud</b>  | <ul style="list-style-type: none"> <li>• Stay upwind</li> <li>• Keep away from visible clouds</li> <li>• Stay indoors, close all doors and windows</li> <li>• Seal doors and windows</li> <li>• Keep a safe distance from the scene</li> <li>• Extinguish all smoking materials</li> <li>• Be alert the situation could change very quickly</li> </ul>  |
| <b>Material</b>   | <ul style="list-style-type: none"> <li>• Do not touch it</li> <li>• Get out and stay out.</li> <li>• Keep a safe distance from the scene</li> <li>• Extinguish all smoking materials</li> <li>• Be alert the situation could change very quickly</li> </ul>   |
| <b>Casualties</b> | <ul style="list-style-type: none"> <li>• Do not move any casualties, unless they are in danger and it is safe to do so.</li> <li>• If contaminated avoid contact with other persons and do not smoke, eat or drink until you seek medical advice.</li> </ul> <p><b>Advise caller, that if they consider that they may have been affected by any of the above they should seek medical advice.</b></p> |

**CONSIDER THAT:**

- You may have to revisit Stages One and Two
- You may have to revert to Stage Two
- You may have to use another generic call type
- No further action required – call is complete

12.0 Annex F – Alarms call prompts

**STAGE ONE**

- TEL No.
- LOCATION/ADDRESS or UNIQUE REFERENCE NUMBER
- **TYPE – ALARMS**
- LOCATION/ZONE IN BUILDING
- INCIDENT - DEVELOPING OR CONTAINED
- ACCESS
- LANDMARK

**Mobilise Yes/No**

| <b>STAGE TWO</b>      |  |
|-----------------------|--|
| <b>Alarm type</b>     | <ul style="list-style-type: none"> <li>• Fire</li> <li>• Smoke detector</li> <li>• Hazardous Material</li> <li>• Flood</li> </ul>  |
| <b>Circumstances</b>  | <ul style="list-style-type: none"> <li>• Unique reference number available</li> <li>• Time of day</li> <li>• Occupied/unoccupied/Staffed</li> <li>• Own Fire Service</li> <li>• Caller</li> <li>• Location of property (Rural?)</li> </ul> |
| <b>Building type</b>  | <ul style="list-style-type: none"> <li>• Domestic/multiple occupancy</li> <li>• Residential</li> <li>• Heritage</li> <li>• Industrial/Commercial/Agricultural</li> <li>• (Nature of business)</li> <li>• Other</li> </ul>                  |
| <b>Caller details</b> | <ul style="list-style-type: none"> <li>• Name of caller</li> </ul>   |

**CONSIDER THAT:**

- Resources may need to be adjusted
- Resources may need to be returned/redirected
- Resources may need to be sent
- Resources to be kept updated with **all new** relevant information.

**STAGE THREE**  
**PRE – ARRIVAL SAFETY ADVICE**  
 Only give advice appropriate to the situation

|                      |   |
|----------------------|---|
| <b>Safety advice</b> | Caller must check property and If the situation develops must ring back immediately |
|----------------------|---|

**CONSIDER THAT:**

- You may have to revisit stage's one and two
- You may have to revert to stage 2
- You may have to use another generic call type
- **No further action required – call is complete**

13.0 Annex G – Explosion call prompts

|   |
|---|
| <p><b>STAGE ONE</b></p> <ul style="list-style-type: none"> <li>• TEL No.</li> <li>• LOCATION/ADDRESS</li> <li>• <b>TYPE – EXPLOSION</b></li> <li>• PERSONS INVOLVED (<b>Ensure safety of caller</b>)</li> <li>• INCIDENT - DEVELOPING OR CONTAINED</li> <li>• ACCESS</li> <li>• LANDMARK</li> </ul> <p style="text-align: center;"><b>Mobilise resources to a RVP</b></p> |
|---|

|                         |   |
|-------------------------|---|
| <p><b>STAGE TWO</b></p> |   |
| <b>Casualties</b>       | <ul style="list-style-type: none"> <li>• How many are involved?</li> <li>• How many people are injured</li> <li>• How are they injured/affected?</li> <li>• Are they inside/outside the building</li> </ul>   |
| <b>Building</b>         | <ul style="list-style-type: none"> <li>• Domestic/multiple occupancy</li> <li>• Residential</li> <li>• Heritage</li> <li>• Industrial/Commercial</li> <li>• (Nature of business)</li> <li>• Other</li> <li>• Has all or part of the building collapsed?</li> <li>• What is the size of the building?</li> </ul> |
| <b>Cause</b>            | <ul style="list-style-type: none"> <li>• Gas</li> <li>• Bomb</li> <li>• Cylinders</li> <li>• Chemicals</li> <li>• Impact – aircraft/vehicle</li> </ul>  |
| <b>Environment</b>      | <p><b>Smoke</b></p> <ul style="list-style-type: none"> <li>• Which direction is the smoke plume heading?</li> <li>• What colour is the smoke?</li> </ul>  |
| <b>Caller Details</b>   | <ul style="list-style-type: none"> <li>• Name of caller</li> </ul>  |

|  |
|--|
| <p><b>CONSIDER THAT:</b></p> <ul style="list-style-type: none"> <li>• Resources may need to be adjusted</li> <li>• Resources may need to be returned/redirected to RVP</li> <li>• Resources may need to be sent</li> <li>• Resources to be kept updated with <b><u>all new</u></b> relevant information</li> </ul> |
|--|

**STAGE THREE**

**PRE – ARRIVAL SAFETY ADVICE**  
**Only give advice appropriate to the situation**

|                   |   |
|-------------------|---|
| <b>Explosion</b>  | <ul style="list-style-type: none"> <li>• Be aware of secondary explosions</li> <li>• Keep a safe distance from the scene</li> <li>• Extinguish all smoking materials</li> <li>• Do not operate any electrical appliances or switches</li> <li>• Be alert, the situation could change very quickly</li> </ul>  |
| <b>Casualties</b> | <ul style="list-style-type: none"> <li>• Do not move any casualties unless they are in danger and it is safe to do so.</li> <li>• If further advice is required request caller redials 999 and asks for the Ambulance Service.</li> </ul> <p><b>Advise caller, that if they have been injured, or affected by the incident they should seek medical advice.</b></p>   |
| <b>Entrapment</b> | <ul style="list-style-type: none"> <li>• Remain calm</li> <li>• Location of caller in building prior to collapse</li> <li>• Do not move or attempt to move if trapped, as there is a potential for rubble to collapse</li> <li>• Caller to be encouraged to remain on the telephone</li> <li>• Do you know if there is anyone else there with you.</li> </ul> <p><b>Advise caller that whilst the rescue teams are operating not to panic, there will be a lot of noise and dust.</b></p> |

**CONSIDER THAT:**

- You may have to revisit Stage's One and Two
- You may have to revert to Stage Two
- You may have to use another generic call type
- **No further action required – call is complete**

14.0 Annex H – Civil Disturbance call prompts

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|--|
| <p><b>STAGE ONE</b></p> <ul style="list-style-type: none"> <li>• TEL No.</li> <li>• LOCATION</li> <li>• <b>GENERIC TYPE – Civil disturbance(Ensure safety of caller)</b></li> <li>• ACCESS</li> <li>• LANDMARK</li> </ul> <p style="text-align: center;"><b>Follow Local Fire Service Policy</b></p> |
|--|

|                            |  |
|----------------------------|--|
| <p><b>STAGE TWO</b></p>    |  |
| <b>Threat</b>              | <ul style="list-style-type: none"> <li>• Location of threat</li> <li>• Type of threat</li> <li>• Date and time</li> </ul>  |
| <b>Device</b>              | <ul style="list-style-type: none"> <li>• Location of device</li> <li>• Type, package, parcel, incendiary device, bomb</li> <li>• Appearance (size, wires exposed, batteries etc)</li> </ul>  |
| <b>Caller Details</b>      | <ul style="list-style-type: none"> <li>• Organisation (Terrorist, Emergency Services, AA etc)</li> <li>• Name of caller</li> <li>• Gender</li> <li>• Age</li> <li>• Accent</li> <li>• Ethnicity</li> </ul>                         |
| <b>Message</b>             | <ul style="list-style-type: none"> <li>• Exact words</li> <li>• Code word</li> <li>• What time will it explode</li> <li>• When was it placed</li> <li>• Why was it placed</li> </ul>   |
| <b>Evidence Background</b> | <p><b>Distractions</b></p> <ul style="list-style-type: none"> <li>• Noise on line</li> </ul> <p><b>Speech</b></p> <ul style="list-style-type: none"> <li>• Disguised</li> <li>• Muffled</li> </ul> <p><b>Background noises</b></p> |



|  |  |
|--|--|
|  | <ul style="list-style-type: none"><li>• Traffic</li><li>• Aircraft</li><li>• Music etc</li></ul> |
|--|--|

**CONSIDER THAT:**

- Resources may or may not need to be sent
- Resources may need to be returned/redirected to RVP
- Resources may need to be adjusted
- Resources to be kept updated with **all new** relevant information.

**STAGE THREE**

**PRE – ARRIVAL SAFETY ADVICE**  
**Only give advice appropriate to the situation**

|                        |  |
|------------------------|--|
| <b>Personal Safety</b> | <ul style="list-style-type: none"><li>• Be aware of secondary devices</li><li>• Keep a safe distance from the scene</li><li>• Extinguish any smoking materials</li><li>• Do not operate any electrical appliances, or switches</li><li>• Be alert, the situation could change very quickly</li></ul> |
|------------------------|--|

**CONSIDER THAT:**

- You may have to revisit Stage's One and Two
- You may have to revert to Stage Two
- You may have to use another generic call type
- **No further action required – call is complete**