



# **Teignmouth Harbour Emergency Plan (including Business Continuity) (THEP)**

**May 2022-2025**

**Teignmouth Harbour Commission  
2<sup>nd</sup> Floor, ABP Port Office  
Old Quay Road  
Teignmouth TQ14 8ES**

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[www.teignmouthharbour.com](http://www.teignmouthharbour.com)

# TEIGNMOUTH HARBOUR EMERGENCY PLAN (THEP)

## Amendment Records

### Distribution List

1. Introduction
2. Grading of incidents
3. Initiating authority
4. Incident command post
5. Co-ordination and overall, in charge.
6. Communications
7. Dealing with the media
8. Clarifying payment/authorization of services
9. Roles & responsibilities
10. Essential telephone directory
11. Resources & equipment directory
12. Various scenarios checklists
13. Exercises & plan updates
14. Business Continuity
15. Port plan
16. Incident log

### Amendments

No	Date		Brief description of amendment
1	Apr 2019	<i>D M Vaughan</i>	Consultation and Production of new 3 Year Plan
2	Apr 2020	<i>D M Vaughan</i>	Update and Contact Check
3	May 2021	<i>D M Vaughan</i>	Update and Contact Check
4	May 2022	<i>Humphrey Vince</i>	Update and Contact Check

### Distribution List

Teignmouth Harbour Commission Harbour Office  
ABP Teignmouth Quays (ABP)  
Pike Ward Ltd  
Pilotage & Marine Services (Teignmouth) Ltd (Pilots)  
Teignmouth RNLI  
MCA  
Police service (Teignmouth/Torquay)  
Devon & Somerset Fire & Rescue Service  
Ambulance Service  
MCA Plymouth  
Devon County Council  
Teignbridge District Council

## Addresses for distribution:

Teignmouth Harbour Commission, Harbour Office, 2<sup>nd</sup> Floor ABP Port Office, Old Quay Road, Teignmouth, Devon, TQ14 8ES;  
Tel: 01626 773165  
E-mail: [thc@teignmouthharbour.com](mailto:thc@teignmouthharbour.com)

ABP Teignmouth, Old Quay Road, Teignmouth, Devon TQ14 8ES;  
Tel: 01626 774044  
E-mail: [teignmouth@abports.co.uk](mailto:teignmouth@abports.co.uk)

Pike Ward Limited, Old Quay, Teignmouth, Devon, TQ14 8EU;  
Tel: 01626 772311  
E-mail: [agency@pikeward.co.uk](mailto:agency@pikeward.co.uk)

Pilotage & Marine Services Teignmouth c/o Teignmouth Harbour Commission  
E-mail: [thc@teignmouthharbour.com](mailto:thc@teignmouthharbour.com)

Teignmouth RNLI. Lifeboat House, Lifeboat Lane, Teignmouth TQ14 8EW;  
Tel: 01626 777043

**Maritime & Coastguard Agency (MCA)**, Spring Place, 105 Commercial Road, Southampton, SO15 1EG; General Enquiries Tel: 02380 329 100; (Counter Pollution & Salvage Officer Western Region)  
Tel: 020381 72277 (electronic copy only)  
E-mail: [Jayne.Ed@mcga.gov.uk](mailto:Jayne.Ed@mcga.gov.uk)

Torquay Police Station, South Street, Torquay, Devon, TQ2 5AH;  
Tel: 101  
E-mail: [teignbidge@devonandcornwall.pnn.police.uk](mailto:teignbidge@devonandcornwall.pnn.police.uk)

Torquay Fire Station, Newton Road, Torquay, Devon, TQ2 7AD;  
Tel: 01803 653731  
E-mail: [admintorquay@dsfire.gov.uk](mailto:admintorquay@dsfire.gov.uk) [Station30Officers@dsfire.gov.uk](mailto:Station30Officers@dsfire.gov.uk)

West Country Ambulance Service NHS Trust, Abbey Court, Eagle Way, Exeter, Devon, EX2 7HY;  
Tel: 01392 261500 or 07968 216540  
E-mail: [resilience@swast.nhs.uk](mailto:resilience@swast.nhs.uk)

**MCA Plymouth**, Marine Office, Suite 5, Endeavour House Oceansgate, Vivid Approach Plymouth PL1 4RW, Tel 02039085245 duty surveyor number +44 (0) 7810 528 504- 24/7  
E-mail: [plymouthmo@mcga.gov.uk](mailto:plymouthmo@mcga.gov.uk)

**Devon County Council (DCC)**, Emergency Planning Officer County Hall, Topsham Road, Exeter, Devon, EX2 4QD Tel: 01392 382680 or 01392 382808(24/7 Duty Officer);  
E-mail: [epduty@devon.gov.uk](mailto:epduty@devon.gov.uk)

Teignbridge District Council, Forde House, Brunel Road, Newton Abbot, Devon, TQ12 4XX;  
Tel 01626 215424 or 215420;  
E-mail: [envc@teignbridge.gov.uk](mailto:envc@teignbridge.gov.uk)

## **PART 1 THEP**

### **1. Introduction**

1 In accordance with the Civil Contingencies Act 2004 (THC is a Category 2 Responder) and to comply with the Port Marine Safety Code (PMSC), the Teignmouth Harbour Emergency Plan (THEP) has been developed and is part of the Teignmouth Harbour Commission (THC) Safety Management System (SMS). This plan has been developed by consultation and agreement with all the authorities that are part of the Distribution of this plan: Teignmouth Harbour Commission Harbour Office, ABP Teignmouth (ABP), Ships Agent Pike Ward Ltd, Pilotage & Marine Services (Teignmouth ) Ltd (Pilots), Teignmouth RNLi, MCA, Police service (Teignmouth/Torquay), Devon & Somerset Fire & Rescue Service, Ambulance Service, Devon County Council and Teignbridge District Council all of whom are members of the Devon Cornwall and Isles of Scilly Local Reliance Forum (LRF). The plan has been developed to deal with any marine emergency or non routine incident occurring within the THC area of jurisdiction. The plan is supplemented with the ABP Teignmouth Quay (ABP Teignmouth) Emergency plan for their berths and wharfs a copy of which is held by THC.

In addition, as part of this Emergency Plan, THC as a CCA04 Cat 2 Responder is available for emergencies and contingencies outside the harbour area to provide support help and advice to the Devon Cornwall and Isle of Scillies Local Resilience Forum for the provision of any assistance to which their resource and expertise can be applied.

Though various scenario action checklists have been formulated it is recognized every incident develops differently & it is not possible to plan for every contingency that may arise, therefore the plan remains flexible, but ensures that there is effective integrated action by the port authority, emergency services and other participants.

The priorities for action in an emergency are:

1. Save life;
2. Protect the environment;
3. Protect property and safe navigation of the harbour;  
Contain and stabilise;
4. Maintain Safety;
5. Provide Business Continuity.

It is not the intention of THEP to take the place of any major disaster or other major incident arrangements made by the emergency services or local authorities.

The purpose of THEP is to ensure that the alarm is raised without delay, that early provision or pertinent information is made available and that there is proper control and direction of personnel and other resources available at the port in conjunction with those of the emergency services in order to provide a co-ordinated plan of action.

THEP has been published in partnership with ABP Teignmouth and also after discussion & agreement with the principal parties who may be involved at anytime. The help and co-operation of all participants is gratefully acknowledged.

The THC Oil Pollution Contingency Plan will also be initiated if necessary.

Business Continuity must also be a consideration in any emergency.

## 2. Grading of Incidents

**Class A THEP:** An incident that can be dealt with by the resources readily available or where the initiating authority may need some assistance from one or more land-based emergency services. No significant impact on land-based authorities is anticipated.

**Class B THEP:** A major incident where there is expected to be a significant impact on land-based authorities, where a multi agency tactical and operational level of control is considered necessary.

## 3. Initiating Authority

In the event of an incident the Harbour Master will be informed through various channels i.e., pilots, Coastguard, Police & public. The Harbour Master will initiate THEP if required.

## 4. Incident Command Post (ICP)

**Class A THEP:** At the Harbour Office which is located within ABP Teignmouth Offices, unless an incident occurs at ABP Teignmouth Quays when the ICP will also locate at the ABP Teignmouth offices.

**Class B THEP: A multi agency ICP** at the Harbour Office. However, if an incident occurs at ABP Teignmouth Quays the ICP will locate at ABP Teignmouth offices if safe to do so. The ICP may be relocated if deemed necessary by the multi agency command.

## 5. Co-ordination of Emergencies

In an emergency incident, the land-based emergency services, Coastguard and Harbour Authority will liaise with each other as a multi agency command.

The Police incident officer will co-ordinate the land-based emergency services and the Coastguard will co-ordinate the tidal water search & rescue emergency services.

## 6. Communications

VHF CHANNEL	USE
Ch16	Distress Navigation Warnings
Ch12	Teignmouth Harbour Routine and Emergency operations
Ch 0 & 67	Coastguard Search & Rescue.

## 7. Dealing with the Media

The local media briefing area will be provisionally at the Harbour Office, 2<sup>nd</sup> Floor ABP Port Office, Quay Road, Teignmouth, Devon, TQ14 8ES

Where there is a multi-agency response, THC will liaise with other agencies regarding media briefings. The police will co-ordinate this operation.

## 8. Clarifying Payment / Authorization of Services

When services of contractors are engaged i.e., divers, salvage officers etc clarification of who has appointed these services should be clear. i.e., ship owner or master (possibly through shipping agent), port authority etc.

## 9. Roles and Responsibilities

### THC

The THC have the responsibility for the safety of navigation within their area of jurisdiction. They have conservancy and regulatory functions with specific powers to regulate the control and movement of all vessels. The Harbour Master has powers to give directions to particular ships on particular occasions. THC has the power to lay down general rules for the movement of shipping prescribed in local harbour byelaws and notices and does so.

### Harbour Master

Under section 1 of the Dangerous Vessel Act 1985 a Harbour Master can direct a vessel to leave the port or remain outside the port if in his opinion the vessel or its contents might in any way pose a threat to the safety of persons or property. Specifically, if its presence in the harbour might involve:

- a. Grave & imminent danger to the safety of any person or property or
- b. Grave & imminent risk that the vessel may by sinking or foundering and thus prevent or seriously prejudice the use of the harbour by other vessels.

NB: The Secretary of State or his Representative can override the Harbour Master's ruling on the vessel and require it to enter the port or move as he so instructs.

### Maritime & Coastguard Agency

An executive agency of the Department for Transport (DfT) it is responsible for both the co-ordination of civil maritime Search & Rescue and Counter Pollution operations in UK waters.

### Police Service

- To co-ordinate on site operations of the emergency services and other subsidiary organizations;
- Dependent on incident class, will take overall charge of the incident. i.e., a declared major incident with multi-agency command post;
- To decide the site of the Command Control Post (CCP);
- To declare a major emergency;
- To initiate mobilization of other support services, as needed;
- To control pedestrians and vehicular traffic, secure access routes, establishing route diversions as necessary;
- To document casualties and establish a casualty bureau;
- To make mortuary arrangements;
- The identification of victims on behalf of HM Coroner who is the principal investigator when fatalities are involved;
- To appoint a Press Liaison Officer and establish a Press Post;
- The protection and preservation of the scene;
- The investigation of the incident in conjunction with other investigative bodies where appropriate.

### Devon & Somerset Fire & Rescue Service

- To preserve life and protect property;
- Fire fighting;
- Rescue of persons trapped;
- Emergency containment of hazardous substances;
- Other special service duties which may be required, dependent upon the incident;

- Devon & Somerset Fire and Rescue Service have a legal requirement to attend fires within the Devon boundary which includes the River Teign and up to half a mile seaward of the Devon coastline.

### **Ambulance Service**

- To preserve life in conjunction with other emergency services;
- To treat and care for those injured at the scene, either directly or in conjunction with medical personnel;
- To provide an Ambulance Incident Officer at the incident command post;
- Arrange conveyance of casualties and persons from the scene of the incident to designated hospitals;

### **Local Authorities**

In a major emergency the functional role of local authorities is to support the emergency services during the 'lifesaving phase', and to provide those services it considers required for the well being of those in distress.

Devon County Council & Teignbridge District Council have their own Emergency Plans for major emergencies, flooding and oil pollution.

### **Devon County Council**

When called upon by the emergency services, Devon County Council will respond in accordance with its own arrangements and procedures, which include;

- Sending an officer to the multi agency command post;
- Liaison with Teignbridge District Council;
- Assisting the police at evacuation assembly points (EAPs);
- Providing transport from EAPs to emergency rest centres (ERCs);
- Opening and managing ERCs;
- Assisting the police at friends and relative reception centres;
- Opening a major temporary mortuary;
- Activating their own emergency centre, if required;
- Assisting Teignbridge District Council during the recovery phase, if needed.

### **Teignbridge District Council**

When called upon by the emergency services, Teignbridge District Council will be responsible for responding in accordance with the appropriate Emergency Plan possibly embracing the following:

- Sending an officer to the multi agency command post;
- Liaison with Devon County Council, and membership of the emergency rest centre (ERC) and major temporary mortuary (MTM) management teams;
- Specialist advice on building integrity;
- Specialist advice on environmental health matters;
- Activating their own emergency control, if needed;
- Co-ordinating the recovery phase, once the emergency is contained;
- Co-ordinating all local authority services within the area i.e. own services & town & parish councils.

## 10. Essential Telephone Directory

	<b>Tel No.</b>	
<b>THC</b>		
Harbour Office	01626 773165	
Harbour Master 24/7/365	07796 178456	
‘Teign C’ Crew / Harbour Patrol		(via Harbour Master)
<b>Emergency Services</b>		
Emergency Services	999	
Police:		
Devon&Cornwall HQ	101 (24hr switchboard)	
Teignmouth	01626 874432 (non-emergency – 08.00–14.00 & 15.00–18.00)	
Devon & Somerset Fire & Rescue Control	03333 990014 999 (Emergency)	
Ambulance Control	0845 604 7093 (24 hr)	01392 360198
Coastguard (Solent) <b>SOSREP</b> (via CG)	02392 552100	<a href="mailto:infoline@mcga.gov.uk">infoline@mcga.gov.uk</a>
<b>Devon County Council</b>		
Duty Emergency Planning Officer Environment Control & Info. Room	01392 382680 or 07699 734637 (Out of Hours Pager); 01392 383329 (24hr) 01392 382634	<a href="mailto:epduty@devon.gov.uk">epduty@devon.gov.uk</a> <a href="mailto:csc.roads@devon.gov.uk">csc.roads@devon.gov.uk</a>
<b>Teignbridge District Council</b>		
Teignbridge District Council, Tel 01626 215424 or 215420 0330 678 2382 (24hr call centre links to duty standby).		<a href="mailto:envc@teignbridge.gov.uk">envc@teignbridge.gov.uk</a> <a href="mailto:port.health@teignbridge.gov.uk">port.health@teignbridge.gov.uk</a>
<b>Environment Agency</b>		
Incident reports (24 hour)	01392 442024 0800 132449	
<b>ABP Teignmouth Quays</b>		
Office	01626 774044	01626 776240
Port Manager	01626 774044	07725 638344
Operations Manager	01626 774044	07763 877822
ABP Marine Advisor		07727 639459
<b>Pike Ward Ltd</b>		
Office	01626 772311	<a href="mailto:agency@pikeward.co.uk">agency@pikeward.co.uk</a>



R. Pyne 01626 779645 (H) 07788 446355  
T. Mahon 07860 674364  
E. Atkins 07544 743486

#### **Teignmouth Pilots**

M. Fleming 07708 704760  
K Clifton 07525 862784  
A Truhol 07977 442587

#### **Teignmouth Maritime Services (TMS)**

P. Stenner 01626 778855 (H) 07970 287864 01626 866066 (O)  
G. Squirrel 07807 752746

### **11. Resources & Equipment Directory**

#### **Watercraft**

Teign C (THC) 14m Damen Stan Tug / dredge bed leveller, with limited firefighting capacity.  
Syd Hook (THC) 12m designated pilot boat.  
Barbara (THC) 7m open launch.  
RIB (THC) 6m open RIB 100HP outboard (can be trailered)

Teignmouth Maritime Services: 1x 45ft workboat with HIAB crane (1tonne)  
2x 45ft coastal tugs  
1x 18ft launch  
Various other small craft & pontoons etc

RNLI: Teignmouth (Inshore) & Torbay (Open Waters): Via Coastguard.

Additional tugs operating within the area maybe sourced through the Coastguard. See 'section 8 Salvage & Towage Experts' for other possible sources.

#### **Firefighting Capacity**

THC vessels: Teign C & Syd Hook have some limited fire fighting capacity.  
i.e. fitted with fire hoses and pumps.

Devon & Somerset Fire & Rescue Service – Teignmouth Fire Station, Maritime Trained Firefighters & equipment

#### **Forklift Trucks**

ABP Teignmouth (for emergencies): 6 forklift trucks, working loads between 3 & 5 tonnes.

Addicott Electrics (for hire): 3 forklift trucks; 1 x 2.5 tonne & 2 x 5 tonne working loads. Tel 01626 774087 or 01626 772332.

GEMS (office admin) 01626 879879 (24-hour emergency 07790 018497)

#### **Cranes**

ABP Teignmouth (for emergencies): 3 Cranes

Addicott Electrics: 1 lorry load capacity 2.5T with crane (2T swl)  
1 lorry load capacity 12 T with crane (9T swl)

J. Spence: cranes up to swl 50 tonne  
Tel 01626 366993 or mobile 07836 612667

SW Cranes: Tel 01392 256148

CK Commercial  
Office Number is 01626888640 and emergency contacts Anna 07521822478 or Chris 07802412885

4-wheeler lorry Safe working load: 7700kg –1590kg Radius: 2.3m –10.5m  
8-wheeler Safe working load: 22000 kg –3970kg Radius: 2.9m –16.15 m  
8 wheeled Artic Safe working loads: 23000kg – 2650kg Radius: 2.6m –18.1m

### **Oil Pollution Equipment**

Tier 1 resources: held by THC

Tier 2 resources: Available through THC and ABP Teignmouth Tier 2 responder, Teignmouth Harbour Oil Pollution Contingency Plan refers.

### **Pumps**

THC (Salvage Pump)  
Devon & Somerset Fire & Rescue Service  
Coastguard  
RNLI  
Teignmouth Maritime Services (TMS)

### **Divers**

Teignmouth Maritime Services (TMS)

### **Towage & Salvage Experts**

Portland Towage	Tel 01305 824044
Felixarc Marine Ltd	Tel 01502 509215
(Howard Smith Towage & Salvage)	
DV Howells Lt (Milford Haven)	Tel 01646 697041
Smit Tak BV	Tel +31 454 9911
TMS	

### **Marine Surveyors**

Curtis Marine LTD Tel 01803 813832 or 07770 978676

## **12. Various Scenario Checklists**

It is recognised that each emergency will have a unique combination of circumstances and the most effective response will depend on a degree of flexibility. These checklists have been formulated to suggest what possible action may be taken in the most likely emergency situations:

### **Index**

- a) Grounding of Vessel
- b) Collision or emergency involving vessels and structures (Quays, Piers, Bridge) in the harbour
- c) Fire or explosion of any vessel at moorings or underway
- d) Vessel approaching the harbour on fire, or in danger of sinking, or having sustained damage hazarding the vessel.
- e) Fire or explosion on a vessel alongside the quay.
- f) Fire or explosion on a quay.

**a) Grounding of Vessel**

- 1) Evaluate situation, determine assistance required, inform appropriate emergency services.
- 2) Check for missing persons & casualties, administer first aid
- 3) Keep unwanted traffic & persons clear
- 4) Check vessel for damage: sound bilges, tanks etc
- 5) Apply necessary damage control.
- 6) Check for pollution, apply oil contingency plan if necessary.
- 7) Check if Dangerous Cargo is onboard and act accordingly.
- 8) Avoid: stresses to vessel, capsize, breaking vessels back, sinking, etc.
- 9) Assess tide, flooding or ebbing.
- 10) Decide whether to move vessel, or anchor vessel & await higher tide.
- 11) Use available tugs and workboats as required.
- 12) Check actual draft of vessel, compare to proper floating draft of vessel to determine how much aground.
- 13) Trim vessel: transfer ballast or weights, ballast, de-ballast, etc.
- 14) Lighten vessel: remove cargo etc.
- 15) Inform all necessary personnel in THEP telephone directory.
- 16) Arrange all required equipment. (Resources/equipment directory refers).
- 17) Can the port remain open and if not for how long will it close; inform agents; maintain business continuity

**b) Collision or emergency involving vessels and structures (Quays, Piers, Bridge) in the harbour**

- 1) Evaluate situation, determine assistance required informing appropriate emergency services.
- 2) Check for missing persons and casualties, administer first aid.
- 3) Keep unwanted traffic and personnel clear
- 4) Check vessel for damage, sound tanks, bilges etc.
- 5) Apply necessary damage control: Pumps, heeling/trimming v/l, wedges etc.
- 6) Check for pollution and apply oil pollution contingency plan if necessary.
- 7) Check if dangerous cargo is onboard and act accordingly
- 8) Avoid vessel sinking in navigation channel.
- 9) Decide whether to: move vessel to shallow water / beach vessel / or secure vessel alongside berth, etc.
- 10) Inform all necessary personnel in THEP telephone directory.
- 11) Arrange all required equipment. (Resources/equipment directory refers).
- 12) Can the port remain open and if not for how long will it close; inform agents; maintain business continuity

**c) Fire or Explosion on any vessel at moorings or underway**

- 1) Evaluate situation, determine assistance required and inform appropriate emergency services
- 2) Check for missing persons and casualties, administer first aid.
- 3) Keep unwanted traffic and personnel clear
- 4) Check vessel for damage, sound tanks, bilges etc.
- 6) Extinguish fire.
- 7) Apply necessary damage control: Pumps, heeling/trimming vessel, wedges etc.

- 8) Check for pollution and apply oil pollution contingency plan if necessary.
- 9) Check if dangerous cargo is onboard and act accordingly
- 10) Avoid vessel sinking in navigation channel.
- 11) Decide whether to: move vessel to shallow water / beach vessel / or secure vessel alongside berth, etc.
- 12) Inform all necessary personnel in THEP telephone directory.
- 13) Arrange all required equipment. (Resources/equipment directory refers).
- 14) Can the port remain open and if not for how long will it close; inform agents; maintain business continuity

**d) Vessel approaching the harbour on fire or in danger of sinking, or having sustained damage hazarding the vessel.**

Permission to enter the harbour will be decided by the Harbour Master, who will carry out a risk assessment to determine whether it is safe to enter, and if so, how the operation should be carried out.

NB: The Secretary of State can override the harbour master's decision. (Dangerous Vessels Act 1985 refers)

Will the port be able to continue business and if not, how long will business be stopped for; inform customers; maintain business continuity?

**e) Fire or explosion on a vessel alongside a quay**

- 1) Evaluate situation, determine assistance required and inform appropriate emergency services
- 2) Rescue survivors and casualties, administer first aid.
- 3) Determine if dangerous cargo/substances onboard or in vicinity and act accordingly.
- 4) Activate oil pollution contingency plan if necessary.
- 5) Provide access for emergency services
- 6) Clear area of traffic & personnel and other vessels.
- 7) Extinguish fire.
- 8) Avoid sinking or capsizing of vessel.
- 9) Liaise with emergency services on their arrival.
- 10) Inform all necessary personnel in THEP telephone directory.
- 11) Arrange all required equipment. (Resources/equipment directory refers).
- 12) Can the port remain open and if not for how long will it close; inform agents; maintain business continuity

**f) Fire or explosion on quay**

- 1) Evaluate situation, determine assistance required and inform appropriate emergency services
- 2) Rescue survivors and casualties, administer first aid.
- 3) Determine if dangerous cargoes in area.
- 4) Activate oil pollution contingency plan if necessary.
- 5) Provide access for emergency services
- 6) Clear area of traffic, personnel and shipping.
- 7) Extinguish fire.
- 8) Hand over to emergencies services on their arrival.
- 9) Inform all necessary personnel in THEP telephone directory.
- 10) Arrange all required equipment. (Resources/equipment directory refers.)
- 11) Can the port remain open and if not for how long will it close; inform agents; maintain business continuity

### 13. Exercises and Plan Updates

Exercises:

- Annually Internal alerting table top exercise or Incident.
- Bi-Annually An exercise or Incident deploying THC resources.
- As Required An exercise or incident involving other organizations.

A log of these exercises usually involving Oil Spill and incidents is maintained by the Harbour Master.

Plan updates: The plan will be maintained and updated by the Harbour Master.

### 14. Business Continuity

Teignmouth Harbour Commission does not have sufficient key business activities to justify a separate Business Continuity Plan and Business Continuity has been incorporated into the THEP.

A business continuity incident is any event or situation (actual or potential) that impacts the ability of the organisation to deliver any or all of its activities; Emergencies as detailed in the THEP and other events that affect business continuity e.g., Fog, Snow, Ice, Flooding, Sustained Heavy Rainfall, Critical Staff Illness Loss of Computer Services or Functions (e.g. Harbours, SAGE)

In all likelihood the incident will be designated a 'critical incident' and subject to the separate processes of the THEP Plan for responding to the cause of the incident.

This part of the THEP documents the agreed procedures that guide a key business activity to respond, recover, resume, and restore to at least a pre-agreed minimum level of operation in the event of a disruption to services, not the incident itself.

**Scope** THC is involved in the Marine Business and this section applies to those key business activities that have been identified as critical and thus necessary in order to maintain the core business functions of the Port of Teignmouth namely:

- Provision of Harbour Master – Nominate Deputy
- Provision of a Pilotage Service – Maintain Redundancy, Clear Channel
- Provision of a VHF Watch – Use Alternate Monitoring Station
- Provision of Tug and Pilot Boat – Move Mooring, Use Alternate Craft
- Provision of Mooring Services – Move Centre of Activity
- Computer Connectivity – Liaise with Computer Support

**Aim and Objectives** The aim of business continuity is to enable THC to respond to any business disruption and support the key business activity to:

- maintain those activities not affected by the disruption;
- restore key activities affected by the disruption in a pre-prioritised way as soon as possible;
- provide communications at the earliest opportunity to stakeholders and those affected.

**Trigger** This part of the THEP will be activated when any event or situation (actual or potential) impacts the ability of the port business activity to deliver any or all of its critical activities.

Notification of an incident may be received from a number of sources including Staff, Port Operators, a member of the Emergency Response Teams, emergency services, stakeholders and other members of the public.

Any member of staff becoming aware of a potential business continuity incident has a responsibility to alert the Harbour Master immediately.

**Alerting and Plan Activation** The identified critical business activities are covered by trained nominated staff, who will assist the Harbour Master with the business continuity response. The alerting process is defined by the time and day of the incident but will usually be by telephone to the harbour 24-hour phone.

**Response Team Manages** the response to any business disruption, the Harbour Master or delegated person is responsible for the implementation and management of the response. The following action lists are not exhaustive but should act as a prompt (The speed at which actions are required is dependent on the time of day and the urgency of those business activities.):

Response Team receive alert and record: message details, including the person's name and telephone number and details of the event; time, location; impacts (people/premises /ICT/suppliers /information/access); causes; people on scene; estimated length of disruption; who else is being called and any initial instructions they may have received from anyone.

Start Log to record the current situation, actions and decisions.

Alert THC and ABP Staff and Pilots: Identify initial crisis meeting time and location; Agree (and record) initial individual actions.

At first meeting: Nominate a record keeper (if practicable); Record all information received, actions taken and justification for decisions; Identify current AND potential impacts on business activities; Identify urgent activities impacted/at risk; Identify further key personnel to support/inform decision making; Implement appropriate Recovery Action in order to recover and prioritise urgent activities; Agree, allocate and document responsibilities and actions; Prioritise urgent activities; Agree communications; Agree initial staff communication including only facts without speculation. Confirm distribution method to ensure all concerned are reached. For content consider 'who, what, where, when, why, how'. Agree next meeting time.

During further meetings: Record all information received, actions taken and justification for decisions in; identify current AND potential impacts on this service's activities AND those of dependencies; consider issues of staff welfare;

Maintain the business urgent activities with available resources

Continue with non-urgent activities where resources allow.

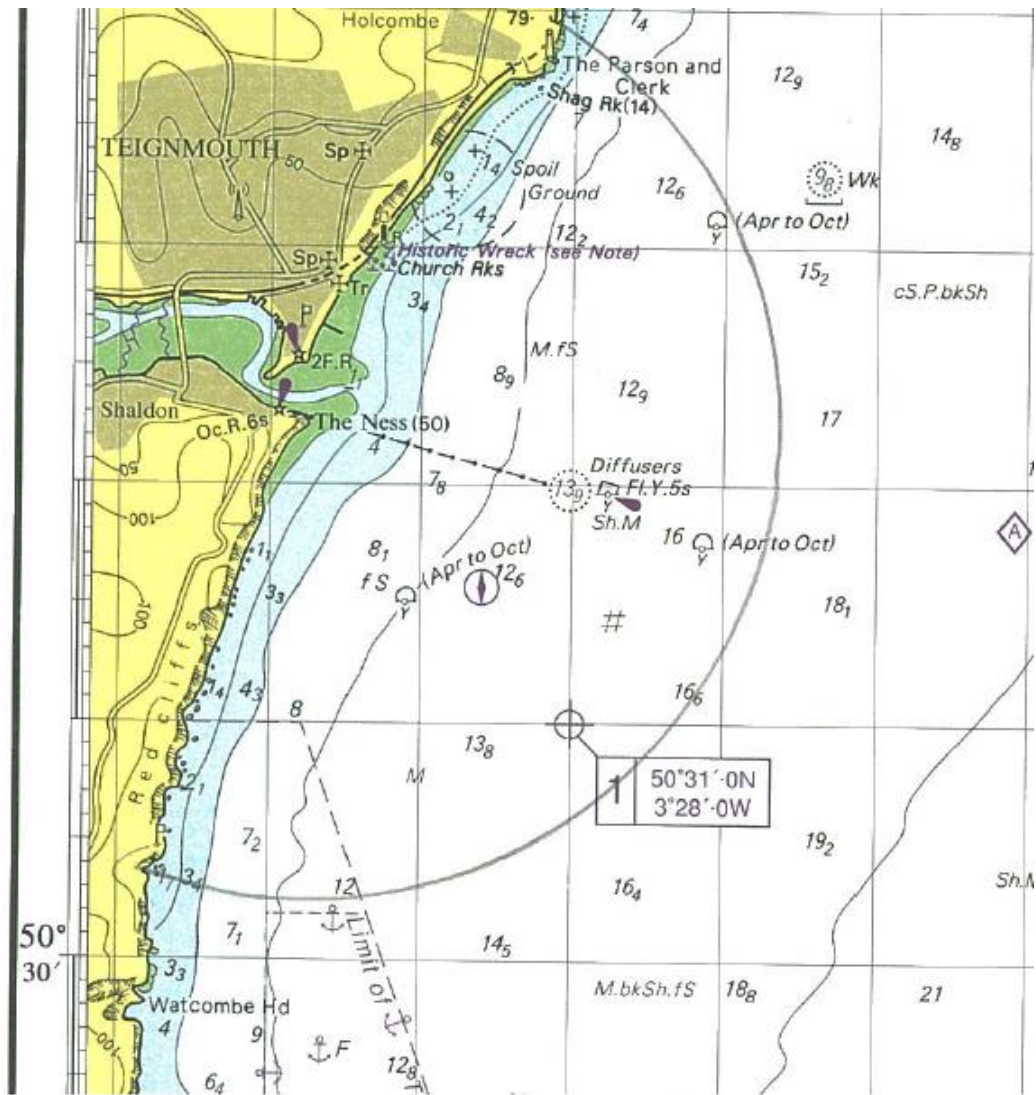
Cascade information, guidance and instructions to staff, customers, suppliers and partners as required

Record and monitor all incident related expenditure.

Decide when the situation is stable and stand down; debrief and review as required.

## **PORT PLANS**

Chart showing Pilotage area UKHO Chart No 3315



Ordnance Survey Map of Harbour Area

