



Control of Major Accident Hazards (COMAH)

External Emergency Plan

Calor Gas
Saxham Operations Centre
Newmarket Road
Risby
IP28 6QY

| | |
|---------------------|---|
| Author: | Joint Emergency Planning Unit on behalf of Suffolk County Council/SRF |
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DOCUMENT MANAGEMENT

GENERAL DATA PROTECTION REGULATIONS 2016/679 and Data Protection Act 2018

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Review

This plan will be reviewed by the Suffolk Joint Emergency Planning Unit on behalf of Suffolk County Council and the Suffolk Resilience Forum at least every 3 years. Earlier reviews will take place if there is a change in the working practices carried out by or chemical quantities held by Calor Gas Saxham if there is a change in legislation or if information from other Industrial accidents and exercises where lessons are identified

Any amendments will be issued by way of replacement page(s). Should significant changes be required, a complete re-issue of the plan will take place.

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Glossary:

| | |
|--|---|
| COMAH | Control of Major Accident Hazard Regulations 2015 |
| DLUHC | Department of Levelling Up Housing and Communities (Formally MHCLG) |
| Forward Control Point / Forward Command Post (FCP) | Any service's command and control facility nearest the scene of the incident, responsible for immediate direction, deployment and security. This might be an Operational / Bronze or Tactical / Silver facility depending on the circumstances of the incident. |
| HART | Hazardous Area Response Team (Ambulance) |
| HSE | Health & Safety Executive |
| IBC | Intermediate Bulk Containers |
| ICB | Integrated Care Boards (CCG) |
| Inner Cordon | The inner cordon surrounds the immediate scene to provide security and a measure of protection for personnel working within the area. Suffolk Fire and Rescue Service will maintain and control access to the inner cordon. |
| JEPU | Joint Emergency Planning Unit |
| Outer Cordon | The outer cordon controls movement of persons outside the inner cordon. The Police will maintain and control access to the outer cordon. |
| PIZ | Public Information Zone – area identified by HSE to describe the zone within which public information and warning of potential COMAH hazards is mandatory |
| RCE | Centre for Chemical, Radiological and Environmental Hazards (PHE) |
| RCG | Recovery Coordinating Group |
| Rendezvous Point (RVP) | The point to which all resources arriving at the outer cordon are directed to for logging in, briefing, equipment issue and deployment. |
| SCG | Strategic Co-ordination Group |
| SRF | Suffolk Resilience Forum |
| STAC | Scientific & Technical Advisory Cell |
| Strat.CC | Strategic Coordination Centre |
| TCG | Tactical Coordination Group |
| Traffic Control Point (TCP) | To manage the traffic flow in and around the site of a major incident |
| UKHSA | UK Health Security Agency (Formally PHE) |

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Amendment Record

| Amendment | Date | Amended by | Summary |
|-----------|--------|------------|---|
| 1 | Jan22 | SH | Change of names for Highways England, PHE & MHCLG |
| 2 | Oct 22 | SH | Change of names from CCG to Integrated Care Boards |
| 3 | Feb 23 | SH | Change of number of SFRS command vehicles attendance Para 3.4.8 |
| 4 | May 24 | VF | Addition of Appendix A COMAH Agenda |
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Foreword

This document is the multi-agency External Emergency plan for Calor Gas Saxham Suffolk. It details the roles and responsibilities of individual agencies for Suffolk Resilience Forum and other organisations as appropriate for the coordination of emergency response and recovery management in Suffolk.

The plan has been developed in accordance the Control of Major Accidents Hazards (COMAH) Regulations 2015 (hereafter referred to as the 'COMAH Regulations').

Further reference has been drawn from the Health and Safety Executive (HSE) Guide to Control of Major Accident Hazards Regulations 2015.

The plan, whilst designed as a self-contained document, is produced in accordance with the Suffolk Resilience Forum Emergency Plans protocols, in so far as it is both site specific and commensurate with SRF generic plans.

Consultation for developing this document has taken place in accordance with the joint agency protocols of the Suffolk Resilience Forum and Control of Major Accident Hazards (COMAH) Regulations 2015; Regulation 12 - Preparing an Internal Emergency plan, Regulation 13 & Schedule 4 – Preparing External Emergency Plans, 11 - Reviewing External Emergency plans, 17 & 18 - information provided to the public.

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Distribution

Anglian Water

Calor Gas Saxham

DLUHC Resilience and Emergencies Division

East of England Ambulance Service NHS Trust

Environment Agency

Food Standards Agency

Health and Safety Executive

Network Rail

UK Health Security Agency (UKHSA)

National Highways

NHS England

West Suffolk Integrated Care Board

Suffolk Constabulary

British Transport Police

Suffolk Fire and Rescue Service

Suffolk Joint Emergency Planning Unit (for Suffolk County Council)

Suffolk Libraries Bury St Edmunds (sanitised)

Exercise Log

Details the date, type of exercise and any pertinent comments each time the plan is exercised.

| Date | Exercise | Type | Comments |
|----------|----------|--------------------|---|
| 12/05/09 | Hydra | TTX | Multi-agency Off-site plan validation (COMAH regulation 11) |
| 14/3/12 | Hydra II | TTX | Multi-Agency 3 yearly exercise |
| 23/2/15 | Sheldon | Live Play / TTX | Multi-Agency 3 yearly exercise |
| 30/1/18 | Leonard | Live Play / TTX | Multi-Agency 3 yearly exercise |
| 13/1/21 | Workshop | Workshop | Workshop carried out to review Internal and External Emergency Plans (Covid 19) |
| | | | |
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Calor Gas Saxham Ltd External Emergency PLAN

1. Introduction

1.1 General

1.1.1 Calor Gas Saxham has been designated an Upper Tier Establishment under the Control of Major Accident Hazards (COMAH) Regulations 2015. Suffolk County Council is responsible for producing the External Emergency Plan and this has been undertaken on behalf of the County Council by the Suffolk Joint Emergency Planning Unit.

1.1.2 This plan provides information concerning the management and coordination of the response and recovery of the off-site consequences to a major accident occurring at Calor Gas Saxham, by the multi-agency partners of the Suffolk Resilience Forum and other agencies and organisations as appropriate.

1.1.3 The regulations define a major accident as¹:

an occurrence such as a major emission, fire or explosion resulting from uncontrolled developments in the course of the operation of any establishment to which these Regulations apply and leading to serious danger to human health or the environment, (whether immediate or delayed) inside or outside of the establishment and involving one or more dangerous substances.

1.2 Aim and Objectives²

1.2.1 The aim of this plan is to detail the roles of the emergency services, local authorities and other external organisations in the event of a major accident including the arrangements established to help with the emergency response on site.

¹ Reg 2 COMAH Regs 2015

² Reg 11 COMAH Regs 2015

1.2.2 The objectives of this plan are:

- *Containing and controlling incidents so as to minimise the consequences ,and to limit damage to human health, the environment and property;*
- *Implementing the necessary measures to protect human health and the environment from the consequences of major accidents;*
- *Communicating the necessary information to the public, and to the services or authorities concerned in that area;*
- *Providing for the restoration and clean-up of the environment following a major accident.*

1.3 On-site and Off-site definitions.

1.3.1 An '**On-site Incident**' is defined as "any hazardous condition, which is wholly confined in its effect, within the perimeter fence of the establishment."

1.3.2 An '**Off-site COMAH Emergency**' is defined as "any hazardous condition which results in, or is likely to result in, any immediate measures that need to be taken for warning and informing the public or business neighbours within or beyond the Public Information Zone."

Any declaration of a major incident at Calor Gas will automatically activate this plan unless otherwise advised.

1.4 Site Contact Details

1.4.1 Routine Contact Details – Non Emergency (Site Operator)

Calor Gas Saxham Operation Centre Newmarket Road Risby Bury St Edmunds,
Suffolk IP28 6QY

Mr Ashley Simkiss, Site Manager: **Removed under FoI**

Email: **Removed under FoI**

1.4.2 Emergency Contact Details

| | | |
|----------------------|------|--------------|
| Security (Main Gate) | 24/7 | 01284 763412 |
|----------------------|------|--------------|

1.5. Site Information

1.5.1 Calor Gas Limited has a plant situated at Saxham Suffolk. Its main operation is that of bulk storage and supply of Liquefied Petroleum Gas (LPG). The site undertakes the refurbishment of LPG cylinders as well as supplying auto gas to suitably equipped vehicles.

No manufacturing or chemical processing activities takes place on site and all LPG is delivered by road tanker.

The normal operational hours for the site are

- Summer and off peak – 0600 hrs – Midnight
(1st May – 30th September)
- Winter and peak times - 24 hrs
(1st October – 30th April)

1.5.2 Plant Shut Down Time

All processes, including deliveries will cease until the emergency has been dealt with.

1.5.3 Staff personnel

| | |
|-----------------------------------|----------------------|
| Day Shifts 0600 hrs – 1500 hrs | 1500 hrs - Close |
| Removed under Fol | Removed under Fol |

*Includes Visitors /Contractors

1.5.4 Key Grid References

- Main Entrance (Station Road) TL 8005 6553

What Three Words - reports.solo.freshest

Site plan - See maps and aerial photos as detailed at [APPENDICES 1,4 & 5](#)

1.5.5 Site Access and Egress

There are two access points for vehicles to the site which are:

- Main Entrance (Station Road)

What Three Words - reports.solo.freshest

- [REDACTED] Secondary Access Point [REMOVED UNDER FOI]

[REDACTED] (Removed under FOI)

[REMOVED UNDER FOI]

The main pedestrian access is via the main entrance.

1.5.6 Public Rights of Way:

There are no public rights of way on or adjacent to the site.

2 **Risk**

2.1 **Suffolk Community Risk Register**

2.1.1 The Community Risk Register for Suffolk has assessed industrial activity for Calor Gas Saxham for Fire/Explosion at a gas LPG or flammable gas storage as MEDIUM and MEDIUM Risk for industrial toxic and chemical release.

2.1.2 As part of the COMAH Site Safety Report Calor Gas Saxham has identified 10 major accident scenarios, of which 8 relate to fire & explosion. It is from these scenarios that the Internal and External Emergency plans are developed and revised against.

2.1.3 The Health & Safety Executive has assessed the site hazards at Calor Gas Saxham and identified an area described as the Public Information Zone (PIZ) see **APPENDIX 1** as one in which persons and or the environment are liable to being immediately affected by a major accident occurring at the establishment.

However, other scenarios considered less likely may arise involving other raw materials and combined by products which affect the public or the environment for longer periods of time and or greater distances. These additional risks can be found in the site safety report which has been submitted to the Competent Authority by the site operator. This information can be supplied by the site representative at the various multi-agency command points.

2.1.4 The site operator is responsible for the provision of information to the public, including business premises, within the PIZ³ in accordance with Schedule 6 (and Regulation 14) of COMAH. The detail of the information provided to the public within the Calor Gas Saxham is at [APPENDICES 10 & 11](#). These were last distributed in January 2018.

³ Reg 18(2) COMAH Regs 2015

2.2 Domino Sites,

There are no domino sites.

2.3 Wind Direction.

The typical wind direction for the site is from the southwest with an average wind speed of 8.4 kms per hour. The site has anemometers which will give the current wind direction and speed 24 hrs per day.

2.4 Primary Risks to the Public.

2.4.1 The Calor Gas Saxham major accident scenarios consider the impacts of fire, fire and explosion, chemical fires and or explosion, and toxic releases.

2.4.2 A fire involving a mixture of chemicals may produce large amounts of smoke and or vapours which may be hazardous to health and or the environment due to the by-products of combustion. A fire or an explosion, may lead to additional hazardous particulates in any smoke plume. **APPENDIX 9** details the hazard impacts associated with these risks.

2.5 Primary Risks to the Environment

2.5.1 Calor Gas Saxham site risks to the environment are determined under the Major Accident to the Environment (MATTE) definitions. These assessments consider the impacts of fire, fire and explosion, chemical fires and or explosion, and toxic releases.

2.5.2 Those substances classified as dangerous to the environment (**APPENDIX 9**) include Liquid Petroleum Gas (LPG) and **Removed under FoI** (Paint components).

2.5.3 The site is assessed by the Environment Agency as a Source Protection Zone II (i.e. pollutants permeating into the ground water could contaminate the public water supply within 400 days).

2.5.4 Environmental risks are determined as chemical spillages, by-products of combustion, and by products of firefighting activity. Vectors for transmission are airborne, surface water run-off, and drainage into surrounding land, and, contaminated equipment and or personnel.

2.5.5 There are no watercourses near to the site that could be subject to a MATTE.

2.6 On-site Countermeasure Resources and Mitigation

2.6.1 The site has its own water storage and water sprinkler protection system which will provide water sprinkler coverage over the LPG storage vessels and road tanker unloading and loading bays for in excess of 1 hour. The electrical fire pump is supplemented by a diesel fire pump in case of power failure. There are 8 strategically placed fire hydrants for use by the fire services as well as a large number of portable fire extinguishers.

Remote Operated Shut-Off Valves are fitted to all liquid LPG lines to isolate the storage and minimise the loss of containment. These are activated by the Emergency Shut Down system which can be activated manually or automatically by fire or gas detection.

2.6.2 On-site Medical Facilities:

A number of staff are qualified First Aiders and can provide basic first aid treatment where required.

2.7 On-site Containment – Spillages, Surface Water and Effluent

2.7.1 Site assessments consider loss of containment retainable within the site boundary. Hazardous liquids are stored in bulk tanks (primary containment), which are located in bunds (secondary containment), which provide protection in the event of leakage from any of the tanks (Bunding on site is set at 110% of the maximum holding for each tank). Kerbing (leading to interceptor drainage and holding tanks) across the site has been so designed to provide a third area (Tertiary) containment.

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2.7.2 The tertiary containment area is also designed to collect fire water run-off. If a fire occurs in the bulk storage area this will be collected, retained and recycled in the firewater lagoons thus limiting the fire water produced. In the unlikely event of the lagoon being unable to contain the total fire water produced, the intermediate area will flood, considerably, prior to ultimately discharging to either land or surface water drains. If a fire occurs elsewhere on site, then the fire water will be retained by interceptor pits prior to discharge via soakaways. It is unlikely that significant quantities of water could be discharged in this manner, but it is dependent upon the ground saturation.

2.7.3 In all plant areas, pump bays, roadways and hard standing areas spillage, washings and rainwater are collected and directed via pumps and drains to the site low point where it is then pumped to an effluent treatment plant for collection and disposal.

2.7.4 The site operates tanker unloading areas which have diversion walls to direct LPG to evaporation areas.

2.7.5 Storm water, spillage and deluge water from the highly flammable liquid tanker offloading areas is directed into shingle evaporation areas.

2.7.5 There is a site Emergency Response Team trained to intervene in the event of a spillage occurring. An Incident Controller would attend the scene.

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3. Activation, Warning and Informing

3.1 Activation of the External Emergency Plan

This External Emergency plan will be automatically activated when an Off-site COMAH Emergency / major Incident has been declared in accordance with the criteria defined at [1.3.2](#)

Once the site operator declares an Off-site COMAH Emergency this will automatically be declared as a **Major Incident** for responding agencies.

The diagram at [3.4.13](#) below gives an overview of the alerting / notification process.

3.1.1 The following have the authority to declare an off-site COMAH Emergency and will activate this plan.

The Site Operator or Emergency Services Incident Commander will declare an Off-site COMAH Emergency and activate this plan under the direction of one of the following:

- Calor Gas Saxham Site Main Controller
- Calor Gas Saxham Site Incident Controller
- First Emergency Services responder in attendance
- Emergency Services Incident Commander
- Local Authority Duty Officer (JEPU)

Additionally, the Emergency Services may activate elements of this plan on the declaration of an On-site incident.

3.2 Command and Control

3.2.1 The initial site response will be as directed by the Calor Gas Saxham Site Main Controller assisted by the Site Incident Controller.

3.2.2 The On-site response will be supported by the Emergency Services until such time as they deem it appropriate to assume overall command of the emergency response. Thereafter, the Calor Gas Saxham emergency capability to support the incident will be as directed by the Emergency Services Incident Commander.

3.2.3 The On-site Emergency Control Centre is located in the **Removed under Fol.** (This is the main command and control for On-site incidents only). The secondary on site Emergency Control Centre is located in **Removed under Fol**

3.2.4 Command and Control of the Off-site response will be in accordance with the [Suffolk Resilience Forum Generic Emergency Response Plan](#), i.e. Strategic Co-ordinating Group (StratCC at Suffolk Police HQ, usually chaired by the Police), Tactical Co-ordinating Group (Landmark House, Ipswich usually chaired by Police), and Incident Commander at the at the scene.(Forward Control Point).

3.2.5 Calor Gas Saxham Liaison Officers will attend each of these functions to support the command and control process.

3.2.6 It is the aim of the local Suffolk responders to hold the first Strategic Co-ordinating Group meeting within an hour and a half of the Off-site COMAH Emergency being declared.

3.2.7 Specific arrangements for the Strategic Co-ordinating Groups can be found in the [Suffolk Resilience Forum Generic Emergency Response Plan](#), Annex C.

3.2.8 The Strategic Co-ordinating Group where appropriate will consider cross border notification.

3.2.9 Communications between the responding Suffolk Resilience Forum partners will be Airwave radio (Interoperability channels automatically activated by Suffolk Police) and, where available, teleconferencing, (See SRF Telecommunication and ICT Plan).

3.2.10 Contact details for all Suffolk Resilience partners and other agencies can be found in the Suffolk Resilience Forum Alerting Directory.

3.3 Calor Gas Saxham Plant Site Alarm Systems and Personnel Actions

3.3.1 **Removed under FoI.**

3.3.2 Incident Alarm - All personnel on site have a responsibility to raise the alarm by using the manual break glass alarm system for any fire, chemical spill or injury.

3.3.3 All staff are trained to identify and report any hazardous situation.

3.4 Method of Alerting the Emergency Services – [see Diagram at 3.4.13](#)

3.4.1 A break glass alarm (fire) automatically informs the Combined Fire Control via Redcare.

3.4.2 On receipt of an alarm activation, the Security Officer will immediately make a 999 call to Combined Fire Control and provide a summary assessment of the incident details and indicate, if known, whether this is an On-site or Off- site incident. Additional to that assessment, the Security Officer will also advise on the initial support to contain the incident and request the appropriate Suffolk Fire and Rescue Service pre-determined attendance for a Fire, Chemical Fire or Chemical Spillage. They will also initiate a Site Shut Down (including restrictions to access and egress to the site). Additionally, they will coordinate a roll call of all staff and visitors.

3.4.3 The Calor Gas Saxham Site Controller / Emergency Service Liaison will provide incident update details to Combined Fire Control, including any relevant firefighting technical and or environmental information as known for the products involved in the incident (e.g., 'Instructions in writing' details for either specific product or assessed hazards) until such time as Suffolk Fire and Rescue Service are in attendance, and that

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3.4.4 information can be passed directly to the Suffolk Fire and Rescue Service Incident Commander in order to ensure the appropriate responses can be set in train.

3.4.5 The assessments of the incident nature, scale or casualties being reported should use a suitably consistent reporting format using the METHANE mnemonic as used by the Emergency Services which is essential to enable the appropriate responses to be made. (APPENDIX 12).

3.4.6 Emergency Services' Rendezvous Points (RVP) will be identified by the first emergency service that arrives on site in consultation with the site security staff. It is important that the RVP is in a safe location, taking into account the prevailing wind conditions and nature of the incident.

3.4.7 The Forward Control Point (FCP), if not one of the predesignated RVP locations, (Para 3.4.7) must be an area where non intrinsically safe communications may be used by all responding agencies, large enough to be accessible safely by multi-agency vehicles staff, and freely accessible. This location will normally be identified by the Suffolk Fire and Rescue Incident Commander. It is important that once identified all other emergency responders are aware of the location. (The initial FCP can be relocated with the agreement of all agencies if felt appropriate)

NOTE: The use of airwaves radios on site should be a multi-agency agreement based on benefit/risk decision made in consultation with the site operator

Removed under FoI

3.4.8 Suffolk Fire and Rescue Service will support an Off-site COMAH Emergency with the provision of one Command Vehicle to coordinate the emergency firefighting response on site and provide the Forward Control Point location for the multi-agency operational response activity to take place. It should be noted that the provision of the command vehicle will take some time.

3.4.9 Removed under FoI

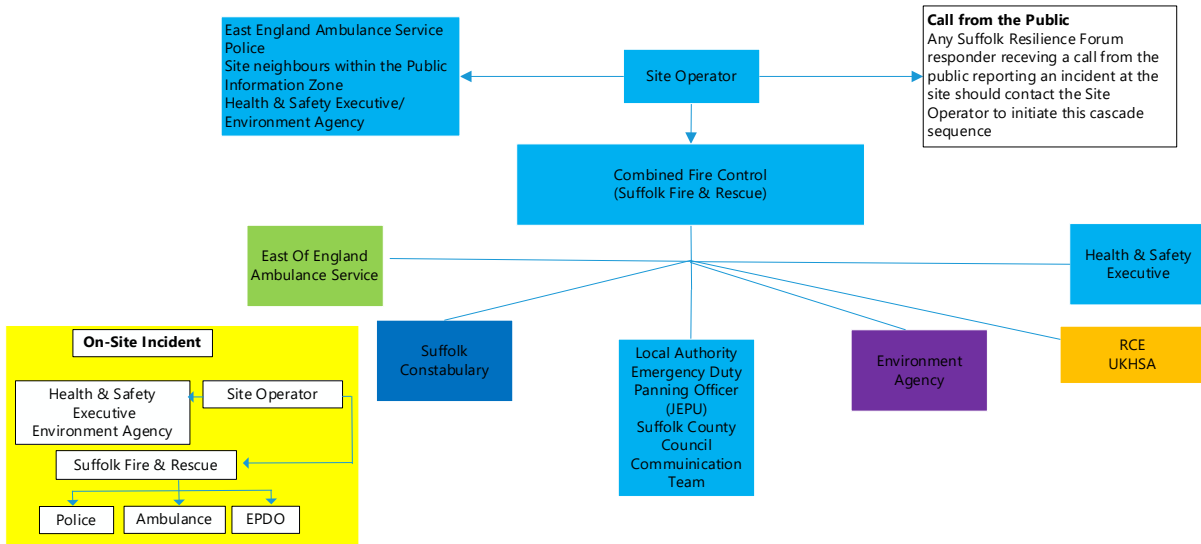
3.4.10 Removed under FoI

3.4.11 **Removed under FoI**

3.4.12 Helicopter Landing Zones

None designated.

3.4.13 Overview of Alerting and Notification Process.



| Suffolk Fire & Rescue | Suffolk Constabulary | East of England Ambulance Service | Emergency Planning Duty Officer & Suffolk CC Comms | Environment Agency | RCE UKHSA |
|---------------------------------|--|-----------------------------------|--|---------------------------|-------------------------|
| Pre Determined Attendance | Internal Health & Safety | HART | District / Borough | Food Standards Agency | UKHSA – East of England |
| Suffolk Constabulary | Suffolk CC Highways | UKHSA RCE | Local Authority Management Team | Water Companies | |
| Ambulance Service | National Highways | NHS England | Environmental Health | DEFRA | |
| Emergency Duty Planning Officer | Local Insp / Sgt | ICB's | Emergency Planning Officers | Agricultural Abstractions | |
| EA | Duty Press Officer | Local NHS Hospital Trust | Communication Team | HSE | |
| HSE | Duty Superintendent* | | ----- | Natural England | |
| SCC Comms | Network Rail | | Suffolk CC | Suffolk Wildlife Trust | |
| RCE UKHSA | British Transport Police | | Communication Team | | |
| | Resource Management | | Growth Highways and Infrastructure (GS&I) | | |
| | Neighbouring Forces | | JEPU | | |
| | NPoCC | | Resilience Team (RED) | | |
| | * On call Supt will initialise call out to setup a command structure | | | | |

3.5 Method of Warning Workforce

3.5.1 The site has a single fire alarm system and on activation all staff are required to attend the primary assembly point. This also automatically informs the Combined Fire Control via Redcare. The site emergency alarm is a continuous ringing bell for a prolonged period.

3.5.2 If the assembly point is compromised by the incident hazards, staff will report to alternate assembly point (Old Gatehouse). All roll calls are coordinated by the Roll Call Coordinator to identify any missing persons.

3.5.3 The Main Security Officer will advise the Roll Call Coordinators at the assembly point of any incident details pertinent to safeguarding or informing staff at those locations.

3.5.4 On the alarm activation, designated Roll Call Coordinators will attend the security office where they will obtain the necessary staff details and then conduct a roll call at the pre-designated locations. (If the initial assembly point is comprised due to the incident staff will be redirected to alternative assembly points which will be identified by the Main Site Controller).

3.6 Off-site Notification

3.6.1 The site operator is responsible for providing prior notification of any potential major accident hazard to those residents and premises within the Public Information Zone.

[APPENDICES 10 & 11](#) - Off-site Notification Letter and Off-site Action Card which set out the public reactions on hearing the COMAH Alarm Siren. These letters were last distributed in January 2018.

3.6.2 The COMAH alarm is a- klaxon which can be heard (subject to the prevailing wind) throughout the Public information Zone and further afield.

3.6.3 The activation of the COMAH alarm is as directed by the personnel at [3.1.1](#)

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3.6.4 The Site Security Office/ telephonist, on activation of the alarm, will make contact with the neighbouring sites informing them of the nature of the emergency, and confirm it is an On-site incident or whether it is likely to escalate to an Off-site COMAH Emergency.

3.6.5 Whilst traffic control points and pedestrian access routes have been pre identified ([3.4.9](#) and [3.4.11](#) refers) to manage access and egress around the site, coordination and management of cordons and access routes will be as directed by Suffolk Fire and Rescue Service and Police in order to prevent and minimise public exposure to any consequential effects of an incident occurring on site.

3.6.6 The initial advice to all persons within the Public Information Zone is to turn off / douse any naked lights outside their premises, 'Go in' - close all doors, windows and turn off any forced air ventilation, 'Stay in' - until further notice and 'Tune in' - to local radio for further information as per the Off-site letter.

3.6.7 Once the wind direction is confirmed, priority notification to the public will be based on the area affected taking into account the estimated plume width (Chemical and Metrological modelling – CHEMET) as requested by Suffolk Fire and Rescue Service. This is also available to Emergency Planning Officers on the Meteorological Office Hazard Manager service).

3.6.8 If the assessed Off-site hazards within the public information zone are such that evacuation is preferable to shelter, this will be led by the Police. It is unlikely that the latter advice will be given within the first hour of the incident. If required, rest centre locations will be identified and staffed by West Suffolk Council – See SRF [Guide to Evacuation and Shelter in Suffolk Plan](#)

3.6.9 Escalation of the incident may require wider areas to be considered for evacuation.

3.6.10 The media response during and after an off-site COMAH Emergency is described in section 4 below.

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4. **Media Arrangements**

4.1 On notification of an Off-site COMAH Emergency, Combined Fire Control will alert Suffolk County Council Communications that an incident is taking place. Suffolk County Council Communications will advise the locally elected members for the Suffolk County Council Divisions.

West Suffolk Communications will advise the locally elected members for West Suffolk Council and will also update Risby and the Saxham's Parish Councils.

4.2 The Strategic Co-ordinating Group (Media Coordination Cell) will determine how information to the public will be disseminated to provide ongoing advice to those persons and vulnerable groups both within (and if necessary, outside) the Public Information Zone⁴. All media responses to an Off-site incident will be in accordance with the [SRF Communications Plan](#).

A media action card is at [APPENDIX 14](#).

4.3 The following agencies are able to offer specific advice as follows: -

- The Environment Agency / UKHSA will advise regarding any outstanding issues to Air quality.
- The Environment Agency will advise and support with regard to any incident resulting in pollution of the environment.
- UKHSA will lead regarding health impacts and advice.
- Food Standards Agency will advise on any outstanding issues to environmental health aspects regarding locally produced foods, either for domestic or commercially consumption.
- The Local Authority Environmental Health will advise regarding contaminated land issues.

⁴ Reg 26(5) COMAH Regs 2015

5 **Roles & Responsibilities**

The [SRF Generic Emergency Response Plan](#) identifies main roles and responsibilities of responding agencies. Those listed below are site specific for this plan.

5.1 **Site operator**

- Declare Off-Site COMAH Emergency, inform Combined Fire Control (999)
- Activate Emergency teams and Main Control Room
- Assess situation, identify substances and potential volumes involved, collate information, continue to advise emergency services and maintain log.
- Determine wind direction and advise emergency services of appropriate RVP
- Alert workforce.
- Alert off-site neighbouring premises, commercial sites, residential properties etc as required by External Emergency Plan PIZ.
- Provide liaison officer to Emergency Services RVP with access to Safety Data Sheets, 'UN / Trem card' details for transported substances, to support emergency responders and other agencies requiring technical information.
- Provide Technical Liaison Officer (Senior Manager) to SCG
- Provide Technical Liaison Officer (Senior Manager) to TCG
- Call in appropriate management staff.
- Provide media representative at the forward Media Liaison Point as set up by Police and provide liaison with the Multi-Agency Strategic Co-ordinating Group (SCG) if established otherwise TCG.
- Notify HSE & EA of incident.
- Advise, as briefed by Fire / Police, neighbouring premises, commercial properties residential properties etc. when safe to return to place of work / residences.
- Liaise with Environment Agency post incident for recovery of site and mitigation of on- and off-site environmental consequences.

5.2 Fire & Rescue Service

- Activate the Calor Gas Saxham Major Incident Plan and consult Operational Risk Information Fire Wallet.
- Despatch officer to Emergency Services RVP.

5.3 Suffolk Constabulary

- Activate Police Emergency Plan Calor Gas Saxham
- Establish a command structure
- Assist with the multi-agency response to traffic management in the event that there are road closures.
- Facilitate information sharing via an Airwave interoperable talk group.
- Participate in a multi-agency media plan.
- Dispatch an officer to the Emergency Services RVP

5.4 Ambulance service

- Despatch officer to Emergency Services RVP
- Mobilise on call NILO to RVP
- Confirm on-site facilities for casualty management and decontamination etc.
- Inform NHS England, UKHSA, Chemical Radiological and Environmental Hazards (RCE) If Major Incident is declared notify neighbouring Ambulance Services
- Deploy HART Team

5.5 Integrated Care Board (ICB)

- Source NHS support to Local Authority emergency reception centres as appropriate
- Liaise with Local Authority and Police regarding vulnerable persons.

5.6 UKHSA

Contact emergency responders to ascertain details of the incident.

- Undertake public health risk assessments.
- Undertake exposure assessments.
- When appropriate, convene a Science and Technical Advice Cell (STAC)
- When appropriate, the Environment Agency and UKHSA will convene an Air Quality Cell (AQC)
- Provide information and public health advice direct to emergency responders and multi-agency groups (e.g., about the toxic effects of released chemicals, protective actions to be taken to protect health, health surveillance, and the need for a major incident health register)
- Provide public health advice to the Fire and Rescue Service's Incident Commander regarding the use of a 'controlled burn'.
- Advise emergency responders on the health considerations of response decisions (e.g. evacuation versus sheltering decisions)
- Provide health messages for multi-agency media statements.
- Provide information to GPs, hospital staff and public health staff based in Local Authorities via DPH and ICBs
- Provide public health advice in the recovery phase of an incident.

5.7 Environment Agency

- Activate the Air Quality Cell via the 24/7 National Air Quality Technical Advisor (NAQTA).
- Via the Air Quality Cell, consider and advise on the risk to the environment from air quality.
- Lead on water pollution incidents from land-based sources.
- Support mitigation and containment through deployment of EA pollution control equipment where safe to do so.
- To investigate, sample and collect evidence where safe to do so for analysis, future enforcement and cost recovery.
- Attend the multi-agency response at FCP, TCG & SCG etc. as appropriate.
- Advise on environmental impacts to SCG via STAC, and COBR via SAGE.
- Warn water abstractors so they can take appropriate action.
- To provide specialist advice on waste management, environmental pollution and hazardous sites, including during recovery and clean-up.
- To provide warnings of flooding via the Floodline Warnings Direct system to professional partners, media, business and the community.
- Maintain and operate flood defences on certain specified rivers and coastlines.
- Participate in coordinated media engagement where appropriate, can assist with media messages and would offer the assistance of communications experts to any media cell.

5.8 National Highways

- Through the managing agent contractor provide ongoing support to traffic management including public information and shrinkage
- Through the managing agent contractor provide and maintain temporary or permanent road closures
- Initiate the variable matrix signs situated on the A14 and approach roads advising motorists of the incident.
- Through the managing agent contractor repair and, where able, improve roads and infrastructure.

OFFICIAL SENSITIVE

- Clear debris from those roads and other places for which National Highways has responsibility.
- Support the management of the day-to-day operation of the network (by Eastern Region Operations Centre and mobile patrols within the affected area, including minor improvements, congestion relief, encouragement of alternative travel modes and reviewing the adequacy of the current network and planning for the future)

5.8 Anglian Water / Essex & Suffolk Water

- Activate relevant Emergency Plan`

5.9 Local Authority

Suffolk County Council

- Activate Joint Emergency Response Plan. – Parts 2-10 and Part 4
- Provide public health support for STAC

West Suffolk Council:

- Activate Joint Emergency Response Plan. – Parts 2-10 and Part 4

5.10 Food Standards Agency

- Advise Public on food safety matters.
- Testing sampling and analysis of areas affected by hazardous substances.

5.11 Health and Safety Executive

- Investigate cause and the emergency response arrangements and take appropriate action.

5.13 Network Rail

- Deploy a mobile operations manager to the multi-agency Forward Control Point to liaise directly with the emergency services.
- Provide a tactical technical officer to teleconference into TCG /SCG.

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6. **Recovery**

6.1 Overview

Recovery is an integral part of the emergency management process and starts in the Response Phase, normally with the formation of a Recovery Coordination Group (RCG) as a strategic decision taken by the Strategic Co-ordinating Group (SCG). Local authorities may be handed the role of leading the multi-agency Recovery Phase relatively quickly, depending on the type of incident and its impact.

Inclusion of Calor Gas Saxham in this process is vital to ensure the early restoration of normality is achieved.

This plan should be read in conjunction with the [SRF Recovery Plan](#). For the purposes of this plan, recovery is defined as:” *The process of rebuilding, restoring and rehabilitating the community following an emergency.*” (*Emergency Response and Recovery*”, HM Government)

6.2 Environmental Clean-up and Restoration

The remedial measures should be proportional to the amount of harm caused by the accident, and to the likely level of continuing harm to people and the environment. The operator has a duty to take remedial measures to mitigate the effects of major accidents under regulation 5 of COMAH Regulations and under other environmental legislation such as the Water Resources Act 1991 and the Wildlife and Countryside Act 1981.

Environmental Recovery issues

- Removal and cleansing of debris.
- Segregation, containment and cleansing of waste products.
- Segregation, containment and cleansing of contaminated water.
- Removing, cleaning and or replacing contaminated soil
- Identifying restrictions on foodstuffs (commercial or domestic)
- Restricting access to contaminated areas (agricultural or commercial usage)
- Removal of dead animals
- Restocking watercourses and lakes
- Remedial action on surface and groundwater supplies
- Restoration of vegetation, habitats and re-introduction of animal and plant species
- Use of qualified appropriately accredited / registered and licensed disposal contractors.

7. Review and Exercising of Emergency Plans

7.1 The Review and Testing of the External Emergency Plan (in accordance with COMAH Regulations) shall be undertaken at periods of no greater than 3 years.

- Arrangements to test the plan to such extent as is necessary are undertaken by the multi-agency partnership of the Suffolk Resilience Forum.
- Any such review and revision of the plan shall take into account any changes reflected in; legislation or guidance, operating procedures and processes or changes to upper and lower tier status of materials held or processed on site by Calor Gas Saxham, new technical knowledge and knowledge concerning the response to major accidents.

7.2 Page viii (Exercise Log) details the date, type of exercise and any pertinent comments and should be completed each time this plan is exercised or reviewed.

7.3 The arrangements, commensurate with the COMAH Regulations and Guidance, for exercise planning are detailed within the Suffolk Resilience Forum Protocol for Multi-Agency Exercise Planning for Suffolk.

8. **Appendices:**

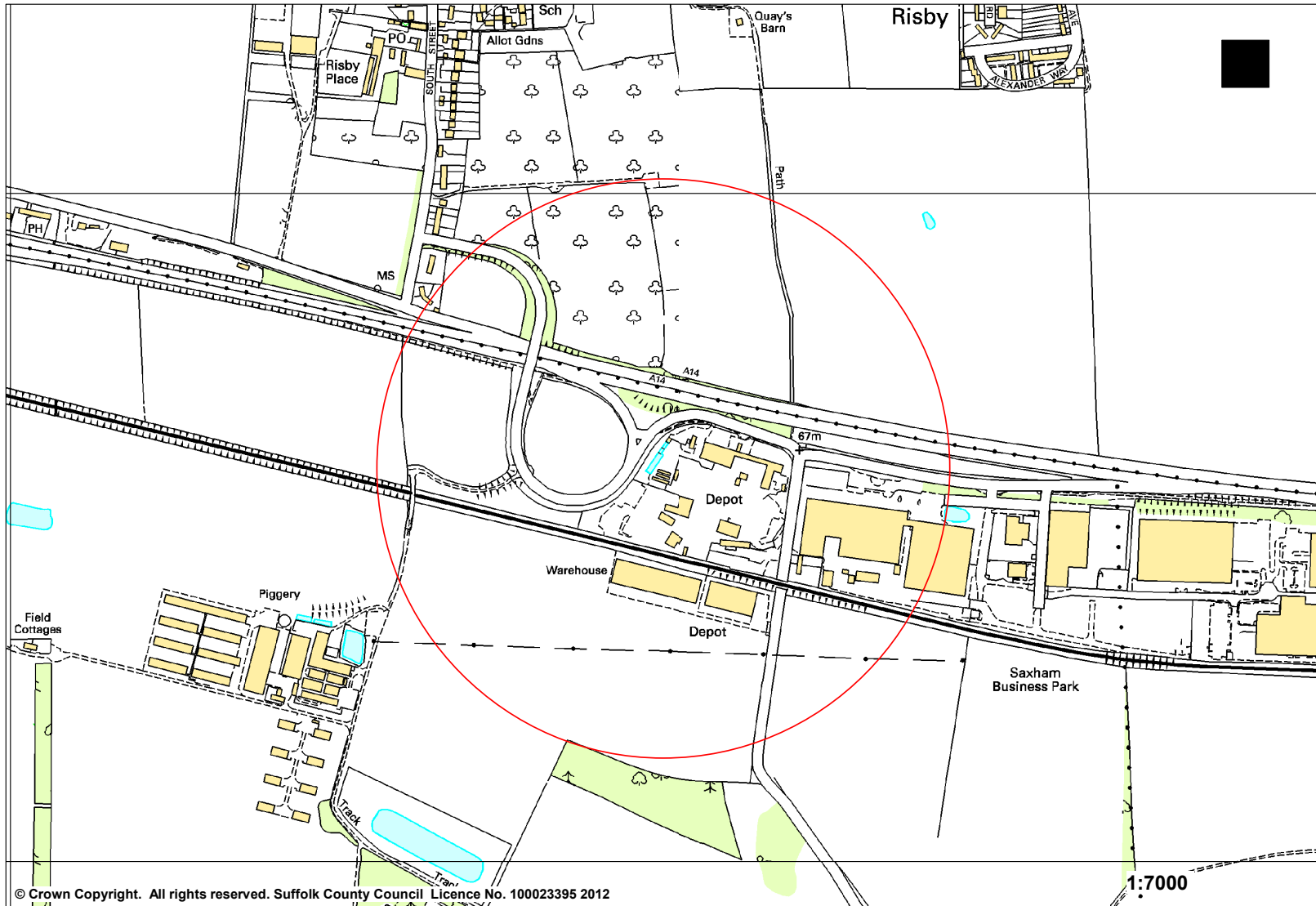
1. Calor Gas Saxham – HSE Public Information Zone
2. Calor Gas Saxham – Removed under FoI
3. Calor Gas Saxham – Removed under FoI
4. Calor Gas Saxham – Removed under FoI
5. Calor Gas Saxham – Removed under FoI
6. Calor Gas Saxham – Removed under FoI
7. At Risk Populations and Areas
8. Local Infrastructure and Industrial Activities
9. Removed under FoI
10. Information to the Public in the PIZ: Contents of Off-site Warning Letter.
11. Information to the Public in the PIZ: Off-site Action Card
12. Consultation Details
13. METHANE
14. Media Action Card

COMAH AGENDA

1. Attendees and Apologies
2. Agencies currently in Major Incident
3. Brief Incident Overview and Situation Awareness 1st meeting only
4. Any Urgent Issues
5. Update on Actions / Tasks from Last Meeting
6. MAIC Update (After 1st Meeting and only if activated)
7. Updates from Key Agencies
 - Site Operator
 - Suffolk Fire & Rescue
 - East of England Ambulance
 - Met Office
 - Suffolk Constabulary
 - Environment Agency
 - Local Authority
 - SCC Highways (PPG – footpath officer also required)
 - National Highways (Calor Gas, Treatt, PPG only)
 - Rail Operator (Calor Gas, PPG only)
 - British Transport Police (Calor Gas, PPG only)
 - UKHSA
 - ICB /NHS
 - Essex/Cambridgeshire LRF (IFF only)
 - Other Agencies as required.

8. Declaration of Major Incident Required (SCG/TCG Chairs identified)
9. Need for National Alert,
 - has one been issued
 - Is there a need for one to be issued
 - If issued, is it still required or can it be cancelled
10. Identification of Vulnerable Groups / Persons / Locations at Risk
11. Muti Agency Information Cell (MAIC) Required
12. Resilience Direct Pages and or Agency reports required? (Only applicable if MI not declared)
13. Comms Messages Agreed
14. Activation of Vols Orgs Required (4x4 cell etc)
15. AOB
16. Review of Actions / Task Agreed
17. Date / Time of next meeting

Calor Gas Saxham – HSE Public Information Zone



Removed under FoI

5

BSE →

BSE →

Removed under FoI

Appendix 4

At Risk Populations and Areas

Appendix 7

| 3.5.1 - Commercial sites: | Relation to site (N E W S) | In Public Information Zone | Day Shift | Night Shift |
|---|-----------------------------------|-----------------------------------|------------------|----------------------|
| Calor Gas Saxham (Main Site) | NW of E plant | Yes | 85 | 25 |
| Claas – 01284 763100 | East | Yes | 100 | 6 (July – Sept only) |
| XPO Logistics– 01284 752900 | East | No | 20 | Nil |
| Dorel Century Logistics - 01284 413100 | East | No | 30 | Nil |
| Direct Foods - 01284 747800 | East | No | | Nil |
| D & D International Values Ltd - 01284 700350 | East | Yes | | |

| 3.5.2 Residential areas | Estimated Populations | Relation to site (N E W S) | In Public Information Zone | Distance from site |
|--------------------------------|------------------------------|-----------------------------------|-----------------------------------|---------------------------|
| Risby Village | 869 | NW | No | 1 km |
| Little Saxham Village | 267 | SW | No | 2 km |
| Number of Remote Farms | 80 | Surrounding site | No | |

| 3.5.3 - Schools < 2.4km | Address | Relation to site (N E W S) | Distance from site (km) | Number of pupils |
|-----------------------------------|-----------------------------|-----------------------------------|--------------------------------|-------------------------|
| Risby Primary 01284 810367 | Aylmer Close Risby IP28 6RT | N | 1 | Max 210 |

| 3.5.4 Transient Populations | Postcode | Relation to site (N E W S) | Distance from site (km) (IMP / E plant) | Potential no's |
|--|-----------------|-----------------------------------|--|-----------------------|
| Risby Hall Nursing Home Hall Lane 01284 811950 | IP28 6RS | N | 1 | 34 |
| Risby Church | IP28 6RT | N | 1 | - |

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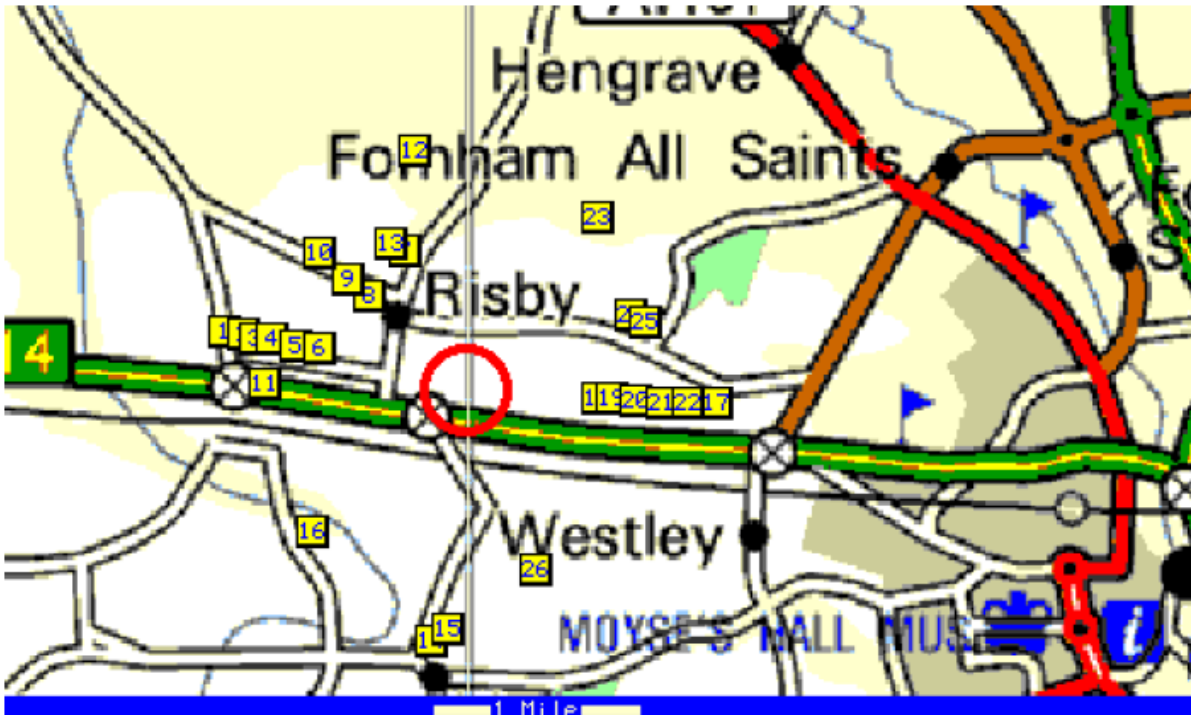
| Environmentally Sensitive Locations < 1km of the site⁵ | Nil - 250m from site | 251 - 500m from site | 501 - 1000m from site |
|---|---------------------------------|---------------------------------|----------------------------------|
| 1:250,000 Solid Geology | | | |
| Borehole Index | 7 | 12 | 17 |
| Areas of Outstanding Natural Beauty | - | - | - |
| National Parks | - | - | - |
| National Nature Reserves | - | - | - |
| Abstractions Licenses | 13 | - | 19 |
| River Quality Survey | - | - | - |

Local infrastructure and Industrial Activity**Appendix 8****Local infrastructure.**

- Calor Gas Saxham is situated south of the village of Risby and the main A14 road. It is accessible from the A14 for vehicle travelling both east and west bound. To the south of the site there is the main Ipswich to Cambridge railway line. The site itself is situated in a small industrial area.
- The site is by junction 41 on the A14 and approximately 8 kms from the center of Bury St Edmunds
- The mainline East Anglian rail link from Ipswich to Cambridge runs immediately adjacent and parallel to the southern boundary of the site.
- There are no overhead national grid electrical distribution lines running across the site.
- There is no assessed usage of the land beneath the site that could contribute to a major accident on the site.
- The nearest Anglian Water sewage works is situated at West Stow approximately 6.4 kms north of the site. The site itself has private sewers and pumping station, which is owned and maintained by Claas (located next to Calor Gas Saxham), which then flows into the main sewer system .
- There are a number of small farms and holding sites situated 2 km North, South and West of the site. The agricultural land use is primarily as arable and livestock farming
- There are no listed buildings within 2 kms of the site.

Local environment

- The site sits above a chalk aquifer with high soil permeability.
- There is only one site of Special Scientific Interest (SSSI) and Special Area of Conservation which is Breckland Farmland. This is situated approximately 2 kms north west of the site and forms part of the Brecks
- There are no rivers or brooks within 2.4 kms of the site.
- There are a total of 88 boreholes within 2 kms of the site, 19 of which are within 500 m of the site. In addition, there are a total of 9 water abstraction points within a 2 km radius of the site which are used for spray irrigation See map below



- There are 5 sites defined as a Site of Special Scientific Interest (SSSI), within 10 km radius of the site. (See table below)

| Name | Location | Relation to and distance from site |
|----------------------|----------------------------|------------------------------------|
| Breckland Farm Land | Suffolk | 2 kms NW |
| The Glen Chalk Caves | Bury St Edmunds Suffolk | 7 kms E |
| Lackford Lakes | Lackford Suffolk | 7.4 kms N |
| West Stow Heath | West Stow Suffolk | 7.5 kms N |
| Breckland Forest | West Stow Suffolk | 7.6 kms Suffolk |

Industrial Activity

- The site deals mainly with the bulk storage and distribution of LPG. In addition, it also carries out the refurbishment of LPG cylinders. There is no on-site manufacturing of LPG
- The normal operational hours of the site are
 - Summer and off peak - 0600 hrs – midnight
 - Winter and peak times - 24 hrs

• Removed under FoI

- Other material stored on the site are as follows (maximum capacities)

Removed under FoI

• Removed under FoI

• Removed under FoI

Removed under FoI

| | | |
|--|--|--|
| | | |
| | | |
| | | |

• Removed under FoI

• Removed under FoI

• Removed under FoI

- The LPG storage vessels have diversion walls to direct any spillage to an evaporation area in accordance with UKLP Code of Practice No1 Part 1. Additionally, there is a water delude system which also covers the road tanker loading and unloading bays. There are also a number of gas detectors situated throughout the site. The site also has access to 5 portable gas detection units.

Removed under FoI

Appendix 9

As posted marked.

Dear Neighbour

CALOR LIMITED (SAXHAM PLANT)
Emergency Instructions in the Event of a Major Incident

Calor Limited stores liquefied propane and butane at its Saxham site. These gases, which are used for a wide variety of domestic and industrial purposes, are filled into cylinders or tankers for distribution to customers. Because of the quantities involved and the flammable nature of these substances, the Company is subject to the Control of Major Accident Hazards Regulations 2015 (COMAH). Calor Limited has submitted the relevant safety report to the Health and Safety Executive which carries out regular safety checks on the site.

Under COMAH legislation we are required to issue Emergency Instructions on what to do in the unlikely event of a major incident, to people who could be affected. These are detailed on the enclosed leaflet.

Please read the contents of the card and make sure that the occupants of your household understand and are familiar with the instructions. We recommend that you keep it in an accessible place and ask you to pass it onto subsequent owners or tenants.

Since Calor Limited began its operations at Saxham over 70 years ago, there have been no major accidents affecting the local community. We do not expect this to change; indeed with the improvements in technology and training we are constantly reducing the possibility of incidents occurring. However, in the unlikely event of a release of flammable vapour, with its attendant risks of fire and explosion to the outside area, you are asked to co-operate fully with the Emergency Services for the safety of yourself and others. The products stored and handled by Calor are not toxic and do not present an environmental hazard.

The Company's emergency procedures and facilities, together with those available from the Emergency Services, are designed to minimise the consequences of any incident. Further information can be found in the enclosed instructions. In addition, the Emergency Planning Unit for the Authorities of Suffolk has drawn up a detailed Off-Site Emergency Plan to ensure that all necessary aid to the local community would be quickly available.

Finally you should not be alarmed by the issue of these instructions; which does not signify any increase in risk to you or your property. This is one of many thousands of similar letters being sent to people who live near large industrial sites throughout the country, in accordance with the above legislation.

If you require any further information, please do not hesitate to contact me at the above address.

Yours sincerely

A Simkiss
Site Manager

CONTROL OF MAJOR ACCIDENT HAZARDS REGULATIONS (COMAH) 2005



This card is produced in accordance with the Control of Major Accident Hazard (COMAH) Regulations to advise you what to do in the unlikely event of a major accident on the Calor site which could affect the public. Read this card carefully and follow the instructions given overleaf if the continuous COMAH alarm is sounded.

Calor Gas Limited, Saxham, is subject to the COMAH regulations because it stores and bottles hazardous substances, such as propane and butane which are extremely flammable. The site has produced a safety case which has been submitted to the Health and Safety Executive and the Environment Agency. In addition an emergency response plan has been produced with the emergency services to minimise the effects of an accident such as noise, smoke, pressure waves and heat which may have an impact off site.

Cardholders should ensure everyone understands these instructions. Responsible persons in business/community premises should also be familiar with the actions required so that they may instruct occupants in the event of an incident. The Emergency Services will inform you of any actions to take and when the incident is over.

This card should be kept in an accessible place and prominently displayed in all premises. Additional copies and further information may be obtained from the Customer Operations Manager or Plant Manager, Calor Gas Ltd, Newmarket Road, Risby, Suffolk, IP30 9GG Tel: 01284 763412.

The COMAH alarm system will be tested at 11:00am on the first Monday of the month, except on Bank Holidays, when the alarm will not be tested.

MAJOR ACCIDENT SAFETY INSTRUCTION CARD

Issued for Calor Gas Ltd, Risby, Suffolk, IP28 6QY.

1. WARNING OF DANGER



Sounded by Intermittent air horn.

not panic – follow these instructions.

2. GO INDOORS

- Remain indoors and await further instructions from the Emergency Services.
- Close windows and doors.
- Do not use vehicles.
- Stay away from windows.

3. MAKE THE PLACE SAFER



- Switch off electrical and gas appliances.
- Block incoming draughts and ventilation.
- Turn off vehicle engines.
- Do not light matches or other ignition sources.
- Stay clear of windows and doors.

4. FURTHER INFORMATION



- Follow instructions from the emergency services.
- Do not use mobile phones
- Phone lines should be used for contacting the emergency services only.
- Listen to local radio for further information.
 - [Radio West Suffolk 103.3 FM](#)
 - [BBC Radio Suffolk 95.5,95.9,103.9 or 104.6](#)
 - [Heart Suffolk 97.1 or 96.4](#)

5. ALL CLEAR

Wait until the emergency services advise that it is safe.

Consultees

- Suffolk Resilience Forum (multi-agency COMAH Off-site Working Group partners for Calor Gas Saxham)
- Calor Gas Saxham
- County, District and Parish Council Elected Members
 - County Council – Thingoe South
 - West Suffolk Council – Barrow
 - Risby Parish Council / The Saxhams Parish Council.
- Residents within the Public Information Zone (PIZ)
- Businesses within the PIZ
 - Claas
 - D & D International Values Ltd

METHANE

METHANE

| | | |
|---------------------------------|---|--|
| M ajor Incident | Major incident declared? (Include date & time of declaration) | |
| E xact Location | Exact location / geographic area of incident What Three Words | |
| T ype of Incident | Flooding / Fire / Utility Failure / HazMat/ Disease outbreak etc. | |
| H azards | Present or suspected | |
| A ccess | Routes that are safe to use, any inaccessible routes and RVP's | |
| N umber of Casualties | Numbers, type and severity | |
| E mergency services | Present and those required | |

MEDIA ACTION CARD

During an Off-Site COMAH Emergency Incident an Calor Gas it is suggested that the following agencies communications departments are involved in developing the Media Strategy.

Reference should be made to the SRF Communications Plan

Holding statement

An Calor Gas Saxham IP28 6QY, has been reported to the Emergency Services for Suffolk. As part of the response, the Calor Gas COMAH External Emergency Plan has been activated. Residents within the Public Information Zone are advised to; Go in, Stay in and Tune in".

Agencies

Suffolk County Council will be the lead Communications department as Suffolk Fire & Rescue Service will be the lead agency.

It is suggested that the following agencies should be involved in the media and communication cell

Calor Gas

Environment Agency

Suffolk Constabulary

British Transport Police

East of England Ambulance Service

Suffolk County Council

West Suffolk Council

NHS England

West Suffolk ICB

Anglian Water

Network Rail

National Highways