**ANNEX B TO**

**AMA SAFETY MANAGEMENT**

**DATED 02 MAY 23**

**INCIDENT MANAGEMENT**

**Aim**

1. The aim of this Annex is to identify the processes for managing an incident if it occurs during AMA activities. This document is the underpinning procedure for dealing with any incident or accident during an AMA organised activity, meet or exercise.

**Accident Avoidance**

1. **Cause of Accidents**. The nature of AT is such that, unless safety aspects are taken fully into account, those participating can be exposed to unnecessary risk, with the possible consequence of injury or even loss of life. Accidents occur, in general, because:
   1. Individuals are over-extended through being given insufficient training as a preparation for performance of a particular skill.
   2. Personal Protective Equipment and clothing are either inadequate or poorly maintained.
   3. Insufficient consideration has been given to the objective and subjective dangers inherent in the outdoor environment that could affect the conduct of training.
   4. Regulations to ensure safe operation are either not known to those who are involved in the activity or, if known, not observed.

**Reporting of Accidents and Incidents**

1. There are 3 x key areas for the reporting of accidents and incidents which are detailed below. Be aware that there is a reasonable amount of duplication contained in [JSP 751](https://modgovuk.sharepoint.com/sites/defnet/HOCS/Documents/JSP751_Part1_Vol1.pdf) Part 1 Chapter 2 and [ACSO\_1200](https://modgovuk.sharepoint.com/sites/defnet/Corp/Army/Publications/ACSO_1200.pdf) so it is imperative that there is a clear understanding of both of these key policy documents.
2. **Reporting Requirement.** This reporting requirement applies to all Army personnel, including those commanded or administered by other TLBs, including all Reservists and Cadets when on duty; RN/RM, RAF and civilian personnel working in the Army TLB or when operating Land Systems equipment, members of visiting Armed Forces and anyone affected by Army activity, its property or estate and contractors working on Army sites.
3. **Accident and Incident Reporting.** The policy document for accident and incident reporting is [ACSO\_1200](https://modgovuk.sharepoint.com/sites/defnet/Corp/Army/Publications/ACSO_1200.pdf). This chapter directs the use of the [Defence Unified Reporting and Lessons System (DURALS).](https://modgovuk.sharepoint.com/sites/IntranetArmy/SitePages/Defence-Unified-Reporting-and-Lessons-System.aspx) In order to send an alert, access the Defence Gateway via your mobile device and proceed to the Defence Alert page/App that can be found on the front screen.
4. All other occurrences are to be reported to the Army Incident Notification Cell (AINC) using the Army Occurrence report (ASCen-AINC-Mailbox (MULTIUSER) ASCen-AINC-Mailbox@mod.gov.uk), via the **Unit that the Activity Owner is from**. In addition, the Defence Accident Information Branch (DAIB) LAND should be notified in the case of death, serious injury or serious equipment failure. Telephone 96798 6587 or +44 (0) 030 679 86587.

1. **NOTICAS.** The policy document for raising a NOTICAS is [JSP 751 Vol 1 Part 1 (Chapter 2)](https://modgovuk.sharepoint.com/sites/defnet/HOCS/Documents/JSP751_Part1_Vol1.pdf). The NOTICAS is applicable[[1]](#footnote-1) to all Service Personnel and must be raised by the **Unit that the Activity Owner is from**. The complete list of the types of causalities that must be reported are contained within [JSP 751 Vol 1 Part 1 (Chapter 2)](https://modgovuk.sharepoint.com/sites/defnet/HOCS/Documents/JSP751_Part1_Vol1.pdf). There are two methods of reporting a casualty:
   1. The preferred method is by completing the casualty reporting section on the JPA system. ‘Casualty Duty User (casualty & NoK informing)’ access via JPA is required and the individual needs to be familiar with the process of raising a NOTICAS:
   2. Where JPA is not available units must send a ‘NOTICAS’, precedence immediate, message via the High-Grade Message interface (HGMi) if available or by FAX to JCCC INNSWORTH (fax number: 95471 7363 or 01452 510807).
   3. Because of the possible delays in communication, reporting units must alert the JCCC by telephone (Tel: Military 95471 Ext 7325 or Civilian 01452 519951) for all initial NOTICAS including updates/progress reports. This also applies to NOTICAS submissions via HGMi and Fax. Where the reporting unit is unable to notify the EC/NOK, the JCCC will select and warn the likely Notifying Officer (NO) who are not to KINFORM until they have been formally tasked to do so by JCCC.
2. **Matters of Public Interest.** Where an occurrence has happened that may be of Public Interest, this is to be reported to the AINC using the Army occurrence notification and copied to the respective unit which has provided the Activity Owner CoC and Duty Officer.
   1. The incident may arouse public interest or criticism.
   2. Ministers and senior officers must be informed of the incident.
   3. The incident has a criminal, disciplinary or security aspect to it.
   4. The incident results in death or injury.
   5. The incident involves ammunition or weapons.
   6. The incident may involve media enquiries.
   7. Mountain Rescue in Scotland.
3. An INCREP must be completed by the unit reporting the incident immediately. The report must include accurate information about the incident, the unit name and exercise or training being conducted. The report is to include details of who has been notified. A template for the INCREP can be found at [Annex C to Part 1, Vol 1, Chap 2 of JSP 751.](http://defenceintranet.diif.r.mil.uk/libraries/library1/DINSJSPS/20180416.1/JSP751_Part1_Vol1.pdf)
4. In the event of an incident resulting in a casualty, the leader or instructor is to ensure that the casualty's medical welfare and the safety of the remainder of the group are paramount. The leader or instructor is to alert the relevant rescue agencies, in a timely manner, where applicable.
5. **Major Media Interest.** Some major incidents may have the potential for intensive media activity. Where this is judged to be the case, and reporting through the Chain of Command might result in delay, the unit or formation with the knowledge of the incident should make initial reports direct to the following during all hours:
   1. Chief of Defence Staff Duty Officer (Main Building):

Mil: 9621 88938.

Civil: 0207 21 88938.

1. MOD Press Office Duty Officer (Main Building):

Mil: 9621 87907.

Civil: 0207 21 87907.

1. The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) requires the MOD to report specified dangerous occurrences, ill health and accidents to the HSE within defined timescales. It is a legal requirement that a death, major injury or dangerous occurrence shall be reported to the HSE as soon as possible, and that any work-related injury resulting in over 7 consecutive days incapacitation be reported within 15 days of the accident occurring/diagnosis. However, there is also a requirement to record all accidents and incidents below the 7-day threshold, some of which may result in a RIDDOR report being raised. Incapacitation means that the person is absent, or is unable to do work that they would reasonably be expected to do, as part of their normal work duties.
2. **Incident during activity covered by Army Sport.** If the incident is during an AMA event that is organised under Army sport there is a requirement to inform them via [opsbranch@ascb.uk.com](mailto:opsbranch@ascb.uk.com). This is due to a standing CCIR for GOC RC as Chair of Army sport, they are keen to be informed of any sports serious/significant incident, especially if it involves any kind of reputational risk for the Army.

**Classification of Incidents**

1. The following procedures are to be adopted by the AMA. Where these procedures do not provide the exact detail to deal with a particular incident, they are to be interpreted sensibly. The Safety and Assurance committee member is to be consulted on any aspect that requires clarification.
2. Training incidents for AMA are classified either as a Major or Minor Incident.
   1. **Minor Incident.** Minor incidents are as follows:
      1. The casualty may be treated at hospital but does not require overnight hospitalisation.
      2. Illness.
      3. Failure to meet a specified time deadline on activities.
   2. **Major Incidents.** Major incidents are as follows:
      1. Injuries requiring hospital treatment, surgery, or being detained in hospital.
      2. Fatal accidents.
      3. Rescues requiring the assistance of specialist agencies.
      4. Emergency bivouac due to adverse weather conditions.
      5. Serious near misses, such as avalanche or equipment failure, but no casualties sustained.

**PROCEDURES FOR MINOR INCIDENTS - INSTRUCTOR RESPONSIBILITIES**

1. Instructors or leaders are to implement the following course of action for minor incidents:
   1. Minor Injuries.
      1. **Definition.** Minor injuries are classed as small cuts, abrasions, sprains etc. These are treatable at the scene by the instructor or leader and require no outside assistance.
      2. **Actions.** Administer first aid; evacuate from further training if necessary. On return to the base location complete the [Defence Unified Reporting and Lessons System (DURALS)](https://modgovuk.sharepoint.com/sites/IntranetArmy/SitePages/Defence-Unified-Reporting-and-Lessons-System.aspx) and arrange any further medical treatment at the local Hospital; inform the Meet IC’s or Ex leader.
   2. Illness.
      1. **Definition.** Any illness that may have an effect on an individual's capability to undertake training.
      2. **Actions.** Remove the person from training; give First Aid and isolate if necessary. Arrange for the casualty to see a Doctor and inform the Meet IC’s or Ex leader.
   3. Failure to Report at a Specified Time.
      1. **Definition.** Any group finishing later than planned.
      2. **Actions.** At the first opportunity the instructor or leader is to contact the Meet IC’s or Ex leader and report their location and expected time of arrival at the pickup point and / or the estimated return time to the base location.
   4. Emergency Bivouac.
      1. **Definition.** A forced overnight bivouac due to injury, party fatigue, or inclement weather conditions.
      2. **Actions.** Ensure the safety of the group at all times; attempt, if possible to find an area that provides for maximum protection from the prevailing conditions; triage and continue to monitor the group; attempt to contact by phone the Meet IC or Ex leader, or any agency which can relay a message such as the police. Give the group’s exact location and intentions. If contact by phone is not possible and the instructor or leader cannot leave their group 'Stay Put', the Meet IC or Ex leader will initiate a call out.
   5. Serious Near Misses.
      1. **Definition.** An incident that could have resulted in fatal or near fatal injury.
      2. **Actions.** Ensure the safety of the group by extracting at the earliest opportunity from a position of further risk. On return, inform the Meet IC or Ex leader and complete the [Defence Unified Reporting and Lessons System (DURALS)](https://modgovuk.sharepoint.com/sites/IntranetArmy/SitePages/Defence-Unified-Reporting-and-Lessons-System.aspx) and submit an update to the relevant CoC if required.
2. All incidents are also to be reported to the Chairman.

**Procedures for Major Incidents - Instructor Responsibilities**

1. Clear thinking, control of the group, good decision-making and functional communications are the key to dealing effectively with a major incident. Instructors should not hesitate to call upon the assistance of the rescue agencies. If outside assistance is necessary, the civilian Mountain Rescue Team or Coastguard are to be contacted via the Civilian Police (Tel: 999/112).
2. The Instructor is to inform the Meet IC’s or Ex leader and/or overseas, the BRITMILREP at the earliest opportunity that a major incident has taken place and provide brief details. Within 2 hours the instructor or leader is to provide the Meet IC’s or Ex leader with a self-recorded account of the incident and the action taken. This is to be supported by self-recorded accounts from the personnel involved in the incident. All personnel involved are not to offer comment on the incident to the press, instead they should refer them to the Meet IC’s or Ex leader.

**Injuries Requiring Hospital Treatment, Surgery or Being Detained In Hospital**

1. The instructor is to inform the Meet IC’s or Ex leader as soon as practically possible if there is any incident that requires hospital treatment. The definitions applicable to hospital treatment are:
   1. Major accidents.
      1. **Definition.** Injuries that require specialist medical treatment.
      2. **Actions.** Administer immediate first aid and if possible, without risk of further injury to the casualty, evacuate the casualty to further medical aid. If necessary call for assistance with the evacuation of the casualty. Ensure that the remainder of the group are safe. Inform the Meet IC’s or Ex leader as soon as possible. Within 2 hrs provide the Meet IC’s or Ex leader with a personal self-recorded account supported by self-recorded accounts from the personnel involved and complete an alert via the [Defence Unified Reporting and Lessons System (DURALS).](https://modgovuk.sharepoint.com/sites/IntranetArmy/SitePages/Defence-Unified-Reporting-and-Lessons-System.aspx)
   2. Fatal Accidents.
      1. **Definition.** Accidents, which have caused apparent death.
      2. **Actions.** Only a qualified Doctor can certify death. Remain on site and continue to administer first aid until relieved by a qualified Doctor. Call for immediate assistance (Tel: 999/122 or send for help) and monitor the welfare of the other members of your group. If practicable, leave evidence in situ for Coroner's Court/Board of Inquiry purposes. Isolate all equipment related to the incident (individual clothing, equipment of those affected or involved etc). Consider obtaining photographic evidence. Inform the Meet IC’s or Ex leader as soon as possible. Within 2 hrs provide the Meet IC’s or Ex leader with a personal self-recorded account supported by self-recorded accounts from the personnel involved and complete an alert via the [Defence Unified Reporting and Lessons System (DURALS).](https://modgovuk.sharepoint.com/sites/IntranetArmy/SitePages/Defence-Unified-Reporting-and-Lessons-System.aspx).
   3. Involvement of rescue agencies.
      1. **Definition.** Where a call has been made for outside assistance with an incident.
      2. **Actions.** Call out relevant rescue agency either by dialling 999 or by sending out a message. Ensure precise details are given regarding location, type of incident, nature of injuries and of accident. Within 2 hrs provide the Meet IC’s or Ex leader with a personal self-recorded account supported by self-recorded accounts from the personnel involved.

**Meet IC’s or Ex Leader Responsibilities - Minor Incidents**

1. The Meet IC’s or Ex leader responsibilities regarding Minor Incidents are as follows:
   1. **Minor Injuries**. Check the detail and countersign, if required, complete an alert via the [Defence Unified Reporting and Lessons System (DURALS).](https://modgovuk.sharepoint.com/sites/IntranetArmy/SitePages/Defence-Unified-Reporting-and-Lessons-System.aspx). Decide if any further medical assistance is required. Investigate circumstances and, if necessary, recommend to the AMA Committee any changes in working practices. Consider RTU action. Inform parent unit if RTU action is necessary.
   2. **Illness**. Ensure that a Doctor sees the casualty. Investigate the source of the illness and take the necessary action to minimise the potential impact on training. Consider isolation or RTU action. Inform parent unit if RTU action is necessary.
   3. **Failure to Meet Time Deadlines**. If contacted, take no further action. If no contact is made, then initiate call out procedures.
   4. **Emergency Bivouacs**. If required, Initiate a call out of emergency services or provide mutual support as appropriate.
   5. **Near Misses**. Report the near miss by complete an alert via the [Defence Unified Reporting and Lessons System (DURALS).](https://modgovuk.sharepoint.com/sites/IntranetArmy/SitePages/Defence-Unified-Reporting-and-Lessons-System.aspx) Internally investigate the near miss with those involved to establish lessons learned. Staff the internal investigation report and recommendations to the AMA Committee for further action as required.

**Meet IC’s or Ex Leader Responsibilities - Major Incidents**

1. The Meet IC’s or Ex leader responsibilities regarding Major Incidents are as follows:
   1. **Injuries Requiring Hospitalisation, Surgery or being detained in Hospital.** Confirm the details of the accident with the instructor. Inform the Chairman of a major incident. Confirm location of casualty and seriousness of injuries. Initiate the INCREP. Arrange to visit the casualty. Arrange transport for the casualty as required. Interview the Instructor or leader on their arrival back at the base location and collate the self-recorded accounts of the incident. Instigate an internal inquiry into the accident and recommend to the Chairman and committee of any changes required in working practices.
   2. **Fatal Incidents.** Refer to Para 19. Ensure evidence is retained for Board of Inquiry.
   3. **Outside Rescue Assistance.** Refer to Para 19.
2. All major incidents are too reported to the Activity Owner, AMA Chairman & AMA Executive Committeeat the earliest opportunity.

**AMA Chairman & AMA Committee Responsibilities - Minor Incidents**

1. Minor incidents are to be noted and any recommendations to changes in working practices are to be investigated and action taken.

**AMA Chairman & AMA Committee Responsibilities - Major Incidents**

1. Meet IC’s or Ex leader are to inform the activity Owner, AMA Chairman & AMA Executive Committeeat the earliest opportunity that a major incident has occurred. If casualties are involved, a NOTICAS/PUBLINTCAS signal is to be actioned on immediate receipt of the INCREP. On receipt of the follow-up report, implement any recommendations regarding changes to working practices. Assist with potential DAIB investigations and or Board of Inquiry.

**COMMUNICATIONS**

1. **Mobile Phone.** All AMA instructors and leaders are to ensure they carry at all times during training, a fully operational mobile telephone.
2. **Emergency SMS.** If you cannot make voice calls, you can now contact the 999 Emergency Services by SMS text from your mobile phone (UK only). Emergency SMS is part of the standard 999 service. In order to activate this service all instructors must register their issued mobile phones for this service before it can be used. In order to register you must, text ‘**register**’ to 999. You will get a reply (normally within a few hours), once received; follow the instructions you are sent. When used in an emergency, text 999 and provide the following information; who is calling, what is the problem, including the state of casualty; what is required; where you are and then wait for a reply call or text. Once you have contacted the Emergency Services they will either ask for more information or will tell you that help is on the way. Please don’t assume that your message has been received until the Emergency Service sends a message back. It will usually take about two minutes before you get a reply. If you don’t get a reply within three minutes, try again or find other ways of getting help. Further details can be obtained from <http://www.emergencysms.org.uk/>.
3. **Social Media.**In the unlikely event that an accident or incident occurs during training, it is imperative that all participants are aware of the implications of ‘uploading’ or ‘commenting’ on social media sites, of the events applicable to the accident or incident. Therefore, in the unlikely event of an accident or incident occurring, the use of social media sites to share information regarding the accident or incident is prohibited.

**AMA Incident Plan**

1. The AMA Incident Plan is designed as a pocket guide for instructors and leaders in the unlikely event of an incident occurring. Instructors and leaders are to carry an incident card with them at all times (ideally placed in the first aid pack). The incident plan is to be amended to incorporate relevant contact details for in country hospitals/emergency services for overseas Meets or Ex. A template can be found at [Appendix 1](#Appendix_1) to this Annex.

Appendices:

1. Emergency Procedures Example

**APPENDIX 1 TO**

**ANNEX B TO**

**AMA SAFETY FRAMEWORK**

**AMA EMERGENCY PROCEDURES EXAMPLE**

STOP & ASSESS THE SITUATION

SAFEGUARD GROUP

COMPLETE NOTICAS INCREP

AINC + DA + JCCC

ALERT RESCUE SERVICES

EUROPE 112 OR UK 999

COLLATE INFORMATION

INITIATE EMERGENCY PROCEDURES

ADMINISTER 1ST AID

CASUALTY EVACUATION

INCREP (VERBAL)

MEET IC/ EX OC

INFORM MEET IC/ EX OC OF

PROPOSED ACTION

GROUP EVACUATION

RETURN BASE LOCATION

STOP & ASSESS THE SITUATION

SAFEGUARD GROUP

ADMINISTER 1ST AID

CASUALTY & GROUP EVACUATION

COLLATE INFORMATION

INITIATE EMERGENCY PROCEDURES

ADMINISTER 1ST AID

CASUALTY EVACUATION

INFORM MEET IC/ EX OC OF

PROPOSED ACTION

JCCC + AINC + AMA Committee

JCCC (24hrs): +44 1452 712612 Ext 7325

AINC (24hrs): 03067 703661

OIC MEET xxxxxxxxxxxx

EX OC xxxxxxxxxxx

AMA Vice Chair Sport xxxxxxxxxxxx

AMA Vice Chair Mountaineering xxxxxxxxxxxx

**MEET IC/ EX OC** – Instigates JSP 751 procedures and is the SPOC for the passage and control of all information, irrespective of Service for all personnel attending JSMTC course or concentrations (OTX & UK).

**MEET IC/ EX OC** – Initiate all EC REPORTS using JPA and are the focal POC for JCCC.

**MEET IC/ EX OC** – Initiate [ACSO 3216](http://defenceintranet.diif.r.mil.uk/libraries/corporate/Army/Publications/ACSO_3216.pdf) (Annex B).

**MEET IC/ EX OC** – Initiate and complete an alert via the [Defence Unified Reporting and Lessons System (DURALS).](https://modgovuk.sharepoint.com/sites/IntranetArmy/SitePages/Defence-Unified-Reporting-and-Lessons-System.aspx)

**MEET IC/ EX OC** – Will hold and recovery where needed all documentation relating to the emergency for future audit purposes (service inquiry).

**NB** – Local Hospital Tel: INSERT NUMBER

**MAJOR INCIDENT**

**MINOR INCIDENT**

**ACCIDENT INFORMATION REQUIRED**

|  |  |
| --- | --- |
| **CALLERS NAME** |  |
|  |
| **TELEPHONE NUMBER** |  |
|  |
| **TIME OF ACCIDENT** |  |
|  |
| **DATE** |  |
|  |
| **LOCATION – 6 FIGURE GRID REFERENCE** |  |
|  |
| **DETAILS OF LOCATION** |  |
|  |
| **WHAT HAPPENED** |  |
|  |
| **WHO AND HOW MANY ARE INJURED** |  |
|  |
| **NAME** |  |
|  |
| **AGE** |  |
|  |
| **GENDER** |  |
|  |
| **WHAT IS THE INJURY** |  |
|  |
| **WHAT TREATMENT HAS BEEN GIVEN** |  |
|  |
| **HOW MANY IN THE REMAINING PARTY** |  |
|  |
| **WHAT IS THEIR CONDITION** |  |
|  |
| **HOW ARE THEY EQUIPPED** |  |
|  |
| **RELEVANT WEATHER DETAILS** |  |
|  |
| **RELEVANT TERRAIN DETAILS** |  |
|  |
| **Note:** This information is to be given to the emergency services by the person who has gone for help so the emergency services can contact them. | |

1. Refer to the Notifiable Casualties Annex in [JSP 751 Vol 1 Part 1.](http://defenceintranet.diif.r.mil.uk/libraries/library1/DINSJSPS/20180416.1/JSP751_Part1_Vol1.pdf) [↑](#footnote-ref-1)