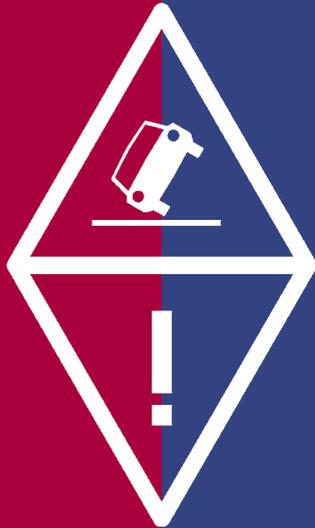


**i**ncident  
management.

***The Roles of  
the Emergency Services  
in Incident Management  
in the Netherlands***



**im=0<sup>5</sup>**

POLICE

FIRE BRIGADE

AMBULANCE

PUBLIC WORKS

RECOVERY

IM FROM A TO Z

# INTRODUCTION

Incident Management is the co-operation among emergency services. In order to co-operate effectively, it is important to have insight into the tasks of the other services as well as your own service. Therefore, this booklet gives a detailed description of the tasks of all emergency services.

If you know each service's tasks, you also know what information every service needs to successfully fulfill those tasks. It is important to take this into account when asking the person reporting the incident for details. It is equally important for the emergency service first arriving at the scene giving feedback to its control centre. The quicker the services receive the correct information and are sent on their ways, the sooner the incident will be cleared, thereby reducing the risk of secondary accidents.

Since the IM process begins in the control centres of the services, their roles have been included in this booklet. First, the tasks of the control centre personnel are described, followed by the tasks of the emergency workers on the scene.

In this booklet, the tasks of the services have been structured. Although no two incidents are identical, a number of aspects frequently recur. That holds true for both the tasks of the control centres and the tasks of the emergency workers on the scene of the incident.

The tasks of a control centre are subdivided into: ASK (asking the person reporting the incident for information/details); DISPATCH (sending the service to the scene); CONSULT (consulting the emergency worker at the scene of the incident); COMMUNICATE (communicating all information to the other control centres involved) and RECORD & EVALUATE (recording and evaluating the data of the handling of the incident).

The tasks of the emergency workers are subdivided into the four phases of the IM emergency assistance process: the alerting phase, the response & arrival phase, the action phase and the normalisation phase. In addition, the action phase is further subdivided into transfer of information, emergency medical treatment, co-ordination and other tasks.

The booklet ends with the section 'IM from A to Z', in which topics and abbreviations related to Incident Management are discussed in alphabetical order.

When handling an incident, priorities are as follows:

- 1 the emergency worker's own safety
- 2 traffic safety
- 3 treatment of casualties
- 4 maintaining the flow of traffic
- 5 vehicle/cargo salvaging

The IM process can only be further optimized with the use of your practical experience and ideas. That is why comments and suggestions are very welcome. You can send them to [www.incidentmanagement.nl](http://www.incidentmanagement.nl). You will be informed of the most recent developments via this web site.

**NOTE:** Please note that the acronyms used in this English language text are the original Dutch acronyms relating to the Dutch names of the official bodies concerned. The acronym for the National Police Agency in the Netherlands, for instance, is KLPD. All Dutch acronyms and how the organisations' names would (roughly) translate into English are included in the A to Z section in the latter part of the book.

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Translated from Dutch original  
Seventh and extensively modified edition in Dutch  
September 2004 (ISBN 90-369-1912-6)  
Translation into English (French and German translations are also available)  
**First English edition, April 2005,  
ISBN 90-369-0097-2**

Additional copies may be obtained from the Netherlands Traffic Management Centre via  
[www.incidentmanagement.nl](http://www.incidentmanagement.nl).

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# POLICE CONTROL CENTRE

An incident on the motorway is reported.

## ASK

- WHERE IS THE INCIDENT?
  - the exact location of the incident:  
for the new hectometre signs: what road number, hectometre indication, Li or Re or a letter?  
for old signs: what is written on the nearest green sign?  
Ask for more a detailed description of location:  
where did you come from and where are you heading?
- ARE THERE ANY INJURIES?
  - in case of (possible) casualties: the number of injured and the nature of the injuries?
  - is anyone trapped?
  - was it a high-impact collision (>80 km/h)?
- HOW MANY VEHICLES ARE INVOLVED & OF WHAT TYPE?
  - number and types of vehicles?
  - are the cars moveable? If so, can the people involved agree upon driving to the first parking area, petrol station or exit to exchange data?
- WHERE ARE THE VEHICLES LOCATED?
  - on the carriageway, which lane(s), or in the emergency lane?
  - in a 'difficult' location, such as on the other side of the guard rail, in a ditch, at the bottom of a slope?
- ARE THERE ANY RISK FACTORS, SUCH AS:
  - fire;
  - hazardous substances;
  - poor weather conditions;
- FOR LORRIES
  - What is the registration number of the lorry?
  - What is its cargo?
  - Is hazardous cargo involved? Yes, no or unknown? If so, what numbers are written on the orange signs?
  - What position is the lorry in, upright or on its side?
  - Can the vehicle be towed or must it be hoisted?
  - What is the weight of the lorry including its cargo (through waybill or via number plate) or what type of lorry is it: trailer with a container, a sand lorry, two axles, three axles?
- WHAT ARE THE NAME AND PHONE NUMBER OF THE PERSON REPORTING THE INCIDENT? IS THIS PERSON INVOLVED IN THE INCIDENT?

## DISPATCH

Contact:

- A SURVEILLANCE UNIT;
- THE AMBULANCE DISPATCH CENTRE FOR SENDING AN AMBULANCE/MOBILE MEDICAL TEAM IN CASE OF:
  - people becoming indisposed;
  - possible injury;
  - casualties;
  - people being trapped;
  - high-impact collisions (>80 km/h).

- THE FIRE BRIGADE CONTROL CENTRE IN CASE OF:
    - (possible) fire;
    - (possible) hazardous substances;
    - serious casualties, people being trapped;
    - high impact collisions (>80 km/h).;
    - a turned-over car or on other carriageway, with casualties;
    - a car hit from the side at over 50 km/h;
    - an incident involving more than three passenger cars with casualties;
    - an incident involving two or more lorries with casualties;
    - a bus accident with casualties;
    - a pile-up with casualties.
  - THE REGIONAL TRAFFIC CONTROL CENTRE (RVC) FOR:
    - verification of the incident location (camera);
    - taking traffic measures: blocking off lanes; reducing traffic speed;
    - information on the access route;
    - clearing the access route (peak hour lanes);
    - sending a Public Works inspector;
- AND IN CASE OF:
- blockage of one or more lanes/carriageways;
  - damage to the road surface, road accessories or the environment;
  - lost cargo.
- THE CMI AND/OR CMV FOR SENDING CAR AND/OR LORRY RECOVERY IN CASE OF:
    - immobile vehicles;
    - lost cargo.

## CONSULT

Consult with:

- the RVC about taking any traffic and/or follow-up measures.
- the RVC about the possible access route (taking into account traffic jams, hazardous substances/wind direction) and pass this information on to the other control centres.
- the Meteorological Institute about the wind direction in case of hazardous substances.

During the handling of the incident, the control centre keeps into contact with the surveillance unit or the officer in the CTPI.

## COMMUNICATE

The police control centre keeps all centres continuously informed of any changes/developments during the handling of the incident.

## RECORD AND EVALUATE

Registrate the way the incident was handled.

# POLICE

THE ROLE OF THE POLICE IN INCIDENT MANAGEMENT.

## ALERTING PHASE

The police control centre reports an incident on the motorway.

Request location and access route (traffic jams, hazardous substances/wind direction).

## RESPONSE & ARRIVAL PHASE

Go to the incident scene as soon as possible.

### • SAFETY

If you are the first emergency worker to arrive at the scene, place your vehicle in fend-off position at a distance of 100 metres before the incident, take the initial safety measures (six) and put on a green safety vest. You co-ordinate the police tasks and are the contact person of your service for the other services. All other officers put on regular safety clothing.

In case of an incident involving lorries, hazardous substances may be present. If you suspect this to be the case:

- stay at a distance of 100 metres;
- stay upwind;
- read the numbers on the orange sign (with binoculars).

If you are not the first to arrive at the scene, park beyond and in line with the incident, switch off your flashing lights and flashers and inquire if your presence is necessary. If not, leave immediately.

## ACTION PHASE

### • INFORMATION

If you are the first to arrive at the scene, provide additional information to the police control centre on:

- the exact location of the incident; particulars such as: vehicle is on the other side of the guard rail, in a ditch, at the bottom of a slope;
- accessibility of the location;
- the number and types of vehicles, and whether they are moveable;
- in case of (possible) casualties: the number of injured and the nature of the injuries;
- risk factors: fire, hazardous substances, weather conditions;
- what lane(s) is/are blocked;
- in which lane(s) traffic measures have been taken (blocked off or reduced speed);
- whether additional police assistance is necessary;
- other particulars.

### • EMERGENCY MEDICAL TREATMENT

Give first aid to casualties.

### • CO-ORDINATION

Consult with the Fire Brigade, the Public Works inspector and the ambulance about safe and efficient incident management (CTPI).

If cargo is involved: the CMV sends a lorry salvage consultant.

If hazardous substances are involved: keep a distance of at least 100 metres, upwind. The fire brigade's ROGS/AGS has a leading role in examining the incident and opening up the hazard area to the other emergency workers.

### • OTHER TASKS

Directing traffic in consultation with the Public Works inspector and the RVC:

- safeguard emergency workers, casualties and other road users;
- create access & exit routes for emergency services;
- protect the tail-end of the traffic jam;
- take follow-up traffic measures.

Handling the legal aspects of the accident.

(incident scene investigation/victim identification/accident analysis);

Clearing the carriageway (or having it cleared).

Maintaining public order and safety.

## NORMALISATION PHASE

After the incident scene has been photographed, the police give the signal that the scene can be cleared and cleaned up.

If the police have requested signalling measures, they will cancel them with the regional Traffic Control Centre (RVC). If the ambulance has requested traffic measures, the police will automatically take over the responsibility for cancelling them. When a Public Works inspector is present, the police will transfer the responsibility for cancelling the measures to him.

# FIRE DEPARTMENT CONTROL CENTRE

THE POLICE CONTROL CENTRE REPORTS AN INCIDENT ON THE MOTORWAY.

## ASK

- THE LOCATION AND ACCESS ROUTE (TRAFFIC JAMS, HAZARDOUS SUBSTANCES/WIND DIRECTION).
- ARE THERE ANY CASUALTIES, ARE THEY TRAPPED?
- IS THERE ANY (SUSPICION OF) FIRE?
- ARE THERE (OR MIGHT THERE BE) HAZARDOUS SUBSTANCES INVOLVED? IF SO:
  - How many and what types of vehicles are involved in the incident?
  - Are any labels or marking signs visible? If so, what numbers are on the orange sign:
    - the hazard identification (GEVI)-number (the number at the top), and
    - the UN number (the number at the bottom).
  - What labels are affixed to the back and sides of the tank lorry/lorries or containers?
  - Are there any leaks? If so, in what quantities?
  - Are there vapours noticeable or is any type of smoke developing?
  - Is there a fire? If so, what colour is the smoke?
- IS THIS A HIGH-IMPACT COLLISION (>80 KM/H)?
- IS THE VEHICLE UPSIDE DOWN OR ON THE OTHER CARRIAGEWAY AND ARE THERE CASUALTIES?
- WAS THE VEHICLE HIT ON THE SIDE AT OVER 50 KM/H?
- IS THIS AN INCIDENT WHERE MORE THAN THREE PASSENGER CARS ARE INVOLVED AND ARE THERE CASUALTIES?
- IS THIS AN INCIDENT WHERE TWO OR MORE LORRIES ARE INVOLVED AND ARE THERE CASUALTIES?
- IS THIS AN INCIDENT CAUSING SERIOUS DAMAGE TO THE ENVIRONMENT?
- IS THIS A BUS ACCIDENT INVOLVING CASUALTIES?
- IS THIS A PILE-UP INVOLVING CASUALTIES?
- ARE THE POLICE ON THEIR WAY?

## DISPATCH

- Water tender and emergency assistance vehicle
- Officer on Duty (OVD)
- If hazardous substances are involved:
  - Regional Officer Hazardous Substances (ROGS)
  - Consultant Hazardous Substances (AGS)

## CONSULT

Inform the police control centre as to the wind direction in case hazardous substances are involved. Ask the police control centre for a situation report. Ask the police control centre or the RVC about protection of the incident (traffic measures). Ask the police control centre or the RVC about availability of the access route (or to facilitate access).

## COMMUNICATE

While the incident is being managed, the control centre remains in contact with the commander of the water tender or one of his superiors. The control centre keeps the other centres informed of any changes/developments while the incident is being handled.

## RECORD AND EVALUATE

Registerate the way the incident was handled.

# FIRE BRIGADE

## THE ROLE OF THE FIRE BRIGADE IN INCIDENT MANAGEMENT

### ALERTING PHASE

The control centre reports an incident.

Ask the location and the best access route (traffic jams, hazardous substances/wind direction).

Ask if the police are on their way.

### RESPONSE & ARRIVAL PHASE

You arrive at the scene of the incident on the motorway within 6-8 minutes.

- SAFETY

If you are the first emergency worker to arrive, place your vehicle in fend-off position, 100 metres before the incident scene, take the initial safety measures (six) and put on a green safety vest (commander).

You co-ordinate the fire brigade tasks and are the contact person of your service for the other services. All other firemen wear traffic safety clothing. In case of an incident involving lorries, hazardous substances may be present. If you suspect this to be the case:

- stay at a distance of 100 metres;
- stay upwind from the scene;
- read the numbers on the orange sign (with binoculars).

If you are not the first emergency service to arrive at the scene, park in the 10 m work circle. Turn off your flashing lights and flashers and inquire if your presence is necessary. If not, leave immediately.

### ACTION PHASE

- INFORMATION

If you are the first to arrive, provide the control centre with supplementary information about:

- the exact location of the incident and particulars such as: vehicle on the other side of the guard rail, in a ditch, at the bottom of a slope;
- accessibility of the location;
- the number and types of vehicles, and whether they are moveable;
- in case of (possible) casualties: the number of injured and the nature of the injuries;
- risk factors: fire, hazardous substances, weather conditions;
- which lane(s) is/are blocked;
- in what lane traffic measures (blocked off or reduced speed) have been taken;
- whether additional firemen are necessary;
- other particulars.

- EMERGENCY MEDICAL TREATMENT

Give first aid to casualties;

Stabilize vehicle(s);

Take measures to prevent injury due to glass splinters from vehicles;

Free casualties in co-operation with the ambulance.

- CO-ORDINATION

Consult with the Police, the Public Works and the Ambulance co-ordinators about safe and efficient management of the incident (CTPI).

Consult with the ambulance co-ordinator on how to free casualties (and in how much time the casualties must be freed).

In case of cargo: the CMV will send a lorry salvage consultant.

If hazardous substances are involved: stay a minimum distance of 100 metres away from the incident, upwind from the site. The fire brigade's ROGS/AGS has a leading role in exploring the incident and opening up the hazard zone to the other emergency workers.

- OTHER TASKS

Combat and prevent fires.

Limit the release of (hazardous) substances and stabilize the situation.

### NORMALISATION PHASE

Support the Department of Public Works with tidying, cleaning (oil) or clearing the carriageway, after consulting the police.

Assist with recovery.

If the fire brigade has requested signalling measures, the fire brigade will cancel it at the traffic control (RVC) via its own control centre. If a Public Works inspector is present, the fire brigade transfers the responsibility for cancelling the measures to him and communicates this to the fire department control centre.

# AMBULANCE DISPATCH CENTRE

THE POLICE CONTROL CENTRE REPORTS AN INCIDENT ON THE MOTORWAY.

## ASK

- What is the location and what is the best access route (traffic jams, hazardous substances/wind direction)?
- What is the nature of the incident?  
How many and what types of vehicles are involved in the incident?
- Are there any casualties?  
In case of (possible) casualties: the number of injured and the nature of the injuries?
- What is the location and what is the best access route (traffic jams, hazardous substances/wind direction)?
- Is anyone trapped?
- Was it a high-impact collision (>80 km/h)? If so, ask the fire brigade for assistance.
- Are any risk factors, such as fire, hazardous substances involved?

## DISPATCH

Ambulance

Mobile Medical Team (MMT: van/helicopter)

Medical Officer on Duty (OvDG)

Medical Service Commandant (CvDG)

## CONSULT

While the incident is being managed, the ambulance dispatch centre stays into contact with the ambulance co-ordinator (who is member of the CTPI).

Ask the police control centre or the RVC about protecting the incident (traffic measures)

Ask the police control centre or the RVC about availability of the access route (or to facilitate access).

## COMMUNICATE

Inform the police about the identity of the victim and what hospital the victim is being taken to.

The ambulance dispatch centre keeps the other control centres informed of the changes/developments while the incident is being handled.

## RECORD AND EVALUATE

Registerate the way the incident was handled.



# AMBULANCE MEN

THE ROLE OF THE AMBULANCE MEN IN  
INCIDENT MANAGEMENT

## ALERTING PHASE

The ambulance dispatch centre reports an incident on the motorway.

- Ask the location and the best access route (traffic jams, hazardous substances/wind direction).
- Ask if the police and other emergency services are on their way.

## RESPONSE & ARRIVAL PHASE

You arrive at the scene of the incident on the motorway within 15 minutes.

### • SAFETY

If you are the first emergency worker to arrive, place your vehicle in fend-off position 100 metres before the incident scene, take the initial safety measures (six) and put on a green safety vest. You co-ordinate the ambulance tasks and are the contact person of your service for the other services (first ambulance to arrive carries a green light).

Note: no one stays in the ambulance in this situation.

In case of an incident involving lorries, hazardous substances may be present. If you suspect this to be the case:

- stay at a distance of 100 metres;
- stay upwind from the scene;
- read the numbers on the orange sign (using binoculars).

If you are not the first emergency service to arrive at the scene, park beyond and in line with the incident. Turn off your flashing lights and flashers and inquire if your presence is necessary. If not, leave immediately.

## ACTION PHASE

As soon as the second party arrives, it takes over the buffer function from the ambulance and the ambulance parks beyond and in line with the incident scene.

### • INFORMATION

If you are the first party to arrive at the scene, provide supplementary information to the ambulance dispatch centre about:

- the exact location of the incident;
- accessibility of the location;
- the number and types of vehicles involved and if they are moveable or not;
- and particulars such as: a vehicle on the other side of the guard rail, in a ditch, at the bottom of a slope;
- in case of (possible) casualties: the number of injured and the nature of the injuries ;
- risk factors: fire, hazardous substances;
- which lane(s) is/are blocked;
- in what lane traffic measures (blocked off or reduced speed) have been taken;
- whether special assistance is necessary (police, fire brigade, Mobile Medical Team, OVDG);
- if it concerns a high-impact collision (>80 km/h), ask the fire brigade for assistance

### • EMERGENCY MEDICAL TREATMENT

Carry out triage: establish which casualty needs treatment first.

Provide assistance per casualty:

Treat any life-threatening injuries and prevent further damage;

Free trapped casualties, in co-operation with the fire brigade.

### • CO-ORDINATION

Consult with the police, the fire brigade and the Public Works co-ordinator about safe and efficient management of the incident (CTPI).

Consult with the fire brigade co-ordinator about freeing casualties: the sequence and manner of freeing them. In case of T1, indicate in minutes how fast the casualty must be freed on the basis of his/her condition.

### • OTHER TASKS

Selection of hospital and means of transport.

Inform the police to which hospital the casualties are taken.

## NORMALISATION PHASE

If an ambulance man has requested signalling measures, the ambulance man cancels these at the Traffic Control Centre. When a Public Works inspector or the police is present, they automatically take over the responsibility for cancelling the measures.

# REGIONAL TRAFFIC CONTROL CENTRE (RVC)

## DETECTION

You observe an incident on the motorway while in the Traffic Control Centre:

- inform the police control centre about the incident: location, scope of blockage, status on traffic jams, accessibility, access route to the incident location.

## ASK

The police control centre reports an incident on the motorway. Ask for the following information:

- What is the correct location of the incident?
- Which lanes are blocked?
- How many vehicles are involved?
- What types of vehicles?
- Are they moveable?
- Are there any casualties?
- Is there any damage to the road, road furniture or the environment?
- Is there any risk of a fire or are hazardous substances involved?
- Are there follow-up traffic measures necessary?

## VERIFY

Check the location with cameras and/or automatic incident detection and inform the police control centre of any anomalies.

## PROTECT

- Assess the request and take the traffic measures (placing a red "x" or a speed limit above a lane);
- Close/open the peak hour lane.
- Check if the cancellation of the signalling measures was correct at the end of the normalisation phase and remove the measures from the overhead signalling.

## DISPATCH

- Alert a Public Works inspector before handling the incident, Stay in contact with the inspector about the progress made in handling the incident.
- Alert a contractor, in consultation with the inspector, to limit the release of hazardous substances.

## CONSULT

Consult with the Public Works inspector on the scene on inter regional measures.

Advise on detour routes

Consult with the inspector on the scene about follow-up measures related to traffic management, such as:

- placing: an attenuator, trailer-mounted arrow panel, text vehicle, anti-rubbernecking screen;
- the use of: Dynamic Route Information Panels (DRIPs).

## COMMUNICATE

Inform the police control centre about problems with the accessibility of the incident location.

Inform the police control centre on the status of the signalling measures.

Inform and consult with the Public Works inspector and the Netherlands Traffic Management Centre (VCNL) about regional as well as inter-regional measures.

In case of an incident involving lorries: provide the Public Works inspector with the information from the CMV about the lorry salvage consultant and his mobile telephone number.

While the incident is being handled, the Traffic Control Centre stays in contact with the Public Works inspector or one of his superiors.

The Traffic Control Centre continuously updates the other control centres on any changes/developments while the incident is being handled.

## RECORD AND EVALUATE

Registerate the way the incident was handled.

# PUBLIC WORKS INSPECTOR

## THE ROLE OF THE PUBLIC WORKS INSPECTOR IN INCIDENT MANAGEMENT

### ALERTING PHASE

The Traffic Control Centre reports an incident on the motorway.

- Ask the location and the best access route (traffic jams, hazardous substances/wind direction).
- Ask if the police are on their way.

### RESPONSE AND ARRIVAL PHASE

You arrive at the scene of the incident

#### • Safety

If you are the first emergency worker to arrive, place your vehicle in fend-off position 100 metres before the incident scene, take the initial safety measures (six) and put on a green safety vest. You co-ordinate the tasks of the Department of Public Works and are the contact person of your service for the other services.

In case of an incident involving lorries, hazardous substances may be present. If you suspect this to be the case:

- stay at a distance of 100 metres;
- stay upwind from the scene;
- read the numbers on the orange sign (with binoculars).

If you are not the first emergency service to arrive at the scene, park beyond and in line with the incident, turn off your flashing lights and flashers and inquire if your presence is necessary. If not, leave immediately.

### ACTION PHASE

#### • INFORMATION

If you are the first to arrive, provide the Traffic Control Centre (RVC) with supplementary information about:

- the exact location of the incident and particulars such as: vehicle on the other side of the guard rail, in a ditch, at the bottom of a slope;
- accessibility of the location;
- the number and types of vehicles, and whether they are moveable;
- in case of (possible) casualties: the number of injured and the nature of the injuries ;
- risk factors: fire, hazardous substances, weather conditions;
- which lane(s) is/are blocked;
- in what lane traffic measures (blocked off or reduced speed) have been taken;
- whether follow-up traffic measures are necessary;
- whether additional workers from the Department of Public Works are necessary.

#### • EMERGENCY MEDICAL TREATMENT

Give first aid to the casualties;

#### • CO-ORDINATION

Consult with the police, the fire brigade and the ambulance co-ordinators on safe and efficient management of the incident (CTPI).

(the lorry salvage consultant and the contractor advise the Department of Public Works).

Take follow-up traffic measures, in co-operation with the police.

#### • OTHER TASKS

Direct traffic, in co-operation with the police:

- safeguard emergency workers, victims, and road users;
- create clear access and exit routes for the emergency services;
- clear the carriageway (or have it cleared);
- assist the flow of traffic, in co-operation with the police.

Deal with damage:

- limit damage to the road, road furniture and the environment;
- alert a specialized company in time to carry out clearing and cleaning work if there is a risk of damage to the environment;
- have damaged road surfaces/furniture repaired;
- have the road cleaned, in consultation with the police and the recovery worker.

If lorries are involved:

- decide whether the lorry can be recovered in the usual way or if the process should be accelerated or delayed.

Organize how information is provided

- provide the Traffic Control Centre (RVC) with information for road users (such as detour routes)

### NORMALISATION PHASE

If the Public Works inspector has requested signalling, the inspector will also cancel this at the Traffic Control Centre (RVC) unless the responsibility for this was explicitly transferred to the police. In that case, pass on the name, service and phone number of that person to the Traffic Control Centre (RVC). If the ambulance has requested traffic measures, the Public Works inspector automatically takes over the responsibility for cancelling the measures.

## RECOVERY:

### IM RECOVERY DISPATCH CENTRE (CMI)

The police control centre reports an incident on the motorway involving one or more passenger cars.

#### ASK

- the location and best access route (traffic jams, hazardous substances/wind direction).
- the number and types of vehicles, are they moveable;
- the equipment to be used: towing, hoisting, breakdown lorry);
- the number of people involved;
- risk factors: fire, weather conditions.

#### DISPATCH

Alert the contracted recovery worker.

#### COMMUNICATE

Inform the police control centre as to which recovery service will go to the incident.

While the accident is being handled, the CMI stays into contact with the recovery worker.

The CMI keeps the other control centres continuously informed of changes/developments while the incident is being handled.

#### RECORD AND EVALUATE

Registrate the way the incident was handled.

### IM LORRY RECOVERY DISPATCH CENTRE (CMV)

The police control centre reports an incident on the motorway involving one or more lorries.

#### ASK

- the location and best access route (traffic jams, hazardous substances/wind direction).
- the type of lorry:
  - motor car (with trailer);
  - tractor (with trailer);
  - trailer: closed, canvas covered trailer or tanker trailer;
- the cargo: whether the lorry is carrying a cargo and if so, what type of cargo;
- the total weight (weight class) of the lorry;
- the position of the lorry, upright, on its side;
- risk factors: fire, hazardous substances, weather conditions;
- the equipment to be used: towing, hoisting, breakdown lorry;
- the name and mobile phone number of the Public Works co-ordinator or another member of the CTPI on the scene;
- the registration number of the vehicle.

For breakdown assistance:

- What type of breakdown is it:
  - motor failure;
  - tyre trouble: which tyre?

#### DISPATCH

Alert the heavy-duty recovery service contracted for that region.

If necessary, alert a lorry salvage consultant (STI) and ask when he expects to arrive at the scene of the incident;

Contact the owner of the lorry.

#### COMMUNICATE

Inform the police control centre as to which recovery worker will go to the incident.

Inform the police control centre and the Traffic Control Centre as to which lorry salvage consultant will go to the incident, provide his mobile phone number and the time he is expected to arrive.

The CMV stays into contact with the recovery worker while the incident is being managed.

The CMV keeps the other control centres continuously informed of any changes/developments while the incident is being handled.

#### RECORD AND EVALUATE

Registrate the way the incident was handled.

# RECOVERY: THE RECOVERY SERVICE COMPANY

## THE ROLE OF THE RECOVERY WORKER IN INCIDENT MANAGEMENT

### ALERTING PHASE

The CMI or CMV report an incident on the motorway.

- Ask the location and best access route (traffic jams, hazardous substances/wind direction).
- Ask how many vehicles are involved in the incident.
- Ask if the police are on their way.
- Ask if the Public Works inspector is on its way.

### RESPONSE & ARRIVAL PHASE

You arrive at the scene of the incident within 20 minutes

#### • SAFETY

If you are the first emergency worker to arrive, place your vehicle in fend-off position 100 metres before the incident scene, take the initial safety measures (six), put on a green safety vest and co-ordinate the recovery tasks.

In case of an incident involving lorries, hazardous substances may be present. If you suspect this to be the case:

- stay at a distance of 100 metres;
- stay upwind from the scene;
- read the numbers on the orange sign (with binoculars).

If you are not the first emergency service to arrive at the scene, park beyond and in line with the incident, turn off your flashing lights and flashers and inquire if your presence is necessary. If not, leave immediately.

### ACTION PHASE

#### • INFORMATION

If you are the first to arrive, give your control centre supplementary information on:

- the exact location of the incident and particulars such as: vehicle on the other side of the guard rail, in a ditch, at the bottom of a slope;
- the number and types of vehicles, and if they are moveable;
- in case of (possible) casualties: the number of injured and the nature of the injuries
- in case of fire, if hazardous substances or serious injury are involved, request assistance from the fire brigade;
- which lane(s) is/are blocked;
- in what lane traffic measures (blocked off or reduced speed) have been taken;
- whether additional equipment is necessary;

#### • EMERGENCY MEDICAL TREATMENT

Give first aid to casualties;

#### • CO-ORDINATION

Advise the Department of Public Works about safe and efficient management of the incident.

Consult with the police if an incident scene investigation is necessary.

If any lorries are involved: consult with the lorry salvage consultant on the manner of recovery and the equipment to be used.

#### • OTHER TASKS

Make timely estimate of the clearing/cleaning work involved, reduce risk of environmental damage; Towing of the vehicle clearing the carriageway according to the national IM regulations, unless investigation of the incident scene must take place; in that case, the police or the Department of Public Works will give the order for recover.

### NORMALISATION PHASE

Support the Public Works inspector with tidying, cleaning (oil) or clearing the carriageway, after consulting the police.

By order of the police or the Department of Public Works, move the passenger car to the closest safe area or to your company's premises. Consult with the car insurance company on any further transport.

By order of the police or the Department of Public Works, move the lorry to the closest safe area or to your company's premises. Any further transport is handled by the owner of the lorry.

If the recovery worker has requested signalling, he will cancel it with the traffic control centre (RVC) via his control centre. If a Public Works inspector is present, the recovery worker transfers the responsibility for cancelling the measures to him and communicates this to your control centre.

# RECOVERY: THE LORRY SALVAGE CONSULTANT

THE ROLE OF THE LORRY SALVAGE CONSULTANT IN INCIDENT MANAGEMENT

## ALERTING PHASE

The CMV reports an incident on the motorway involving a lorry.

- Ask the location and the best access route (traffic jams, hazardous substances/wind direction).
- Ask the name and phone number of the Public Works inspector at the scene of the incident.
- Inform the CMV of the estimated time of arrival at the incident scene.
- Inform the Public Works inspector of the estimated time of arrival at the incident scene.

## RESPONSE & ARRIVAL PHASE

You arrive at the scene of the incident within 30 minutes.

You report to the Public Works inspector or to the coordinating policeman or fireman.

You report to the CMV that you have arrived at the scene of the incident.

## ACTION PHASE

- INFORMATION  
You provide the Public Works inspector or the coordination team (CTPI) with information about the damage to the vehicle and its cargo.
- EMERGENCY MEDICAL TREATMENT
- CO-ORDINATION
  - consult with the Public Works inspector and give impartial advice on the manner and duration of salvaging the lorry and its cargo, and additional equipment to be used if necessary.
  - consult with the Public Works inspector and give advice on clearing away any of the spilled (hazardous) cargo.
  - the CTPI decides on the type of recovery:
    - normal recovery:** if the value of the cargo is very high or there is no or very little hindrance to the flow of traffic, a normal recovery procedure is followed;
    - accelerated recovery:** if the additional damage to the vehicle and/or cargo caused by accelerated recovery offsets the reduction in public damage caused by the traffic jam, the procedure is accelerated in the interest of traffic safety and traffic flow;
    - postponed recovery:** if there is heavy traffic and the vehicle is not in the way, recovery may be postponed.
  - consult with other experts, such as the Transport Inspectorate Netherlands (IVW), the owner of the vehicle, the cargo manufacturer, the manufacturer of the vehicle, on how to handle the incident.
- OTHER TASKS
  - Weighing the residual value of the vehicles and their cargo against the economic damage of the traffic jam.
  - Writing up a report of the incident.

## NORMALISATION PHASE



## A

### AGS

*Adviseur Gevaarlijke Stoffen* means *consultant hazardous substances*.

(see **Regional Officer Hazardous Substances**)

### A hundred metres

There are two ways to help a person estimate a distance of 100 metres on the motorways. The first is the distance between two green hectometre signs, which is 100 metres. The second is using the discontinuous lines on the carriageway. One line and one interruption equal 12 metres. Therefore, nine lines and eight interruptions equal  $\pm 100$  meters.

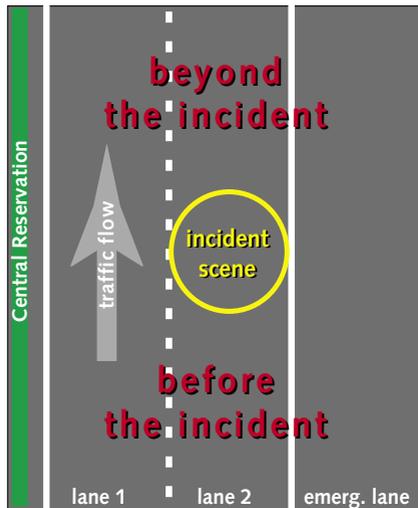
### ANWB

*Algemene Nederlandse Wielrijders Bond* means *royal dutch touring organisation*.

Among many other things, the ANWB provides breakdown services for motorcars. This ANWB repair service is frequently the first to arrive at the scene of an incident and takes the initial safety measures, provides treatment to casualties and ensures that the IM process is started up immediately.

## B

### Before and beyond an incident



### BPS

*Beschrijvende Plaatsbepaling Systematiek* means *Descriptive Location Indication System*.

(see **Descriptive Location Indication System**)

## C

### CMI

*Centraal Meldpunt Incidenten* means *IM recovery dispatch centre* (see **IM recovery dispatch centre**)

### CMV

*Centraal Meldpunt Incidenten* means *IM lorry recovery dispatch centre* (see **IM lorry recovery dispatch centre**)

### Co-ordination of Alternative Routes (CAR)

This is a project in which the Department of Public Works, as managing body of the primary road system, in consultation with the managing bodies of the secondary road system, establishes alternative routes if a primary road is blocked.

### Co-ordination team incident scene (CTPI)

One representative each of the police, the fire brigade, the ambulance service and Public Works form a team at the site of the incident, called the Co-ordination team incident scene (CTPI). This team is made up of the workers from each service who are first to arrive at the scene (or a senior officer after scaling up). These members of the co-ordination team are recognisable as the contact persons for their service by their green safety vests. The CTPI confers about how the incident must be handled, exchanges information, agrees on who is doing what at which moment and decides whether any follow-up traffic safety measures are necessary. These consultations allow them to perform different tasks simultaneously instead of consecutively. The recovery co-ordinator (recognisable by his yellow safety vest) and the lorry salvage consultant advise the Public Works inspector. The CTPI decides whether recovery will go ahead as usual, is accelerated or is postponed.

### CTPI

*CoördinatieTeam Plaats Incident* means *co-ordination team incident scene* (see **Co-ordination team incident scene**)

### CVDG

*Commandant van Dienst Geneeskunde* means *Medical Service Commandant*

Takes over the co-ordination tasks of the OVDG after scaling up.

## D

### Department of Public Works

This department of the Ministry of Transport, Public Works and Water Management is the motorway authority in the Netherlands, responsible for managing and maintaining the Netherlands motorway system and is equally responsible for traffic control and traffic management on the motorways.

### Descriptive Location Indication System (BPS)

It is important to pass on all data on the hectometre sign in order to give directions to the IM emergency services effectively:

1. the road number, for example A4 or N148, and
2. the hectometre indication, for example 50.8 and
3. the carriageway indication:
  - for the main carriageway, this indication is Li (Left) or Re (Right):
    - Re is the direction of traffic in which the hectometres increase;
    - Li is the direction of traffic in which the hectometres decrease.
  - for the entrances and exits, parallel lanes and cloverleaf road sections this indication is a black letter on a yellow background, for example "t".



Note: No confusion may be created between the left or right of the main carriageway (the Li or Re on the hectometre sign) and the left and right lanes on the carriageways. Therefore, always indicate lanes by numbers only, see **Lane numbers**.

## E

### Evaluation

Evaluation is learning and thus an important component of the IM process. To evaluate properly it is important to build up a relation of trust. Evaluating does not mean establishing what went wrong, or even worse, who is at fault. An evaluation report must be a balanced structure, in which all that went well is given at least as much attention as the issues that could be improved. In this way an evaluation provides a learning experience for all people involved and for others, so that the wheel does not have to be reinvented all the time. For more information, see the *Richtlijn voor incident evaluaties*. (*Directive for Incident Evaluations*)

### EVO

*Eigen Vervoerders Organisatie* means *organisation of independent transporters*

## F

### Fend-off

The first emergency vehicle to arrive at the scene of an incident on a motorway will shield the scene of the incident. Therefore, it is important that the vehicle is as visible as possible. IM emergency services only use conspicuous vehicles: equipped with retro-reflective

markings and/or painted in a conspicuous colour. By stationing the conspicuous vehicle diagonally and having it take up as much of the lane as possible, in fend-off position, maximum visibility is achieved, both in daylight and at night. Its flashing light stays on for visibility. No one is allowed to remain in the vehicle.

### Flashing light discipline

Only the protective vehicle stationed at a distance of 100 metres before the incident has its flashing lights on at the scene of an incident on the motorway. All other vehicles belonging to the emergency services turn off their flashing lights and flashers as soon as they park beyond and in line with the incident. Too many flashing lights distract the traffic on the other carriageway. This may cause extra traffic jams (due to rubbernecking) and secondary accidents. In addition to this, too many flashing lights may make it difficult for the police to take photos at night for incident investigation.

## G

### GAGS

*Geneeskundig Adviseur Gevaarlijke Stoffen* means *medical advisor hazardous substances*

### GEVI-nummer

*Gevaarsidentificatienummer* means *hazard identification number*

### GGD

*Gemeentelijke Gezondheidskundige Dienst* means *municipal health service*

### GHOR

*Geneeskundige Hulp bij Ongevallen & Rampen* means *Medical Services for Accidents & Disasters*

## H

### Hazardous substances

If there is any risk of hazardous substances being present, the following rules apply:

Maintain distance: maintain a minimum distance of

100 metres and stay upwind;

Cordoning off: Cordon off the area at least

100 metres;

Wait: Wait upwind from the scene until the professionals arrive. The fire brigade has the right personal protection devices and measuring devices to investigate the situation;

Do not touch: For your own safety, do not touch anything if you suspect hazardous substances to be present.

Try to read the labels or orange signs on the lorry with

binoculars and pass on the information to your own control centre.  
See Regional Officer for Hazardous substances.

Request the folder on *Recognising hazardous substances* from the Transport Inspectorate Netherlands (IVW). For more information see *Provisional Directive on Incident Management for road transport of hazardous substances*.

### Hectometre signs

See Descriptive Location Indication System (BPS)

**Highway Authority see Motorway Authority**

## I

### IM Emergency Services

The IM emergency services are: the police, the fire brigade, the ambulance service, the Department of Public Works (as manager of the Dutch motorway system) and the IM recovery services.

### IM Lorry Recovery Dispatch Centre (CMV)

The CMV sends a recovery worker to incidents involving lorries. If an expert in the field of damage to cargo, vehicles and the environment is needed to advise the Public Works inspector on the scene, the CMV sends a lorry salvage consultant (STI).

### IM Roads

IM roads are the Dutch motorways and important provincial and municipal thoroughfares on which incident management is in operation (i.e. roads demanding urgency).  
On all other roads IM is not in operation (i.e. roads where from a traffic management point of view no urgency is required).

### IM Recovery Dispatch Centre (CMI)

The CMI sends a recovery worker to incidents involving passenger cars for initial recovery.

### IM Towing Regulation (Abandoned vehicles)

For safety, Dutch motorways have an obstacle-free zone of 10 metres from the edge line of the carriageway. No objects may be present in this zone without proper protection. Consequently, the Department of Public Works and the police can order the CMI to have any abandoned vehicles towed away. The Department of Public Works will recover the costs from the owner of the vehicle.

### Incident

Any event such as an accident, a breakdown, fallen cargo, abandoned vehicle, influencing the capacity of the road adversely and impeding the flow of traffic.

### Incident Management

Incident Management is the entirety of measures that are intended to clear the road for traffic as quickly as possible after an incident has happened. In practice, it is the co-operation between the police, the fire brigade, the ambulance service, the Department of Public Works, recovery services and the ANWB repair service in handling incidents safely and efficiently. Priorities are: the emergency worker's own safety, traffic safety, adequate treatment to casualties, the flow of traffic, damage reduction (environmental, cargo, vehicle, social) and, depending on the seriousness of the accident, the possibility of answering the question of guilt by investigating the incident scene.

### Initial recovery of passenger cars

See the National passenger car recovery scheme.

### Initial safety measures for incidents on motorways

The first emergency service to arrive at the scene of an incident takes the initial safety measures:

1. A 100 metre safety zone;
2. A vehicle as buffer;
3. Safety clothing;
4. Traffic cones;
5. Traffic signalling;
6. Keeping access and exit routes clear.

It is important to ask your control centre whether the police and the Public Works inspector are on their way. As soon as the police arrive at the scene of the incident, they will take over the buffer function from the emergency service that first arrived at the scene.

The Department of Public Works can take follow-up traffic safety measures to protect the scene of the accident.

For further information, see the *Directive Initial Safety Measures for Incidents on Motorways*.

### IVW

*Inspectie Verkeer en Waterstaat* means *Transport Inspectorate Netherlands*  
(see [Transport Inspectorate Netherlands](#))

## K

### KLPD

*Koninklijke landelijke politiediensten* means *Netherlands national police agency*

This authority provides police services on approx. 75% of the Dutch motorway system.

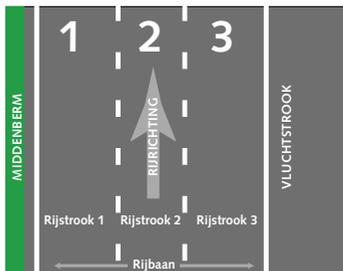
### KNV

*Koninklijk Nederlands Vervoer* means *royal dutch transport organisation*

## L

### Lane numbers

A carriageway consists of one or more lanes. These lanes are numbered in the direction of traffic from the central reservation to the emergency lane. The lane next to the central reservation is lane 1, the lane to the right of it is lane 2, the lane next to it is lane 3, etc. The Department of Public Works is going to post the lane numbers on the overhead signalling panels.



### Location indication

See Descriptive Location Indication System (BPS)

### Lorry salvage consultant (STI)

A lorry salvage consultant is an expert in the field of damage to cargo, vehicles and the environment. In cases where the incident involves one or more lorries and salvage of the vehicles and cargo may be complex, he advises the Public Works inspector on salvaging. This consultant is recognized by the insurers and the transport sector, so that afterwards no discussion ensues about compensation for damage costs. The lorry salvage consultant is dispatched by the IM Lorry recovery dispatch centre (CMV). This consultant wears a yellow vest with "STI" or "Salvage consultant" on the back.

### LPR

*Landelijke Personenwagenregeling* means *National passenger car recovery scheme*  
(See *National passenger car recovery scheme*)

### LVR

*Landelijke Vrachtwagenregeling* means *National lorry recovery scheme* (See [National lorry recovery scheme](#))

## M

### Medical treatment

Ambulance men carry out triage. This means that they determine the sequence in which casualties need to be treated. After the triage, casualties will be treated in the following manner:

- 1 *Treat first what kills first*: recognize and treat life-threatening injuries. The victim is stabilized according to the following principles: Clear the respiratory tract; Provide respiration (oxygen/artificial respira-

tion); See to the blood circulation (stop bleedings, start an IV).

- 2 Prevent any further damage: temperature, damage to the spine.

### MKA

*Meldkamer Ambulance* means *ambulance dispatch centre*

### MMT

*Mobiel Medisch Team* means *mobile medical team* (van/helicopter)

### Motorway Authority

The department of public works (Rijkswaterstaat) is part of the Ministry of Transport, Public Works and Water Management and is the motorway authority in the Netherlands. This department is responsible for managing and maintaining the Netherlands motorway system and is equally responsible for traffic control and traffic management on the motorways.

## N

### National lorry recovery scheme (LVR)

In the Netherlands, the majority of lorries are not insured for emergency recovery. As the Dutch motorways are frequently (partially or entirely) blocked by lorries involved in accidents, the Lorry Incident Management Foundation (STIMVA) was erected. This foundation co-ordinates equipment and personnel centrally. The STIMVA is a co-operative association of the Association of Insurers, the Netherlands Transport and Logistics Sector Organisations (TLN), the Organisation of Independent Transporters (EVO), the Royal Dutch Transport (KNV) and the Department of Public Works. This foundation has set up a dispatch centre for lorry recovery on the motorway system. It also makes available lorry salvage consultants for consultation at the incident scene.

### National passenger car recovery scheme (LPR)

In the Netherlands all passenger cars must have liability insurance, at minimum. This insurance includes coverage of initial emergency recovery following an accident. Insurance companies have passed this task on to so-called alarm centres. After a call the centre alerts a recovery service and takes care of the administrative and financial settlements. For the initial recovery of passenger cars in the event of incidents, a differentiation is made between the roads to which Incident Management applies, the IM roads, and the remainder of the road system. The IM roads are covered by IM recovery services that are contracted by the SIMN (see [Netherlands Incident Management Foundation](#)) for a period of three years. Individual alarm centres sign contracts with recovery services to cover the rest of the road system. (see [IM Roads](#)).

### Netherlands Incident Management Foundation (SIMN)

In this foundation the eight largest 'alarm centres' operate collectively in contracting out recovery of passenger cars after an accident: the initial recovery. It is responsible for the division of the Netherlands into recovery districts on the basis of IM roads. And it determines and monitors the quality requirements for recovery, such as response times, the equipment used and the overall performance and it handles complaints.

### Netherlands Traffic Management Centre (VCNL)

In brief, the Netherlands Traffic Management Centre:

1. Processes traffic (management) information nationwide and directs the Public Works' Regional Traffic Control Centres.
2. Synchronizes the parties involved in traffic management, both within the Department of Public Works and externally, with the aim to reduce traffic jam inconvenience to the public.
3. Organizes the flow of information necessary to carry out the above tasks.

Traffic management comprises the following:

1. providing information to the public on traffic management;
2. providing travel & route information to the road users;
3. providing information to the public to influence the choice of means of travel and travel routes;
4. providing assistance at breakdowns and accidents (incident management);
5. directing traffic in high intensity situations (peak hours, roadworks, events);

## O

### OVD

*Officier van Dienst* means *officer on duty*

### OVDG

*Officier van Dienst Geneeskunde* means *medical officer on duty*

## P

### Parking regime for incidents

The first emergency service arriving at the scene of the incident creates a safety zone by stationing its vehicle 100 metres before the incident (see Initial safety measures). Ambulances and the fire brigade park on the 10 metre work circle, the fire brigade before and the ambulance beyond the incident. (NB On motorways, these work circles are usually ovals.) The other IM emergency services park beyond and in line with the incident. The goal is to keep the emergency lane clear for access and exit of the emergency services, and to insure that the emergency workers do not have

to cross any traffic in order to arrive at the incident. If the situation permits, the route kept clear can be used to move the traffic along.

### Peak hour lanes

A peak hour lane is an emergency lane that can be used as an additional traffic lane during peak hours to relieve a bottleneck. After the peak hours this temporary lane becomes an emergency lane again.

### Priorities for handling an incident

1. the emergency workers' own safety
2. traffic safety
3. assistance to victims
4. maintaining the flow of traffic
5. salvaging cargo/vehicles

## Q

### Questions

When an incident is reported, asking the right questions is an important start of the IM process. The clearer the image of the nature and scope of the incident, the more efficient the process of directing the emergency services will be. For further information, see the *Voorlopige richtlijn multidisciplinair uitvragen bij incidenten op autosnelwegen (Provisional directive for multi disciplinary questioning in case of incidents on motorways)*.

## R

### Regional Officer Hazardous Substances (ROGS) / Consultant Hazardous Substances (AGS)

The fire brigade's ROGS/AGS has a leading role in incidents involving hazardous substances in exploring the incident and opening up the hazard zone to the other emergency workers. If necessary, specialists from all disciplines can be consulted. The KLPD [Netherlands National Police Agency] has the Department of Transport and Environmental Surveillance (TMC); for emergency medical service (GHOR) there are the Medical Advisors Hazardous Substances, the GAGS, medical environmental experts from a Municipal Health Service, (GGD), or toxicologists, and the Ministry of Transport, Public Works and Water Management has the Transport Inspectorate Netherlands (IVW). Recovery workers trained in dealing with hazardous substances and working with compressed air are available; there are lorry salvage consultants (STI) and specialized companies who can give advice in the fields of Environmental damage and Incident Management. Other important parties for consultation are the sender or manufacturer of the cargo and the manufacturer of the vehicle. (See **Hazardous substances**).

### Regional Traffic Control Centre (RVC)

Briefly summarized, the Regional Traffic Control Centre carries out the following tasks:

1. regional traffic management;
2. monitoring the (regional) motorway system and facilitating traffic to reduce traffic jam inconvenience to the public;
3. taking traffic measures (signalling) for the safety of emergency services;
4. detecting problems with maintaining the flow of traffic and taking measures to protect road users and limit (social) damage;
5. dispatching the Public Works inspectors to incidents and handling scaling up within the organisation;
6. providing information to other control centres and to the VCNL;
7. providing travel & route information (Dynamic Route Information Panels, DRIPs);
8. taking traffic safety measures for roadworks and de-icing activities.

### Requesting a traffic safety measure

The police, the fire brigade, the ambulance, the Public Works inspector, recovery services and the ANWB repair service may request traffic measures (blocking off lanes) on motorways under the following conditions:

1. The requester must be on the scene, or the RVC must be able to view the scene by camera.
2. The traffic measure is requested via the IM emergency service centres. Recovery workers request a measure via their own centres.
3. When recovery workers and the ANWB repair service are involved, the RVC must have a direct line of communication with the person on the scene of the incident.
4. The person requesting the measure from the RVC must also cancel it with the RVC.
5. Should the person requesting the measure leave the scene before the measure can be cancelled, this person shall transfer the responsibility of cancelling it to the police or the Department of Public Works. The person requesting the measure must inform the RVC who will cancel the measure and give them their telephone number.

Important:

- A. The police and the Department of Public Works are permitted to request traffic measures on motorways at any time. All other parties providing emergency assistance may only do so under the conditions described in the authorization they are granted.
- B. If the RVC does not trust the measure, for example because of conflicting information, the RVC is entitled to not put the measure into effect.
- C. In case of repeated incorrect requests/cancellations, the VCNL is entitled to cancel the authorization at the RVC's recommendation.
- D. To be authorized to request a traffic measure, an IM emergency worker must at least have completed a course of training with regard to traffic measures on motorways. The emergency assistance organizations themselves are responsible for establishing the

procedure in their organization.

Note: in order to be able to request a traffic measure, it is necessary to be familiar with the new hectometre signs indicating the carriageway (Li or Re), and with the way the lanes are numbered.

For further information see the *Directive Initial Safety Measures for Incidents on motorways*.

### Road district Platform Incident Management

This is the consultation body in which representatives from the road districts of the Department of Public Works, the regional police force, the national police force, the regional fire brigade, the regional ambulance service, the IM recovery dispatch centre, the ANWB repair service and the recovery service companies talk with each other at an operational level about Incident Management in practice: how incidents were handled and the lessons to be learned from it.

### ROGS

*Regionaal Officier Gevaarlijke Stoffen* means *Regional Officer Hazardous Substances* (see **Regional Officer Hazardous Substances**)

### RVC

*Regionale Verkeerscentrale* means *regional traffic control centre*

The five regional traffic control centres are part of the motorway authority, which is the Department of Public Works.

## S

### Safety measures for breakdown assistance in the right-hand emergency lane

Due to the huge difference in speed between two adjacent lanes, adequate protection of breakdown assistance in the emergency lane is important. Traffic that is halted in the emergency lane is passed by traffic at speeds of 80 to 120 km/h. This is why for all breakdown assistance personnel this basic principle applies: only work on scene on a broken down vehicle if the conditions permit.

In order to protect the situation in the emergency lane, the breakdown mechanic:

- a) places his vehicle, with flashing alternating lights on the back at a distance of 10-15 metres, at minimum, before the broken down vehicle and turns his front wheels to the side away from the traffic. (see **Before and beyond an incident**)
- b) places five cones in the emergency lane, while keeping an eye on the traffic, starting at the guard rail, at distances of 5, 5, 20 and 20 metres behind the vehicle. The last three cones must be placed at a distance of 0.5 metres from the edge line of the carriageway.

For further information, see the *Directive Initial Safety Measures for Incidents on motorways*.

**Scaling down**

If your assistance is no longer required, leave immediately, to prevent traffic from being distracted and reduce the risk of secondary accidents.

**SIMN**

*Stichting Incident Management Nederland* means *Netherlands Incident Management Foundation*

**Speed limit in the emergency lane**

The speed of emergency services in the emergency lane may exceed traffic speed by 20 km/h only. The speed limit in the emergency lane is 50 km/h.

**STI**

*Salvage Transport Incident* means *Lorry salvage consultant* (see **Lorry salvage consultant**)

**STIMVA**

*Stichting Incident Management voor Vrachtwagens* means *Lorry Incident Management Foundation*  
STIMVA is a co-operative association of the Insurance Association, the Netherlands Transport and Logistics Sector Organisations (TLN), the Organisation of Independent Transporters (EVO), the Royal Dutch Transport (KNV) and the Department of Public Works. STIMVA handles the set-up and exploitation of a lorry recovery dispatch centre (CMV) on the Dutch motorway system and also ensures availability and dispatch of Lorry salvage consultants.

**T****TLN**

*Transport Logistiek Nederland* means *Netherlands Transport and Logistics Sector Organisations*

**TMC**

*Transport & Milieucontrole* means *Department of Transport and Environmental Surveillance*  
This is a department of the Netherlands National Police Agency (KLPD).

**Traffic measure**

See **Requesting a Traffic Measure**

**Transport Information Centre (VIC)**

*The Transport Information Centre* is the national contact centre of the Transport Inspectorate Netherlands (IVW), for information, reports and complaints about transport legislation.

**Transport Inspectorate Netherlands (IVW)**

The Transport Inspectorate Netherlands (IVW) monitors and stimulates the safety of transport on the roads. See also Transport information centre (VIC).

**Triage**

Triage is the process of estimating the seriousness of injuries and determining the order in which the casualties will be treated:

T1 = instable; acute treatment and transportation to hospital is necessary;

T2 = stable (clinical care is necessary); transport to hospital is necessary;

T3 = stable; transport to hospital is not necessary;

T4 = cannot be stabilized; if possible, immediate transport; no treatment possible if there are a great number of casualties.

**U****UN-nummer**

The UN-number is the bottom number of the two numbers on the orange shield on lorries indicating that hazardous substances are being transported.

**V****VCNL**

*Verkeerscentrum Nederland* means **Netherlands Traffic Management Centre**  
(see **Netherlands Traffic Management Centre**)

**Vehicle as buffer**

The only protective device that an IM emergency worker has immediately available is his vehicle. Station the vehicle at a distance of 100 metres before the incident, in the fend-off position, as diagonally as possible, while taking up as much width of the lane as possible, to protect the site of the incident. The way the vehicle is placed determines the direction of the traffic, left or right. Turn the front wheels towards the direction away from the traffic and leave the flashing lights on. Nobody should stay in the vehicle. As soon as the police arrive, they take over the protective function from the emergency service vehicle that first arrived at the scene of the incident. This vehicle is then parked beyond and in line with the incident.

**VIC**

*Vervoersinformatiecentrum* means *transport information centre*  
(see **Transport Information centre**)

**Visibility**

Being visible to the traffic is of great importance to the safety of the IM emergency worker. Wear safety clothing with retro-reflective stripes. Make sure this clothing is clean and zipped up to provide optimum visibility. Green safety vests are worn by representatives of the police, the fire brigade, the ambulance service and the Department of Public Works who take part in the Co-ordination Team on the scene of the incident, the CTPI.

# Incident management.



im=0<sup>5</sup>