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# Pipeline Management Emergency Information Booklet 2016



In an Emergency Telephone:

**01827 63708**

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## 1. Who are BPA?

British Pipeline Agency Ltd. (BPA) is a UK operator of over 1000km of buried cross country pipelines transporting oil products and natural gas at high pressure, together with associated pumping stations and terminal bulk storage sites.



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## 2. What is this booklet for?

This booklet is intended to give any interested stakeholder a high level overview of key information in the event of any emergency involving BPA managed pipelines.

It is distributed by BPA's Lands department and contact details are provided at section 5 to either obtain further general information on BPA or to request more copies (or electronic versions) of this booklet.

Without going into detail – if you are in any doubt about a potential emergency situation concerning our facilities, just call the number below. It puts you in direct contact with BPA's Kingsbury Control Centre team 24/7, who will know exactly what to do next.

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## 3. What is an emergency?

Almost anything 'unusual' in the vicinity of a pipeline or a BPA site, and in case you have any doubt at all, we would rather know and respond to a false alarm, than not – just call us, we will do the rest.

The following checklist will help guide your call:

- What is your name and contact number?
- Where is the incident? (a postcode, address, or grid reference is good, but the nearest landmark, house or farm helps)
- Is there anyone injured?
- Is there any sign of smoke / fire?
- Are the emergency services aware?
- Are there unusual/suspicious works, people or vehicles still in the area?
- Are there obvious signs of oil or gas leaking?
- Is there any strong smell of fuel or gas?
- Is there obvious damage to pipeline / site?
- Is the incident close to a watercourse / road / path?
- When did you discover it?
- Can you (or someone else) remain a point of contact for us until our team takes over?

In Summary – even if you have nothing else, just tell us where you are and what is concerning you. BPA will then get someone out to check.

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## 4. How do BPA respond?

BPA has a well-developed, regularly tested, emergency response process with trained in-house staff, support from retained specialist contractors available 24/7, and regular liaison with emergency services and regulatory bodies.

The first response to any emergency is always via a call to the BPA Kingsbury Control Centre via the emergency number, who will immediately initiate response procedures at any time 24/7.

### The key individual roles and responsibilities are:

- **BPA Control Centre Duty Officer**
  - Receives your call on the emergency number and notes the information from the checklist at 3 above.
  - Contacts emergency services if required
  - Communications focal point
  - Directs staff/support to the incident site
  - Liaison with BPA Operations to shut down plant
- **BPA Incident Controller**
  - BPA's first representative to arrive at the incident site
  - Wears a yellow hi-vis tabard
  - In charge until Incident Manager arrives
  - Initiates immediate containment / safety measures
  - Mobilises immediate support, plant & equipment
  - Liaison with emergency services / public
  - Communication path with Control Centre Duty Officer
- **BPA Incident Manager**
  - BPA Manager with overall responsibility at the Incident site – takes over the yellow tabard
  - Coordinates with others to ensure adequate resources to the Incident Controller
  - Mobilises additional contractors, plant & equipment if necessary
  - Assumes communications focal point role & liaison with the Kingsbury Control Centre Duty Officer and the BPA Duty Manager
  - Ensures liaison with emergency services & regulatory bodies (HSE / EA etc)
- **BPA Duty Manager**
  - On call at all times 24/7
  - Liaison with Incident Manager
  - Coordinates communications away from incident to ensure all stakeholders aware (Asset owners / BPA Management / Press Officer)
- **Crisis Management**
  - In the event of a major incident involving for example a major spillage, injury to people, damage to property, etc. then BPA's General Manager may declare a crisis and assume overall command of the incident

Each of these roles is governed by an integrated suite of emergency procedures, detailing the precise actions and interactions of each role in order to bring any emergency situation swiftly and safely under control.

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## How to contact us

### **BPA Kingsbury Control Centre**

**01827 63708**

(Emergency No. 24/7, 365 days/year)

### **BPA Lands Department**

**01442 218911**

(General enquiries, office hours)

**or 0800 585387**

(24/7, 365 days/year)

### **BPA Press Officer**

**01442 242200**

(Office Hours or via the emergency number below)

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