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### Overview

This standard is aimed at those who work at a management level in the land-based sector and who are required to deal with and manage incidents and emergencies. This could include fire, flood, spillage, contamination or other environmental incidents (on land or water), scenes of crime, accidents and medical emergencies, as well as health and safety and security incidents.

It is important that procedures are in place to deal with incidents and emergencies and that these are communicated to those who need to know, including what to do, for example how to use appropriate emergency equipment, how to contact the emergency services and other relevant sources of assistance, and how to record and report details of incidents and emergencies.

### Performance criteria

#### You must be able to:

- P1 ensure procedures are in place to deal with incidents and emergencies
- P2 ensure that procedures are communicated to those that need to be informed
- P3 take responsibility in the event of an incident or emergency and respond quickly with a proposed course of action
- P4 seek and clarify information about the incident or emergency
- P5 where necessary summon the help of the appropriate emergency services or other relevant sources of assistance, giving full and accurate details of the incident or emergency
- P6 ensure everyone involved or affected by the incident and emergency is given relevant information including any information on potential risks
- P7 provide support and direction to others involved in the incident or emergency
- P8 ensure that the integrity of evidence is preserved where this could be required by the emergency services or other parties e.g. insurance company
- P9 maintain your own safety while dealing with incidents or emergencies
- P10 collect information about the incident or emergency that might help to establish the cause and prevent recurrence
- P11 ensure the procedure for recording and reporting incidents and emergencies is followed and the required documentation is completed in line with procedures and timescales

### Knowledge and understanding

You need to know and understand:

- K1 the procedures and specific instructions for dealing with incidents and emergencies, including evacuation procedures and contingency plans
- K2 appropriate ways to communicate procedures and instructions to those who need to be informed
- K3 the importance of responding quickly to an incident or emergency and providing direction
- K4 the importance of clarifying information about the incident or emergency to inform the course of action
- K5 the procedures for contacting the emergency services or other relevant sources of assistance and the information to give them
- K6 the importance of keeping those involved or affected by the incident or emergency informed of the situation and any potential risks
- K7 the importance of preserving the integrity of evidence
- K8 safe practices which should be used when dealing with emergencies the
- K9 importance of investigating the cause of incidents and emergencies legislative
- K10 requirements for recording and reporting incidents and emergencies and procedures for the completion of documentation

LANCS10

Manage incidents and emergencies in the land-based sector



Developed by	Lantra
Version number	1
Date approved	March 2012
Indicative review date	March 2017
Validity	Current
Status	Original
Originating organisation	Lantra
Original URN	LANEC31
Relevant occupations	Environmental Conservation; Agriculture, Horticulture and Animal Care; Equine Manager; Fencing; Engineering; Farmer; Farm Worker; Team Leader; Animal Facility Manager; Operations Manager
Suite	Agricultural Management; Crofters and Smallholders; Environmental Conservation; Equine; Animal Care Management; Game and Wildlife Management; Horticulture; Fencing; Land-based Engineering Operations; Livestock Production; Animal Technology
Key words	incidents; accidents; emergencies; manage