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**EMERGENCY
RESPONSE PLAN**

Government and Tourist Service Provider Emergency Response Plan



**NATIONAL COMMISSIONER OF
THE ICELANDIC POLICE**



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1. INTRODUCTION

This Emergency Response Plan deals with the organisation and co-ordination of action in the event of natural disasters or other incidents, with the aim of keeping tourists in Iceland as safe as possible. No action is taken without consultation with the Civil Protection Department of the National Commissioner of the Icelandic Police.

The aim of the Plan is to ensure an organised and co-ordinated response by all parties involved in the event of an emergency. These instructions are not definitive, and the National Commissioner of the Icelandic Police, the Civil Protection Department of the National Commissioner of the Icelandic Police and the Director-General of the Icelandic Tourist Board may decide to amend such arrangements in light of the situation and circumstances at any given time. The main tasks are to:

1. Ensure that decisions of the Co-ordination Centre are carried out.
2. Ensure the safety of tourists in Iceland.
3. Minimise the impact on domestic transport.
4. Minimise the impact of emergency situations on the movements of tourists to and from Iceland.
5. Improve the flow of information from the Co-ordination Centre to tourist service providers.
6. Improve the flow of information from tourist service providers to the Co-ordination Centre.
7. Keep tourists informed and provide the necessary support to tourists who are stranded.
8. Minimise the impact of emergency situations on the image and reputation of Iceland as a tourist destination.

The Director-General of the Icelandic Tourist Board is responsible for communicating the Plan. The Director-General of the Icelandic Tourist Board and the Civil Protection Department of the National Commissioner of the Icelandic Police work together on updating and improving the text, and the original copy thereof is with the editor at the Icelandic Tourist Board.

The Plan shall be updated at least every four years, while the mobilisation list at the Emergency Line shall be updated as often as is required and at least once a year. All members of the 'Tourism Response Team' are responsible for providing the Director-General of the Icelandic Tourist Board with any new and/or amended information. Individual aspects of the Plan shall be reviewed more often, as decided upon by the Icelandic Tourist Board.

The Government and Tourism Emergency Response Plan shall be kept with the Director-General of the Icelandic Tourist Board, on the websites of the Civil Protection Department of the National Commissioner of the Icelandic Police and the Icelandic Tourist Board, and elsewhere, as required.

The Plan has been drafted on the basis of the Icelandic Civil Protection Act (Act No. 82/2008).

The Emergency Response Plan enters into force immediately.

Reykjavík, 14 November 2018

National Commissioner of the Icelandic Police
the Icelandic Tourist Board

Director-General of

2. TOPOGRAPHY

Tourism in Iceland is interwoven into all major aspects of Icelandic society and relies on the infrastructure thereof. Tourists can be considered as temporary residents of Iceland. This must always be remembered. Attention must also be paid to ensuring high levels of information regarding the image and reputation of tourism and the country as a whole.

2.1 Location

The Emergency Response Plan covers the whole of Iceland. The location may be confined to a certain part of the country, region, urban locality, rural locality, or a part thereof, depending on the nature of events. Section 10 gives maps showing the main topographical features and regional divisions.

2.2 Tourists and tourism employees

Just like local residents, tourists may find themselves almost anywhere when an emergency strikes. This applies both to tourists on organised tours and tourists travelling independently.

3. DEFINITIONS

3.1 Activation

This Emergency Response Plan may be activated in parallel with other emergency response plans involving activation of the Co-ordination Centre if the event in question threatens the well-being of tourists in Iceland. The Emergency Response Plan may be activated at three different hazard levels.

Activation decisions are taken by the National Commissioner of the Icelandic Police, in conjunction with the relevant police chief. Decisions are taken on the basis of available information.

The Civil Protection Department of the National Commissioner of the Icelandic Police informs the Emergency Line of which level the Plan is to be activated at.

Once the Emergency Response Plan has been activated, action is co-ordinated from the Co-ordination Centre, in which the Director-General of the Icelandic Tourist Board acts on behalf of the tourism industry. The Tourism Response Team assesses whether further parties need to be called to action.

3.2 Uncertainty Level

Definition: Significant uncertainty regarding the safety of tourists and/or the tourism industry due to a potential emergency situation.

3.3 Danger Level

Definition: Circumstances pose a danger to tourists and/or the tourism industry or affect the intended movements of tourists, but they do not constitute an emergency.

3.4 Emergency Level

Definition: An accident or disaster has occurred placing tourists and/or the tourism industry in acute danger.

3.5 Deactivation

Only the Civil Protection Department of the National Commissioner of the Icelandic Police has the power to deactivate or alter hazard levels once the Emergency Response Plan has been activated. The Civil Protection Department of the National Commissioner of the Icelandic Police consults the relevant parties when planning to deactivate or alter hazard levels.

It notifies the Emergency Line of any such decisions to deactivate or alter hazard levels. The Emergency Line implements this decision and issues notifications thereof.

3.6 Acronyms

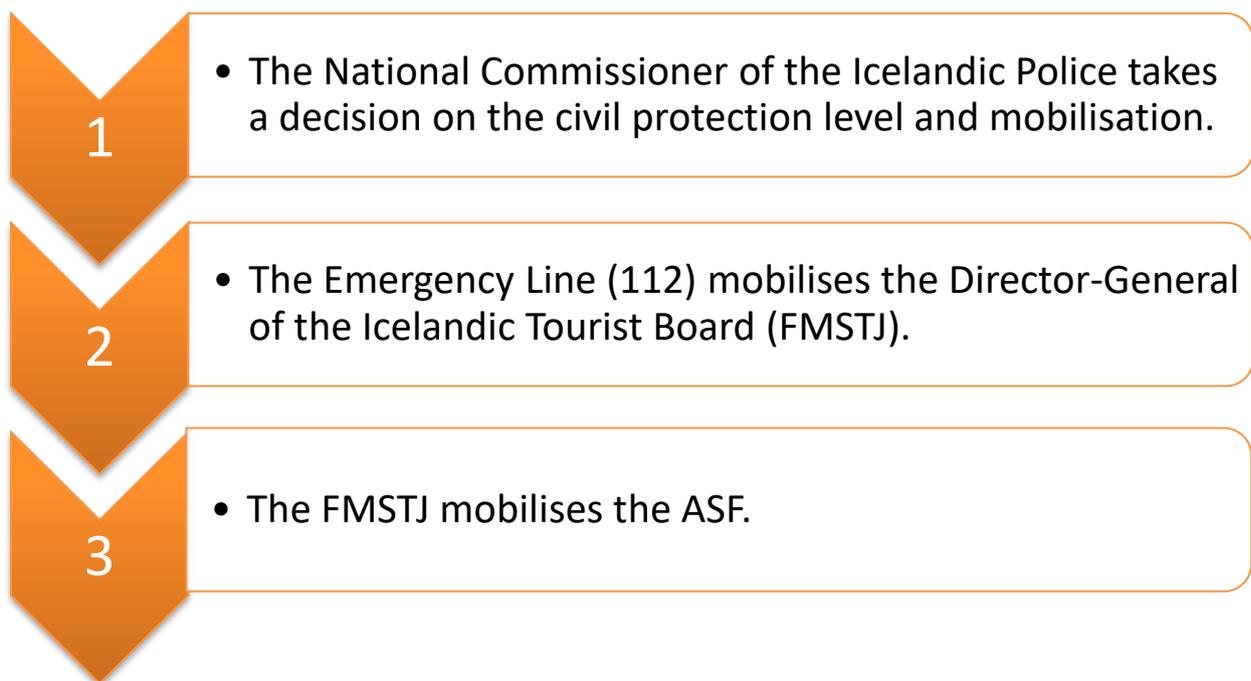
ANR	Ministry of Industries and Innovation
ASF	Tourism Response Team
AVD	Civil Protection Department of the National Commissioner of the Icelandic Police
BF	Transport vehicle waiting area
BH	Auxiliary team waiting area
BTB	Waiting area for machinery and equipment
FHF	Tourism Implementation Group
FMS	Icelandic Tourist Board
FMSTJ	Director-General of the Icelandic Tourist Board
IL	Interior closure
MÓT	Resource collection point
MRCC	Maritime Rescue Co-ordination Centre
NÖF	Emergency and security communications
PFS	Post and Telecom Administration
RLS	National Commissioner of the Icelandic Police
SÁBF	Organisation-Plan-Resources-Execution – task flowchart for AST and VST (field management)
SHF	Tourism Expert Group
SLY	Accident location/site
SST	Co-ordination Centre
VST	Field management
VÞST	Task managers
YL	External closure

Most of these acronyms do not appear in this document but may come up in communications with response team members.

4. MOBILISATION

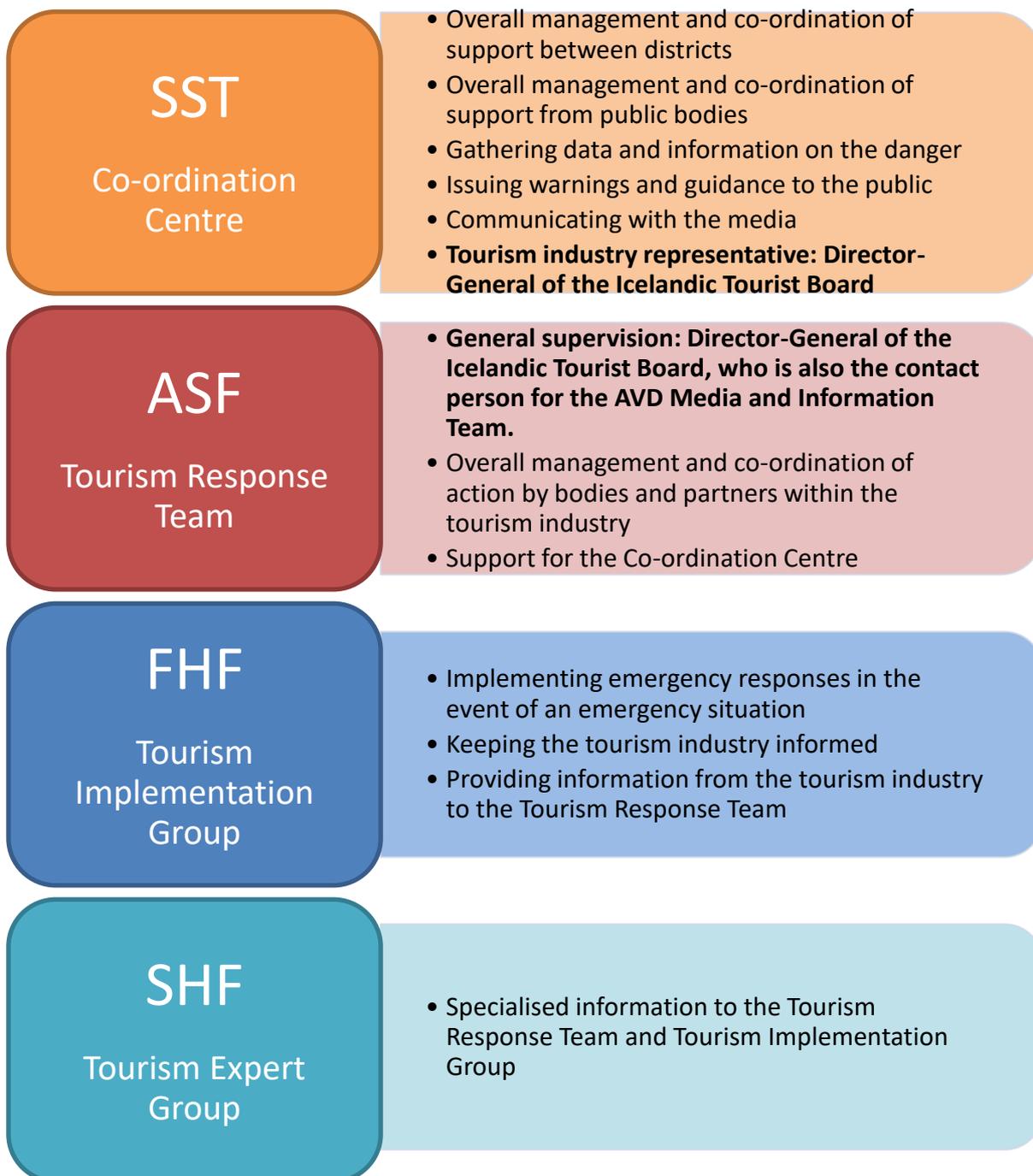
The National Commissioner of the Icelandic Police, in consultation with the police chief of the relevant region, takes the decision to activate the Tourism Emergency Response Plan. The National Commissioner of the Icelandic Police informs the Emergency Line, who in turn contacts the Director-General of the Icelandic Tourist Board. The Director-General is responsible for the Tourism Emergency Response Plan and for mobilising the Tourism Response Team. The mobilisation notice indications:

- Activation notification.
- UNCERTAINTY LEVEL, DANGER LEVEL or EMERGENCY LEVEL.
- The probable location of the occurrence or affected area. See the region/municipality numbers on the map in Section 10. The mobilisation notice gives the number of the relevant region and, where appropriate, the number of the municipality.
- As much other information on the event as possible (see Section 8 for more details).



5. GOVERNANCE

Basic units, roles and links



6. REGIONS

The Civil Protection Plan divides Iceland up into nine police districts. Each police chief is responsible for management and co-ordination within their district via the local Response Team. See Section 10 for details of police districts.

A given event may be linked to one or more regions and occur within one police district or cover several.

When a police chief declares a civil protection situation, an indication is given of which region is involved.

7. SPECIAL SECTION

Section not used but reserved for co-ordination with other emergency response plans.

8. RESPONSE TEAM TASKS

This section sets out the tasks to be carried out by those parties involved in the Tourism Emergency Response Plan. Everybody must know and understand the tasks they are to carry out. In general, each involved party responds in accordance with their own response plans. The following response action is also to be reviewed.

8.1 Checklist of the Director-General of the Icelandic Tourist Board

UNCERTAINTY LEVEL

- Inform the Minister for Industries and Innovation (ANR) and other relevant parties of the situation
- Mobilise the ASF / check that the mobilisation list is correct
- Prepare staffing of the SST at Skógarhlíð
- Ensure the FMSTJ is on the mailing lists of the SST and the AVD Media Team
- Provide general information on the imminent dangerous situation and the circumstances in the area of the occurrence
- Keep a chronological record of events
- Otherwise, take action in accordance with existing rules of procedure
- Take any other action which may be of use

DANGER LEVEL

- Inform the Minister for Industries and Innovation (ANR) and other relevant parties of the situation
- Inform the ASF of the state of the situation
- Further prepare staffing of the SST at Skógarhlíð
- Ensure the FMSTJ is on the mailing lists of the SST and the AVD Media Team
- Provide detailed information of the imminent dangerous situation and the circumstances in the area of the occurrence
- Provide general information on resources in the area of the occurrence
- Keep a chronological record of events
- Otherwise, take action in accordance with existing rules of procedure
- Take any other action which may be of use

EMERGENCY LEVEL

- Inform the Minister for Industries and Innovation (ANR) and other relevant parties of the situation
- Inform the ASF and convene a meeting
- FMSTJ reports to the SST at Skógarhlíð
- Ensure the FMSTJ is on the mailing lists of the SST and the AVD Media Team
- Assist the Co-ordination Centre as required once it has been activated
- Provide updated information of the dangerous situation and the circumstances in the area of the occurrence

- Provide general information on resources in the area of the occurrence and record information on the use thereof
- Keep a chronological record of events
- Otherwise, take action in accordance with existing rules of procedure
- Take any other action which may be of use

8.2 Response Team (ASF)

The Director-General of the Icelandic Tourist Board convenes the ASF, although any member thereof may ask for the group to be convened. The Director-General of the Icelandic Tourist Board chairs ASF meetings, unless otherwise decided. The ASF is made up of representatives of bodies and municipalities with decision-making powers to ensure the safety and welfare of tourists.

The roles of the ASF include:

1. Carrying out decisions of the Co-ordination Centre (SST).
2. Mobilising other response/implementation units, as required.
3. Setting up a shift system for ASF representatives at the SST (important direct link from the SST to the ASF).
4. Organising action to support and inform tourists who are stranded in Iceland or in specific areas.
5. Co-ordinating information provision to tourists on the Safetravel website.
6. Providing information from airlines to their passengers.
7. Providing information to tourist service providers from the Co-ordination Centre and the AVD Media Team.
8. Providing information from tourist service providers to the Co-ordination Centre.

8.3 Implementation Group (FHF) – implementation, advice, support

Members of the Implementation Group (FHF) will be approached depending on the task to be dealt with at any given time. The FHF is made up of representatives of state bodies and of companies involved in implementing the decisions taken and executed by the SST and ASF.

The roles of the FHF include:

1. Supporting implementation of SST decisions.
2. Forwarding important information from response units to the ASF, which passes such information on to the SST.

8.4 Expert Group (SHF) – advice

The Expert Group (SHF) is made up of representatives of bodies with expertise in fields related to emergency situations. These persons will be approached depending on the nature of events.

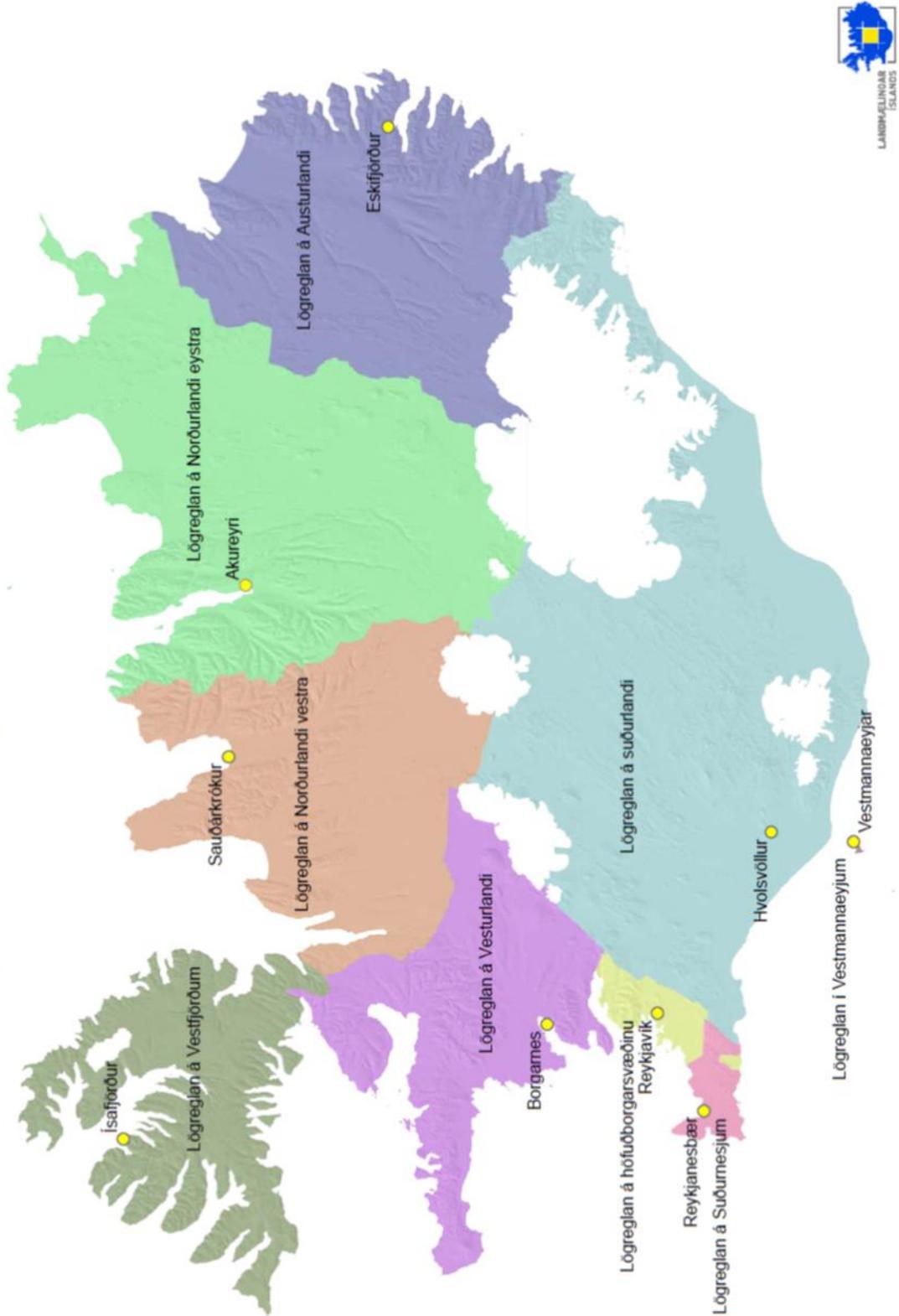
9. COMMUNICATIONS ARRANGEMENTS

The groups set up the most suitable systematic procedure for communication (SMS).

10. MAPS

1. Municipalities of Iceland and their numbers
2. Division of Iceland into police districts

Police districts in Iceland in May 2015



11. DISTRIBUTION LIST

Those with functions to discharge as part of this Plan according to Section 8 must be in possession of a hard copy of the Plan.

The Plan is kept on the website of the Civil Protection Department of the National Commissioner of the Icelandic Police, www.almannavarnir.is,

with the editor of the Plan at the Icelandic Tourist Board and on the Icelandic Tourist Board website, www.ferdamalastofa.is.

12. AMENDMENT HISTORY

Version	Date	Explanations / amendments	Entered
1.0	14.11.2018	Original version	Snorri Valsson