

**BUNCEFIELD**  
**11<sup>TH</sup> December 2005**

**Bryn Sutton**

**arco<sup>®</sup>**

# arco

- Established 1884
- 34 Branches
- £220 Million turnover, privately owned
- 23,000 product lines
- £25 Million stock holding
- 1500 staff
- 200 field based staff
- Parochial CS approach
- Largest Industry NDC in Europe
- Multiple business activity based
- Airport specialist



arco®

# INTRODUCTION

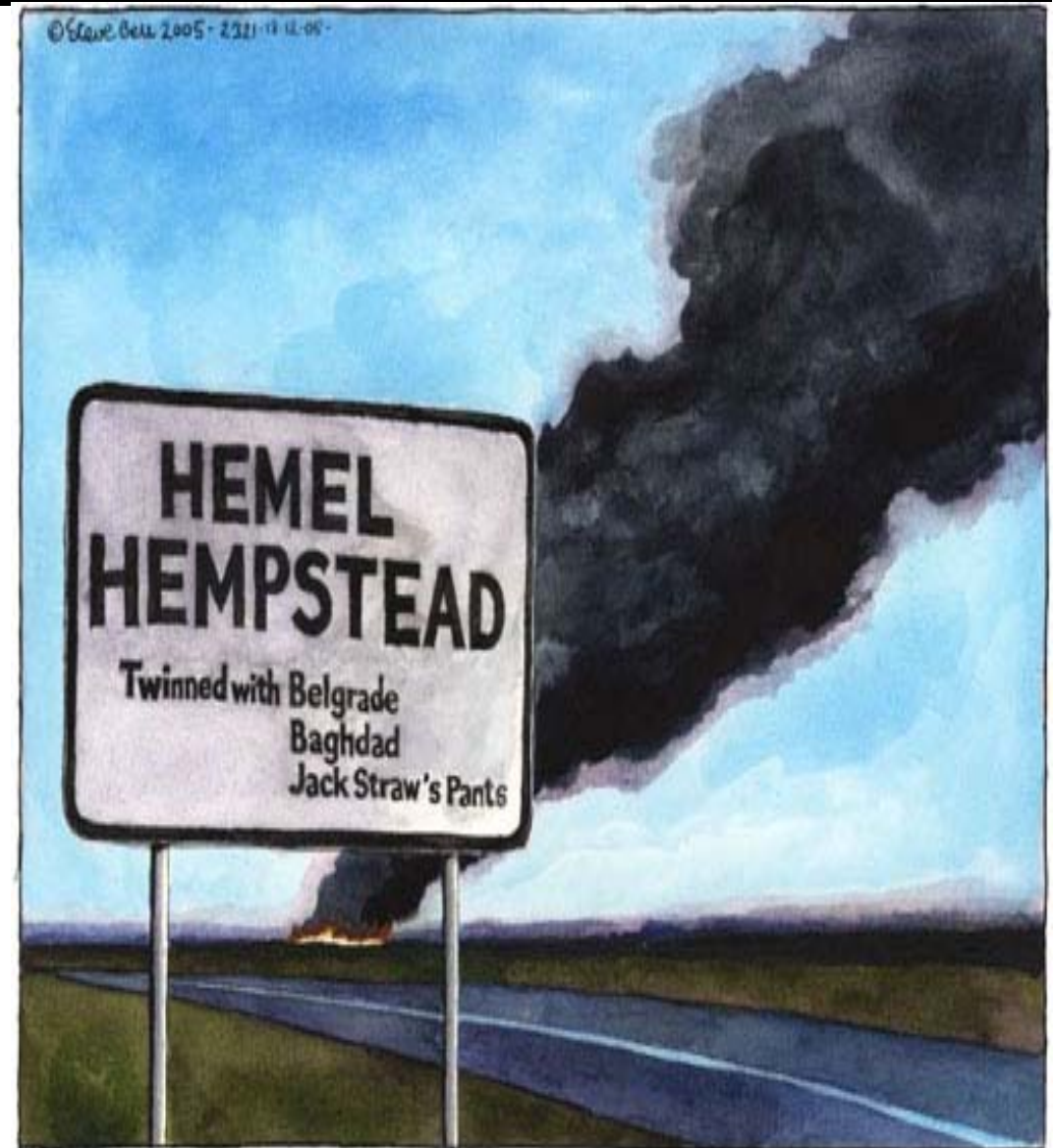
- 11.12.2005 at 6.03 AM, largest explosion peacetime Europe
- Faulty fuel gauge tank 912, vapour covering 8 hectares
- 2.4 Richter Scale, tank was filled at 550,000 litres hour
- UK 5<sup>th</sup> largest depot 273 million litres



# Health and Safety

- 8,000 Tonnes of PM10 Particles, small enough to penetrate lungs
- 5,000 Tonnes of PM 2.5 Particles small enough to enter bloodstream
- 6% of the UK'S Pollutants yearly
- Possible contamination to water supplies
- 2,000 people left homes, some never to return
- 60 Injuries, estimated 2,500 deaths

[www.buncefieldinvestigation.gov.uk](http://www.buncefieldinvestigation.gov.uk)



# IMMEDIATE RESPONSE

- **Staffing**
- **Gathering Information**
- **Contact lists**
- **Gold Command, COMAH (The Control of Major Accident Hazards Regulations 1999 Regulations ) competent authority**
- **Major Incident Investigation Team (Lord Newton)**



# SUPPLY

- Stages of Incident
- Transport
- Stock
- Sales Teams
- NDC



# Crisis Management Support

- **24 hour SMS support line**
- **24 hours emergency order line**
- **Open book response (billing)**
- **Volunteer support**
- **Stakeholder mapping**
- **Networking support**

# SUSTAINABILITY

- Long term objectives include standard offer and Arco Shop

**“Arco Watford treated this incident with the sensitivity it required. We did NOT open the branch at 7.30am on 11.12.05 to gain business, but did so because it personally affected our community and our customers”**



## ARCO CORE VALUE

- **Respect for people**- Our “Integrity” being recognised
- **Excellence in reputation**- recognised by our community as “Special”
- **Hard work and enterprise**- using our “Experience” to support, our “Efforts” to respond quickly, our “Talents” to rise above the situation and our “Imagination of our people” to

**MAKE WORK A BETTER PLACE FOR PEOPLE**