

CHAPTER 13**LOCAL DISEASE CONTROL CENTRE****INTRODUCTION**

National and community policy requires that in the event of an FMD outbreak occurring within a region, a Local Disease Control Centre (LDCC) must be set-up close to the affected area. The role of the LDCC is to direct and implement the control strategy in consultation with the National Disease Control Centre.

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1. SETTING UP A LOCAL DISEASE CONTROL CENTRE

1.1 Location

- a) Initially the Local District Veterinary Office will become the Local Disease Control Centre.
- b) However, alternative premises may be required because many DVOs are too small to accommodate an LDCC intended to cope with an FMD outbreak.
- c) Distance and commuting time from the DVO to the controlled area(s) may also be a factor in arriving at the decision to relocate.
- d) The LDCC operation should only be moved when all facilities are in place at the alternative location.

1.2 Assessment of potential LDCC sites

- a) Proximity to the controlled area (ideally within the surveillance area).
 - commuting time must be kept to a minimum
 - locations where there are potential traffic flow problems, such as in a large town or where a large town lies between the LDCC and the protection and surveillance zones, should be avoided
- b) Suitability of premises – an outbreak can last for many months and staff cannot be expected to perform in substandard accommodation. Premises should therefore have:
 - appropriate heating
 - sufficient toilet facilities
 - convenient canteen facilities, either on site or close by. (At a minimum snack facilities will be required during the working day, which typically will run from 8 a.m. to 12 p.m.)
 - suitable overnight accommodation, such as hotel or B&B, nearby.
- c) The site chosen must be big enough to accommodate all of the sections of the LDCC. However it is preferable to locate some sections, such as the Licensing Section, Local Biosecurity and Press centres away from the main LDCC.
- d) The Licensing Section should be established as an immediate priority. It must be easily accessible to farmers from inside the protection and surveillance zones. A separate licensing section may be considered for commercial vehicles needing to enter, exit or pass through the zones.
- e) To ensure efficiency and to facilitate communication, most LDCC sections need to be located close to each other (similar to DVO open-plan). A large room or area, such as a ballroom or pavilion, is suitable for this.
- f) Two large rooms will be required for farmer meetings, media briefing, staff briefing, morning management meetings etc.
- g) Free space on site is an advantage, as some of the sections can be housed in temporary accommodation (portacabins) on the site if required (e.g. stores, organisation of checkpoints, licensing).

- h) Sufficient on-site car parking is essential.
- i) Mobile phone performance should be assessed at the proposed site. If there is any doubt about the strength of signal the possibility of providing a local booster station should be investigated.



1.3 There are many advantages to the leasing by DAF of an hotel which can be operated as an LDCC

This arrangement should only be entered into if the hotel management is prepared to exclude other hotel business during the operation of the LDCC.

The hotel facilities can be used as follows:

- Ballroom – to be used like an open-plan DVO (the entrance area could be used as a reception area for the public)
- Dining room for meals
- Bedrooms for B&B as required
- Free-space on site for erection of temporary office accommodation as required
- Conference rooms for meetings/briefings/licensing section/ epidemiology section
- Large car-parking facilities
- Supply stores for office/field equipment.

It is also possible that some of the larger sports centres/club houses may have accommodation suitable for a Local Disease Control Centre.

1.4 Local staffing

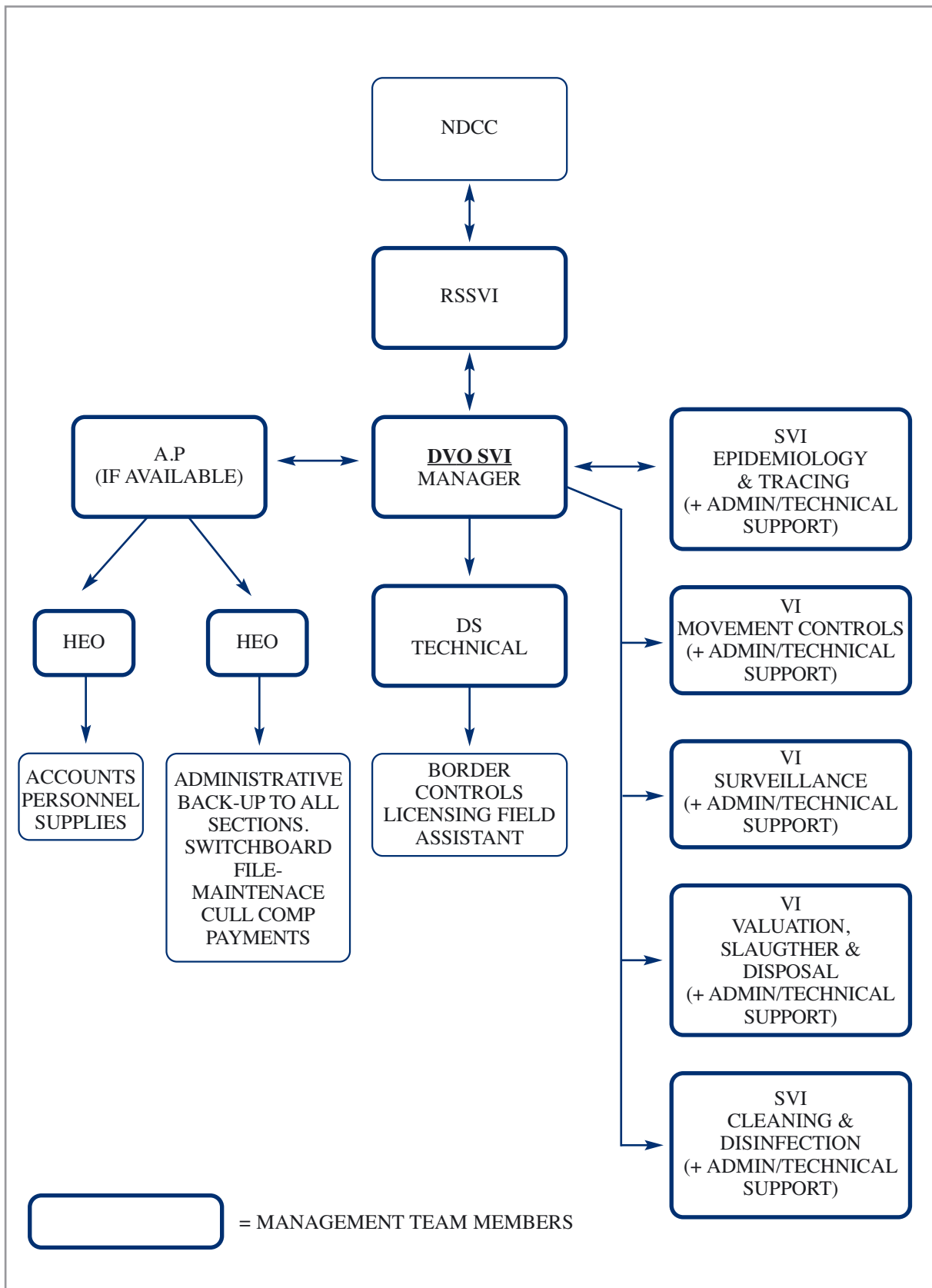
There is immense value in deploying local staff (DAF, Teagasc, practitioners) in the LDCC because of their detailed knowledge of the area and the community. Outside staff will be drafted in, as appropriate, to assist in the operation of the LDCC itself and to maintain whatever functions are required within the vacated DVO.

1.5 North-South co-operation

Where an outbreak has occurred close to the border with Northern Ireland, either North or South, direct lines of communication with the LDCC officials in the other jurisdiction will be required, e.g. in relation to creating control zones and carrying out surveillance.

2. MANAGEMENT STRUCTURE

2.1 Organogram for LDCC



2.2 Summary of role profiles for people in charge of key sections

Table 1 - Duties of senior veterinary management

PERSON RESPONSIBLE	DUTIES OF SENIOR VETERINARY MANAGEMENT
RSSVI	<p>Overall responsibility for the co-ordination of FMD control measures in the Region</p> <p>Reports directly to officer in charge of the NDCC</p> <p>Attends morning management meetings (when present)</p> <p>Ensures NDCC policy is being implemented by all LDCCs in area</p> <p>Gives direction and monitors performance of the LDCC</p>
DVO SVI	<p>The designated SVI is the manager of the LDCC with all other streams reporting directly to him or her</p> <p>Ensures the ongoing staffing of the various roles set out in the LDCC organogram. and that contact numbers are available to the NDCC, CVRL and all staff at LDCC</p> <p>Chairs morning management meetings</p> <p>Liaises with management team members to ensure that the centre runs effectively; ensures all problems are being highlighted and addressed</p> <p>Liaises with NDCC and CVRL as necessary</p> <p>Submits daily summary report to NDCC</p> <p>Responsible for media matters (as advised by Press Office) and farmer meetings</p> <p>Responsible for ensuring all field staff are trained in hygiene protocols</p> <p>Liaises with opposite number in LDCC in Northern Ireland (where relevant)</p>

Table 2 - Duties of administrative staff

PERSON RESPONSIBLE	DUTIES OF ADMINISTRATIVE STAFF
AP	Organisation of initial LDCC set-up and further support as required
HEO	<p>Personnel matters (accommodation, issuing passes etc)</p> <p>Supplies (liaises with Staffing and Logistics Unit in HQ)</p> <p>Operation of switchboard (see Section 7, Communications)</p> <p>Helpdesk</p> <p>File maintenance</p> <p>Accounts – Protocols required from outset to ensure all spending is authorised and accounted for, in order and that public monies are spent in accordance with regulations. NB. All expenditures will be subject to audit when the disease emergency is over.</p>
HEO	<p>Registration and tracking of files</p> <p>Cull compensation payments</p> <p>Provision of clerical backup to all sections as required</p> <p>It is important that this Division is staffed/managed with experienced DVO personnel. DVO staff will be familiar with dealing with herd-files, farmer queries, file maintenance, compensation payments etc.</p>
Liaison Officer EO or VI	<p>Works directly to SVI</p> <p>Records and deals with all requests for data from NDCC</p> <p>Generates composite daily report for NDCC from daily reports received from Section leaders at management meeting</p> <p>Compiles minutes of daily management meetings and circulates to relevant parties</p> <p>Keeps diary of events/activities</p> <p>Circulates LDCC organogram and telephone/mobile/email contact list to CVRL and NDCC</p>

Table 3 - Duties of veterinary section managers

PERSON RESPONSIBLE	DUTIES OF VETERINARY SECTION MANAGERS
SVI Epidemiology	<p>Liaises with National Disease Control Centre, National Expert Epidemiology Group, LDCC Manager, CVERA, Special Investigation Unit and Garda Siochana, as necessary</p> <p>Heads the Local Epidemiology Team</p> <p>Investigates source of outbreak</p> <p>Is responsible for all matters relating to IPs and SPs, including file maintenance.</p> <p>Traces movements on and off IP(s); if there are many IPs a separate Tracing Section may be necessary</p> <p>Identifies dangerous contact premises and makes recommendations for slaughter</p> <p>Reviews all reports on suspects and traces</p> <p>Records epidemiological data from each IP.</p> <p>Advises on limits of zones</p> <p>Advises on the prioritization of work for other sections (surveillance, cull, clean-up etc.) based on appropriate risk assessment</p> <p>Reports to daily management meetings on significant developments</p> <p>Submits preliminary (within hours), interim (as necessary) and final reports to NDCC and LDCC Managers, R/SSVI, & CVRL</p> <p>See Chapter 18, Epidemiology for more detailed information</p>

Table 3 - Duties of veterinary section managers (continued)

PERSON RESPONSIBLE	DUTIES OF VETERINARY SECTION MANAGERS
VI Surveillance	<p>Defines zones in conjunction with LPIS, NDCC, CVERA and Epidemiology Section</p> <p>Allocates work and delivers surveillance programme</p> <p>Liaises with Epidemiology Section on priority of visits</p> <p>Liaises with LPIS personnel for production of local maps for visits.</p> <p>Ensures all field staff are properly trained in hygiene protocols, visit protocols and reporting procedures.</p> <p>Compiles livestock census data</p> <p>Identifies all marts, abattoirs, product plants, dairies etc in zone (in conjunction with HQ Public Health)</p> <p>Assesses wildlife within zones in conjunction with local Wildlife Ranger. This may require a separate section</p> <p>Receives reports of field visits (debriefs field officers)</p> <p>Receives reports of suspect disease and informs other section heads</p> <p>Gives daily summary report at management meetings (census, visits completed, new suspects)</p> <p>Liaises with equivalent section in NDCC</p> <p>See Chapter 17, Creation of control zones, census and surveillance for more detailed information.</p>

Table 3 - Duties of veterinary section managers (continued)

PERSON RESPONSIBLE	DUTIES OF VETERINARY SECTION MANAGERS
<p>VI Valuation/Slaughter/ Disposal</p>	<p>Receives list of premises or zones to be to be culled from LDCC Manager, as advised by Epidemiology Section</p> <p>Arranges list in order of priority</p> <p>Liaises with local DAF staff, Teagasc and IFA to obtain local knowledge of the farms involved and to ensure appropriate counselling of farmer</p> <p>Organises teams of VIs to carry out visits to farms for pre-slaughter clinical inspections and sampling if required. These VIs must have good communication skills</p> <p>Organises teams of valuers to carry out on-farm valuation prior to slaughter. This may be a separate sub-section, headed by Agricultural Inspector, with trained valuers used in all cases</p> <p>Organises suitable location and staffing for preventive off-site slaughter of livestock, in conjunction with HQ (NDCC, Staffing and Logistics Unit and VPHIS at HQ) and the LA.</p> <p>Liaises with expert on Carcase Disposal at HQ regarding methods of disposal permitted</p> <p>Organises slaughter/disposal teams for livestock. This may involve army or local slaughtermen (depending on method chosen)</p> <p>Ensures preliminary Cleaning & Disinfection has been carried out</p> <p>Ensures all valuation, slaughter & disposal personnel are trained in hygiene protocols and appropriate procedures for visits and reporting</p> <p>Gives daily summary report at management meetings on numbers of herds slaughtered/disposed, times taken, methods and numbers awaiting slaughter/disposal</p> <p>Records dates, methods, numbers of each species and locations of slaughter and disposal for all herds/flocks slaughtered</p>

Table 3 - Duties of veterinary section managers (continued)

PERSON RESPONSIBLE	DUTIES OF VETERINARY SECTION MANAGERS
VI Valuation/Slaughter/ Disposal	<p>Records dates of preliminary Cleaning & Disinfection of each premises, and notifies Cleaning & Disinfection Section of these</p> <p>Liases with equivalent section in NDCC</p> <p>See Chapter 19, Valuation, Chapter 20, Slaughter and Chapter 21, Disposal of carcasses for more detailed information.</p>
VI Cleaning & Disinfection	<p>Liases with Valuation, Slaughter and Disposal Section to ensure that final Cleaning & Disinfection starts 24 hours after preliminary Cleaning & Disinfection</p> <p>Liases with Local Authority, Army, Office of Public Works (depending on method chosen)</p> <p>In conjunction with technical staff, organises Cleaning & Disinfection of IPs and dangerous contact premises. This may involve use of private contractors, Farm Relief Services, Civil Defence</p> <p>Ensures all personnel are trained in hygiene protocols and appropriate procedures for visits and reporting</p> <p>Gives daily summary report at management meetings of numbers of numbers of herds/farms cleaned and disinfected and numbers awaiting cleaning and disinfection,</p> <p>Liases with equivalent section in NDCC</p> <p>See Chapter 22, Cleaning and disinfection of infected premises for more detailed information.</p>

Table 3 - Duties of veterinary section managers (continued)

PERSON RESPONSIBLE	DUTIES OF VETERINARY SECTION MANAGERS
VI Movement Controls	<p>Organises check-point controls in conjunction with Gardai and technical personnel to ensure effective operation. (A Garda Liaison Officer will be located at LDCC for the duration of the FMD emergency)</p> <p>Draws up guidelines for check-point staff in conjunction with equivalent section in NDCC</p> <p>Operates movement Licensing Section, which processes applications, verifies status of holdings on database, issue licences, keep records)</p> <p>Ensures all licences are issued in accordance with appropriate protocols and that personnel are trained in these</p> <p>Liaises with surveillance section re. limits of zones</p> <p>Gives daily summary report at management meetings, such as checkpoint delays, numbers of licences issued etc.</p> <p>Liaises with equivalent section in NDCC</p> <p>See Chapter 14, Controls following confirmation of disease for more detailed information.</p>

Table 4 - Duties of technical manager

PERSON RESPONSIBLE	DUTIES OF TECHNICAL MANAGER
DS	<p>Supervision and rostering of TAOs for the following duties:</p> <ul style="list-style-type: none"> • movement controls – checkpoints and movement licences • field visits (assisting vets on surveillance inspections, compiling census data, validating LPIS data etc.) • management/operation of staff & vehicle disinfection at Local Biosecurity Centre • providing local knowledge, including compilation of field visit lists • carcass disposal • supervision of disinfection of premises

2.3 Management meetings

- a) The LDCC requires a well structured management team consisting of:
 - Regional SSVI
 - DVO SVI
 - Veterinary section heads (Epidemiology, Movement Controls, Surveillance, Valuation/Slaughter/Disposal, Cleaning & Disinfection)
 - Assistant Principal (if available)
 - HEO section heads
 - District Superintendent

- b) The format of the daily management meeting:
 - Section leaders report on previous day's performance, current day's priorities and highlight problems and propose solutions.
 - Individuals are nominated to address any outstanding problem.
 - Regional SSVI outlines/updates NDCC policy and gives direction as required.
 - A report of each meeting is drawn up by the Liaison Officer and circulated to the NDCC and LDCC section heads.

- c) It will also be useful to hold additional meetings during the working day of sub groups formed between selected team members, as required.

3. STAFFING OF LOCAL DISEASE CONTROL CENTRE

DAF employees (internal) and non-DAF (external) will be involved in running the LDCC. **Section 2.2** above details the duties to be performed by the various sections of the LDCC.

3.1 Internal staff

- a) Management team – R/SSVI, DVO SVI, SVI/VI Section leaders, AP (if available), HEO section leaders, DS (technical staff).

- b) VIs – for duties in various sections at centre and for field visits (surveillance programme, investigations, epidemiology related duties, valuation, slaughter, disposal, burial, disinfection etc). These will include permanent VI staff from local DVO and VI staff on transfer.

- c) Technical staff from the local office (DVO + Livestock) and other staff on transfer.

- d) Administrative staff from the local office and other staff on transfer.

- e) Information Systems Division (ISD) – support staff for hardware and software. **NB. ISD staff must be resident on the premises.**

- f) Land Parcel Identification System (LPIS) – LPIS staff must be available to provide specialist mapping outputs as required.
- g) Special Investigation Unit (SIU) who will be responsible for:
- Investigation of suspect irregularities at request of Epidemiology Section
 - Investigation of source of outbreak if irregularities are suspected
 - Updating of Epidemiology Section with relevant information

Multiple outbreaks may require operation of a number of LDCCs running simultaneously, making efficient use of personnel a key issue.

Certain sections may not need to be staffed initially, or may only require a skeleton staff. Individual managers, therefore, may be given responsibility for a number of sections.

As the operation progresses, staffing requirements for each section will be determined by the scale of the outbreak. Sub-sections should be created as required.

Staff numbers should be kept to a minimum until the management structure is in place and the sections have been set-up. Staff requirements should be discussed and agreed at the management meetings before resources are sought from the Staffing and Logistics Unit in HQ.

NB. It is important to ensure staff do not overwork or become unduly stressed to the extent that their health or performance suffers. When the LDCC is fully operational, staff should not be allowed to work excessive hours and regular days off must be scheduled.

3.2 External personnel

Garda Siochana, Army, Local Authority, Teagasc, Duchas, OPW, Civil Defence, Farm Relief, private veterinary practitioners and private contractors perform an important role during a class A outbreak. The role of each agency is described below.

a) Garda Siochana

- Enforcement of movement controls onto and off IPs and suspect premises (SPs)
- Enforcement of movement controls in controlled areas
- Investigation of irregularities in liaison, as necessary, with SIU/Epidemiology Section
- Receipt of notification of suspected outbreaks and notification of NDCC/LDCC
- Back-up for field staff

NB. A Garda liaison officer based at the LDCC provides for optimal communications

b) Local Authorities

- Approval of burial sites (engineering personnel)
- Closure of LA abattoirs
- Provision of heavy-duty machinery
- Provision of staff for duty on IPs and SPs, as needed

c) Farm Relief Agency

- Provision of staff for disinfection duties at checkpoints
- Provision of mobile animal handling equipment as required (gates, crush)

d) Civil Defence

- Provision of staff if requested (e.g. to assist in C&D activities)
- Provision of emergency lighting

e) Private contractors

- Hauliers for transport of animals to slaughter points, as needed
- Contractors for clean-up operations (e.g. C&D of machinery)

f) Private veterinary practitioners

- Farm visits (disease surveillance)
- Assistance in other LDCC duties, as required by the LDCC manager

g) Teagasc

- Staffing of farmer help lines
- Provision of expert staff to LDCC sections
- Provision of local knowledge
- Help with compilation of census figures
- Provision of counselling service (Teagasc/DAF service for depopulated herds)

h) Office of Public Works (OPW)

- Building of pyres
- Provision of heavy-duty machinery, as required
- Assistance of Wildlife Ranger in identifying susceptible wildlife in the area

h) Defence Forces

- Assistance in slaughter and disposal
- Assistance in culling wildlife
- Aid to civil authorities

i) Customs

- Provision of mobile border patrols, as required

3.3 Staffing

- a) Sourcing veterinary and technical field staff will be the responsibility of the Staffing and Logistics Unit in Headquarters. The LDCC manager must anticipate staffing requirements and forward requests to the Section. (See Chapter 7, **Staffing and logistics** for more detailed information.)

4. TRAINING ON ARRIVAL

4.1 Field staff

Section leaders will be responsible for briefing field staff on their arrival at LDCC on their duties and the procedures involved – including biosecurity protocols and personnel matters, such as accommodation and claiming of travel and subsistence allowances.

4.2 Office staff

Office staff will be briefed on arrival by the Personnel Officer on personnel matters.

When staff have been allocated to a particular section they will be briefed, as necessary, by the person in charge of that section.

5. ACCOMMODATION FOR STAFF

There are two approaches:

- 5.1 Staff can be provided with a list of suitable overnight accommodation by the Personnel Section and required to arrange their own accommodation. In this situation, travel and subsistence allowances will be paid and free on-site catering facilities provided during the working day. NB. Farmhouse B&B accommodation may not be suitable because of bio-security concerns.

or

- 5.2 Accommodation may be block-booked in an hotel with all meals provide as part of the contract.

6. SUPPORT SECTIONS

6.1 General administrative sections

Located in main office area:

- a) Switchboard
- b) Helpdesks
- c) Accounts
- d) Personnel
- e) Supplies
- f) Slaughter compensation payments
- g) Data inputting
- h) File retrieval/storage
- i) Secretarial support for LDCC manager
- j) Specific administrative staff for each veterinary section

6.2 Information Systems Division

Staff will report to the administrative division leader.

Responsible for all information technology matters, including:

- PC installation
- Provision/installation of essential software such as e-mail, mapping systems, disease data management system
- Maintenance of equipment and software

6.3 Local Biosecurity Centre (LBC)

- a) Where possible, a separate LBC will be set up to provide a remote permanent location for carrying out cleaning and disinfection of personnel, vehicles and equipment to a consistently high standard.
- b) For details on the siting and operation of the LBC, see Chapter 16, **Local Biosecurity Centre**.

7. COMMUNICATIONS

7.1 Telephones

- a) Direct phone lines from National Disease Control Centre to:
 - LDCC manager
 - Epidemiology section leader
- b) Manned switchboard with extensions to all sections.
- c) Administrative staff allocated to each section will be responsible for answering the phone and logging calls, faxes and e-mails.
- d) All key management personnel will be allocated new mobile phones – with access to the contact numbers strictly controlled – to ensure they are contactable at all times.

7.2 Management meetings

A management meeting to discuss all relevant issues will be arranged at a suitable regular time each day. This will be attended by all Section Leaders. Following the meeting Section Leaders will brief staff under their control of developments (see also **Section 2.3** above for the format of daily management meetings). The report of the daily management meeting will be communicated to all Section leaders and to the NDCC.

7.3 Reports

A daily LDCC report will be compiled by the Liaison Officer and furnished to the NDCC.

7.4 Keeping farmers informed

- a) It is essential that farmers and the public are kept informed of developments from the very beginning.
- b) Help desks should be set up quickly to provide clear, correct and up-to-date information.
- c) Staff manning help desks will be required to deal with queries on suspect cases, movement controls, policy, legislation etc.
- d) This will be a challenging task, as information will be frequently updated. The help desk will liaise with the National Helpline at HQ to ensure consistency in the information given.
- e) Press releases, Commission Decisions, national legislation, Codes of Practice, Expert Advisory Group protocols, guidelines on movement controls, permits etc. will be e-mailed to each LDCC and DVO by the Veterinary Liaison Officer in HQ.
- f) Regular farmer and farm organisation briefing meetings should be held.

7.5 Press liaison

- a) Press Office Liaison Officers will be assigned to LDCCs. They will assist R/SSVIs and the DVO SVIs, who are responsible for media matters, in dealing with local media, including making arrangements (in co-ordination with Headquarters) for briefings.
- b) The DVO SVI should use the local media to provide information to farmers and the general public in the area affected by disease control restrictions. The DVO SVI should make contact with local papers and radio stations at an early stage and seek publication of relevant advice on FMD to farmers and the general public.
- c) It is likely that journalists from national and international media will seek access to the officer in charge and/or individual officers within the LDCC. The senior officer should advise all LDCC staff that all FMD and disease control related information should be regarded as confidential and must not be communicated to the media without prior approval from a Senior Officer at Headquarters.
- d) Following consultation with the DAF Press Officer, Headquarters may designate a local spokesperson. This individual will normally be the senior officer in the LDCC. However, he or she may delegate this task if it interferes with other essential activities.
- e) DAF will establish a local Press Office, remote from the LDCC, at which press briefings will be conducted and from which all official statements will be issued.

7.6 E-mail

- a) E-mail facilities will be provided to all Section Leaders.
- b) Wherever possible laboratory results, circulars etc. should be communicated by e-mail.
- c) Section Leaders should operate efficient electronic filing systems, using appropriately named folders and subfolders.
- d) Files should be appropriately named to indicate the content and the date.

7.7 Fax

- a) At least one fax machine will be provided at the switchboard.
- b) Additional machines may be requested, as necessary.

7.8 Mobile phones for field staff

- a) Mobile phones will be provided to field teams.
- b) Section Leaders will inform their field staff of all appropriate contact personnel and numbers in the various sections at the LDCC.

8. EQUIPMENT

8.1 The following equipment will be required immediately:

- PCs (needs to be determined by LDCC Manager)
- Internet access, including e-mail
- Mapping systems such as LPIS
- Disease management database
- Communication equipment such as phone switchboard and extension lines. Direct lines to manager, epidemiologist.
- Mobile phones for all field staff and management team members. **NB. Phones must be returned to LDCC on departure.**
- Office equipment as required, including photocopier, laminator, fax machines, stationery.
- Field equipment as required, including disinfectant, buckets/brushes, waterproofs, disposable over-suits, gloves, wellingtons, thermometers, maps etc. (See Chapter 7, **Staffing and logistics** for more detailed information.)

8.2 Equipment will be sourced, on request, by the Staffing and Logistics Unit in HQ.

8.3 Direct delivery channels will be established between the LDCC and NDCC.

8.4 If an item of equipment is required urgently it may be purchased locally.

9. FILING

- 9.1** For each herd/flock in the 3k and 10k zones a herd/flock file will be created. These will be located in the general operating area of the LDCC (as in a DVO).
- 9.2** All files relating to Infected Premises, Suspect Premises, Tracings and SIU investigations should be maintained separately under the control of the Epidemiology Section.
- 9.3** Administration will be advised of the location of these files and will keep a register of them.
- 9.4** Administrative back up will be provided to all sections to answer phones, log calls, maintain files, databases etc.
- 9.5** Administrative staff at the switchboard will be responsible for logging and verifying all faxes sent and received.
- 9.6** As far as possible laboratory results, circulars and instructions will be e-mailed to Section Leaders.
- 9.7** Section Leaders will be responsible for informing staff under their control of all circulars relevant to their area.
- 9.8** Laboratory results will be e-mailed from the CVRL to the SVI in charge of the Epidemiology Section.

10. SECURITY

- 10.1** Access to the LDCC working areas must be restricted to authorised personnel to ensure that suitable working conditions are maintained and that distractions are avoided.
- 10.2** The security of valuable equipment and records must be guaranteed around the clock at the LDCC.
- 10.3** Security measures will be put in place to ensure that only authorised personnel and individuals with appointments are allowed entry. This may require the engagement of commercial security services.
- 10.4** Staff will be provided with identity cards with photograph included.
- 10.5** Where the licensing section is located away from the main LDCC, this will also require security outside operational hours.