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**PROJECT EMERGENCY MANAGEMENT PLAN**

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**Approval of Emergency Management Plan**

This Emergency Management and Response Plan has been developed by <COMPANY NAME HERE> for the <Project Name Here> it is to be used in conjunction with the Fire Safety Management Plan.

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# **Introduction**

## **Purpose**

Preparing for emergency situations greatly reduces the risk of injury, illness and fatalities and may limit the damage done to infrastructure and surrounding areas. Well developed and rehearsed emergency preparations assist staff and internal emergency response personnel to respond quickly and effectively to an emergency.

This plan has been prepared by <COMPANY NAME HERE> to detail the manner in which an emergency or critical incident on the Project is to be managed. This document provides guidance, details responsibilities and lines of communication for effective emergency management.

This plan is a sub-plan of the Health and Safety Management Plan, which forms part of <COMPANY NAME HERE> Constructions Management System which is certified to AS/NZS IS0 9001:2000 – Quality Management System, AS/NZS ISO 14001:2004 – Environmental Management System, OHSAS 18001:2007 – Occupational Health and Safety Management System. The implementation of the plan will be monitored, evaluated for currency and any changes made communicated to all relevant personnel.

## 

## **Objectives**

The primary objective of this Emergency Management Plan is to ensure that all Project Team members are prepared to rapidly respond to and effectively manage all emergency situations in order that:

* The safety and wellbeing of all <COMPANY NAME HERE> Project staff and the general public is protected,
* Damages, losses and the duration of disruption to the project are minimised,
* Recovery tasks are coordinated to ensure that the project is restored to normal operation as soon as possible,
* The extent of the emergency is limited, and
* An appropriate public relations strategy is implemented where necessary so as to ensure the public image of the company is maintained.

The first priority in responding to any emergency situation is the consideration of the safety of the public. The necessary measures must be implemented to ensure the public are not placed at risk. These may include:

* Evacuating the public from certain areas.
* Barricading areas that may pose a risk.
* Providing assistance where required.

Where members of the public become involved in any emergency situation the Project Senior HSE Manager should make personal contact with them and assess the need to contact the Project Director.

## **Definitions and Scope**

An emergency is defined as any event (actual or imminent) which arises internally or from external sources which endangers or threatens to endanger the safety and wellbeing of persons on the office or members of the general public.

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| **Assembly Area** | A safe pre-designated open space where persons must assemble after evacuation. |
| **Consequence** | The outcome of an event expressed qualitatively or quantitatively. |
| **Emergency** | An event, actual or eminent, which endangers or threatens to endanger life, property or the environment, and which requires a significant and coordinated response. |
| **Emergency Controller** | An <COMPANY NAME HERE> appointed or nominated person responsible for controlling the incident or emergency at the <COMPANY NAME HERE> Project and for coordinating resources and determining priorities of action and individuals, other than those of the emergency services at the <COMPANY NAME HERE> Project at the site of the incident or emergency. |
| **Emergency Services** | Police, Ambulance or Civil Defence. |
| **Emergency Plan** | A document which details the operational procedures required to be undertaken to deal with an emergency. |
| **Fire Safety Equipment (FSE)** | Equipment installed in the office or within the site which provides fire safety through detection, monitoring or suppression systems (alarms, sprinklers, hydrants, hose reels). |
| **Hazard** | A source of potential harm or a situation with the potential to cause loss. |
| **Likelihood** | Probability or frequency of an event happening. |
| **LEOCON** | Local Emergency Operations Controller (AMC site security and the Island Emergency Command Centre) |
| **Major (Critical) Incident** | Is an incident that:   * Causes death or permanent injury to a person. * Incident requiring emergency medical response. * Causes significant property damage. * Is likely to give rise to public comment. * Is likely to result in legal proceedings against the Principal Contractor or the Client. * Is a near miss with the potential to cause any of the above. * An environmental incident resulting in medium to long term harm to the environment. |
| **Minor (Non–Critical) Incident** | Is an incident that results in:   * First Aid/Medical treatment injuries. * Minor property damage. * A near miss with limited consequences. * An environmental incident resulting in short term or possible harm to the environment. |
| **Emergency Management Plan** | Events which activate the Emergency Management Plan include:   * General Evacuation. * Medical Emergency. * Bomb Threat. * Fire Threat. * Natural Disaster/Storm. * Civil Disorder/Site Invasion. * Public Safety. |

## **Revision Status**

Revisions to this Management Plan will be made as required to reflect the current office conditions and to ensure the continued suitability and effectiveness. The frequency of the review shall be determined by the Project Senior HSE Manager or Corporate OH&S Manager and workplace conditions but shall not exceed 6 months.

## **Amendments Register**

The Project Emergency Management Plan is a live document and will be reviewed and updated where necessary to reflect changes introduced by the project team, site specific outcomes, non-conformances and recommendations arising out of inspections, meetings and audits.

The Amendment register of the Project Emergency Management Plan is not permitted for modification unless prior approval has been granted from the Project Senior HSE Manager of <COMPANY NAME HERE> AMC. The preparation, responsibility and approval of the amendment must be applied and shall be done by authorized <COMPANY NAME HERE> personnel.

The following is a record of amendments (revisions) to this Emergency Management Plan

| **<COMPANY NAME HERE> Emergency Management Plan Register of Amendments** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| Section No: | Page No: | Amendment / Revision No: | Date of Issue: | Prepared By: | Approved By: | Description of Amendments |
| All | All | 0 |  |  |  | New Emergency Plan Prepared |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

# **Emergency Management Team**

## **Emergency Management Team Organisation Chart**

The Emergency Management Team Organisation Chart for the project is contained in Appendix 1

## **Emergency Management Team**

The names and contacts of the Emergency Management Team for the project are contained in Appendix 2.

## **Responsibilities and Duties**

### **Project Director**

The Project Director is responsible to:

* Determine and implement public relations strategy.
* Manage media response if required.
* Liaise with senior government officials.
* Determine if legal support is required.

### **Senior Project Manager**

The Senior Project Manager is responsible to:

* Ensure project and state office coordination.
* Ensure Project Director is fully informed.
* Determine and implement actions if incident warrants Director control.
* Liaise with senior government officials.
* Determine if legal support is required.
* Provide sufficient resources for implementation of the plan.

### **Project Senior HSE Manager**

The Project Senior HSE Manager is responsible for the following:

* Responsible for ensuring the implementation of this procedure and that those who are responsible for tasking’s informed.
* Ensure that competent persons are appointed to be responsible for the development of emergency plans and that competent persons are identified to undertake specific roles in the event of an emergency.
* Ensure that all Emergency Response infrastructure and equipment is fit for purpose and maintained within appropriate time frames.
* Report directly to Senior Project Manager on all emergency issues.
* Assisting with analysis of post incident reporting.

### **Construction Manager**

The Construction Manager is responsible to determine with other personnel the immediate priority actions:

* Ensure Senior Management are fully informed
* Ensure Project Director and senior Project manager are fully informed
* Ensure regional office, consultants and client are notified
* Implement actions and plans that will ensure the <COMPANY NAME HERE> Project Construction Site is restored to normal operations as soon as possible
* Ensure that preventative actions are taken to prevent or minimise problems that may occur as a consequence of the emergency situation
* Personally attend to emergencies affecting members of the public
* Ensure designated emergency personnel receive training in emergency procedures appropriate to their allocated emergency response responsibilities
* Ensure potential emergency situations are identified and specific emergency management plan is developed and regularly reviewed
* Implementation of the critical incident recovery planning in consultation with the Project Senior HSE Manager to ensure assistance is provided to employees who are exposed to critical incidents at work
* Ensure that the <COMPANY NAME HERE> nominated provider has been contacted to put in place any debriefing/counselling services including trauma counselling and strategies to minimise reactions to an incident
* Analyse any recommendations provided by the counselling service for any future management for persons who may have received post incident counselling
* Establish and apply rehabilitation and return to work procedures as required

### **Emergency Controller (Project Director)**

The Emergency Controller is responsibility for providing a structure/process that ensures the following:

* Endorse the <COMPANY NAME HERE> Emergency Management Plan.
* Ensure the implementation of the <COMPANY NAME HERE> Emergency Management Plan and coordinate response in <COMPANY NAME HERE> Project until the arrival of the Emergency Services if required.
* Act as Liaison Officer to the LEOCON when required.
* Assist in ensuring the <COMPANY NAME HERE> Emergency Management Plan is reviewed annually or whenever there is a significant change that has the potential to effect the currency of the plan
* Assist with the development, communication, monitoring and review of the <COMPANY NAME HERE> Emergency Management Plan.
* Ensure the Senior Emergency Coordinator has delegated responsibility for, and authority to act as Deputy Emergency Controller in the Emergency Controllers absence..
* Ensure <COMPANY NAME HERE> Emergency Management Plan resources as outlined in this plan are available to respond, and to provide mutual aid, assistance and executive advice when required.
* Represent the <COMPANY NAME HERE> Project Emergency Management Team and present debrief recommendations and other associated reports to Senior Management.
* Coordinate and control as appropriate the activities of individuals/agencies (other than Emergency Services) at the <COMPANY NAME HERE> Project in the event of an emergency.
* In consultation with Senior Management, monitor operations controlled by Emergency Services and document timeline of events.
* Designate equipment/personnel assembly areas, marshalling areas, briefing area, evacuation assembly area, etcetera for use in emergencies.

### **Senior Emergency Coordinator (Project Senior HSE Manager)**

The Senior Emergency Coordinator (Project Senior HSE Manager) shall assume responsibilities normally carried out by the Emergency Controller when Emergency Controller (Project Director) is not available, and otherwise assist as required.

### **Communication Officer (Project Manager)**

* The Communications Officer is responsible to: contact emergency response personnel by telephone and issue instructions when and as directed by the Emergency Controller (Project Director).
* Record and transmit instructions and information between the Emergency Controller (Project Director) and emergency team members where required.
* In the event that the communications office is not present and/or requires assistance a deputy communications office will be appointed.

### **Emergency Coordinators (HSE team)**

* The Emergency Coordinators (HSE team) are responsible to:
* Notify the Senior Emergency Coordinator (Project Senior HSE Manager) of any emergency on office/site immediately.
* Act on the instructions of the Senior Emergency Coordinator/Communications Officer.
* Implement emergency response procedures for area assigned.
* Advise the Senior Emergency Coordinator as soon as possible of circumstances and any actions taken.
* Instruct personnel to assist as required.
* Ensure that all personnel leave the office immediately and proceed to the assembly point.
* Clear area of responsibility ensuring nobody remains.
* In the case of fire, check to ensure that fire doors are properly closed and leave the site/office, closing doors and gates, but not preventing exit.
* In the case of bomb threat, exit leaving all entrances open.
* Ensure nobody leaves the assembly point until all personnel are accounted for.
* Search floor or area to ensure all persons are accounted for.
* Ensure orderly flow of people from the area.
* In the case of bomb threat, exit leaving entrances open.
* Assist mobility impaired persons.
* In the case of fire check to ensure that fire doors and smoke doors are properly closed.
* Identifying potentially critical incident circumstances, assessing and controlling of critical incident risks effectively.
* Ensuring the well-being of employees following a critical incident.

### **HSE Committee Chair (Senior Project Manager)**

The HSE Committee Chair is responsible to:

* Liaise with committee members, members of the security staff at assembly point.

### **Security Personnel**

* Prevent persons re-entering the office.
* Assist emergency services personnel where required.
* Assist in the role of calling office personnel at the assembly point.

### **First Aid Attendant/Male Nurse**

The First Aid Attendant/Male Nurse is responsible to:

* Determine and coordinate immediate first aid actions.
* Administer first aid where required.
* Act on the instructions of the Emergency Controller (Project Director)/Communications Officer.

### **Project Secretary (Bomb Threat)**

The Project Secretary is responsible to:

* Obtain as much information as possible if a telephone threat relating to a bomb threat is received.
* Notify the Office Manager immediately of any bomb threat.

### **All Office Personnel**

All personnel on the site/office are responsible to:

* Notify the Emergency Controller (Project Director) or Emergency Coordinators (HSE team) of any emergency in office immediately.
* Follow the directions of emergency coordinators.

### **Project Senior HSE Manager**

The Project Senior HSE Manager is responsible to:

* Coordinate the development, communication, monitoring and review of the <COMPANY NAME HERE> Emergency Management Plan
* Ensure then effective implementation of the <COMPANY NAME HERE> Emergency Management Plan.
* Ensure Emergency Management Team’s training is kept current.
* Ensure that all Emergency Response infrastructure and equipment is fit for purpose and maintained within appropriate time frames.
* Report directly to the Project Director and Corporate OH&S Manager on all emergency issues.
* Assisting with analysis of post incident reporting.

### **<COMPANY NAME HERE> Night Shift Manager**

The Night Shift Manager is responsible to:

* Immediately ascertain the nature of the emergency and determine and implement appropriate action.
* Make sure that appropriate emergency services have been contacted.
* Mobilise required personnel from the site and brief them the situation and actions to be taken.
* Ensure that the affected area is secured.
* Ensure unauthorized public access is prevented.
* Brief emergency services personnel upon arrival, on type, scope, and location of the emergency and the status of any evacuation and thereafter and on the senior officer’s instructions.
* Notify authorities as required.
* Ensure that the Safety Manager, Construction Manager and the Project Director are informed of all emergencies.
* Ensure that, where relevant, the scene of the emergency is not disturbed until investigations have been conducted.
* Ensure that emergency equipment is replenished after use.

# **Emergency Preparedness**

## **Consultation, Communication and Information**

Emergency response information will be communicated to all persons working on office via, induction, notice boards and signage. This information will be periodically reviewed to ensure the content is valid.

The Emergency Management Team shall meet at least every 6 months to review emergency management procedures.

Any change to procedures shall be communicated to the Staff via the HSE Department and displayed on the site office notice boards.

## **Awareness and Training**

Project Senior HSE Manager shall identify any additional training requirements that need to be carried out to ensure the efficient operation of the Emergency Plans. Any training required shall be arranged in accordance with the training procedure.

<COMPANY NAME HERE> will ensure systems are in place to identify, plan, document and monitor training needs so that employees can competently meet their responsibilities.

All persons working on <COMPANY NAME HERE> Project are required to attend and satisfactorily complete the induction. The induction shall outline the emergency response and evacuation procedures.

Emergency team members shall receive essential training in emergency response procedures and equipment.

Emergency Team Member names and contact numbers will be displayed on emergency contact lists displayed on site office notice boards.

## **Emergency Evacuation Plan**

An Emergency Evacuation Plan will be displayed in office notice boards illustrating exit and emergency exit points, assembly points and first aid facilities. This plan will be amended as potential emergencies are identified.

The evacuation plan for the <COMPANY NAME HERE> project is contained in Appendix 5.

When an evacuation is conducted (actual or exercise) a report shall be completed (Appendix 6).

## **Trial Evacuations**

Trial evacuations will take place on this site every six months. The exercise shall include participation of all employees working in the <COMPANY NAME HERE> Project.

## **Emergency Contact Numbers**

The Emergency contact list for the office is contained in Appendix 3. The contact list shall be displayed on the site office notice boards.

## **Emergency Response Equipment and Services**

HAAD Male Nurse is responsible for maintaining the Emergency Response Equipment properly at all times. List of all Emergency Response Equipment to be attached as Appendix 6

Emergency response equipment will be regularly inspected and maintained to ensure the suitability, location, accessibility and service ability and records of testing will be maintained.

Signage shall be displayed to indicate where emergency facilities and equipment is located.

## **Cash Float for Emergencies**

In order to handle medical treatment cases and emergencies which require transfer of employee to hospital <COMPANY NAME HERE> Nurse will be provided with cash float amount which can be used as cash advance for hospitals, casualty admissions etc.

It is the responsibility of the site nurse to maintain record of cash flow and to handover the record to next shift male nurse. Site nurse and <COMPANY NAME HERE> safety manager is the only person authorized to make the decision of using and issuing case in case of emergency. Cash will not be issued to any third party and <COMPANY NAME HERE> representative to accompany for such emergencies situations and admission.

All bills to be retained and issued to Mr. Pandian with clear reference of the use/date/details of patient. Cash will not be reimbursed without bills. <COMPANY NAME HERE> representative (<COMPANY NAME HERE> nurse, safety and welfare personnel) to coordinate the hospital admission during emergencies.

## **Inspections**

Emergency equipment, exit signs, paths of travel and alarm systems will be inspected, tested and maintained at regular intervals in accordance with the Inspection and test schedule contained in the Health and Safety Management Plan.

## **Audit / Review**

Responsible Persons with assistance from the Project Senior HSE Manager / Corporate OH&S Manager are to review the Emergency Plans on a yearly basis or if there is any major change to the Project.

A review of any drill or actual implementation of the Emergency Procedures is to be undertaken and findings recorded. Where corrective actions are identified these are to be managed in compliance with procedure. Records of reviews are to be submitted to management review meetings.

## **Emergency Managing on Fridays and Holidays**

Security on duty shall be responsible to manage the Emergency situation on Fridays and Holidays. Their duties and responsibilities will be as under:

Immediately ascertain the nature of the emergency and determine and implant appropriate action if competent.

Call appropriate emergency services if situation warrants.

Inform Office Manager or Construction Manager or Project Senior HSE Manager.

Act on the instructions of Office Manager / Construction Manager / Project Senior HSE Manager or Emergency Managing Team.

# **Emergencies and Evacuation Protocol**

## **Emergency Evacuation Protocols for all Personnel**

In the event of an emergency requiring office evacuation the following emergency evacuation protocols must be followed:

* On sounding of the evacuation alarm, all work must cease immediately, switch off plant and machinery (if being used) where possible, and leave tools behind.
* Employees will be directed to leave the site/office via the site/office access gates.
* The Emergency Controller (or his delegate) will be positioned at the above gates and will direct employees to the Assembly Point (see Appendix 4 – Evacuation and layout Plan).
* No person shall take the hoist or lifts and hoist/lift operators shall lock off their hoist /lift at the ground floor if possible or at the nearest floor (where hoists/lifts are present on the project).
* Hoists will only be used under the direct instruction of <COMPANY NAME HERE> management and the emergency services personnel (where hoists/lifts are present on the project).
* If you notice that other personnel have not heard the evacuation signal, make them aware that the evacuation is in progress.
* When you are off site/office, do not re-enter until the all clear has been given by the Emergency Controller (or his delegate).
* Do not go to the lunch area or toilet when evacuating the office. It is imperative that all personnel be accounted for at the evacuation assembly areas immediately.
* <COMPANY NAME HERE> Emergency Management Team will liaise with the Emergency Services if deemed necessary. Evacuation of any adjacent site will only be at the discretion of the Emergency Services.
* At the assembly point, personnel will assemble and remain there while Evacuation Coordinator checks off each person.
* The results of the head count must be reported to the Emergency Controller (or his delegate).
* Ensure that all employees, contractors and visitors have been accounted for.
* Only the Emergency Controller (or his delegate) will give the ‘ALL CLEAR’ before allowing personnel to return to the office.

## **General Evacuation – Emergency Response**

In the event of an Evacuation, the following steps must be taken:

Emergency situation identified – Incident is classified as emergency in accordance with definitions in Emergency Management Plan. Secure area immediately. If unable to do so seek assistance.

Notify closest HSE team member – Provide details regarding location and extent/nature of incident.

* If a minor (non-critical) incident control locally.
* If a major (critical) incident contact Emergency Controller. HSE team member investigates to determine nature and extent of emergency.
* Contact Emergency Controller, inform/brief and await further instructions – Ensure all personnel are on alert for possible evacuation.
* Evacuation required – Fire Warden on instruction from Emergency Controller to notify Evacuation Coordinators.
* Restrict access to site/office of incident, if safe to do so.

Fire Warden to notify all staff, and visitors of the evacuation by activating the emergency alarm.

* Assemble at evacuation point, account for all personnel and await further instructions – All personnel to evacuate to designated assembly points. HSE team member to maintain communications with Emergency Controller to ensure that all employees and visitors are accounted for.
* Emergency Team to secure area and plant if safe to do so – If Emergency Team is unable to secure area and plant, Emergency Controller to contact Emergency Services for assistance. Emergency Controller receives ‘ALL CLEAR’ from Emergency Team or Emergency Services.
* Receive ‘ALL CLEAR’ notification from Emergency Services and inform HSE team member to return to work – Emergency Controller receives ‘ALL CLEAR’ from Emergency Services, and relays direction to HSE team members.
* Initiate recovery, counselling investigation and review – Initiate recovery, reporting and notification processes (as required) according to project procedures and legislation.
* Debrief/review process – participate in emergency debriefing exercise (review adequacy of Emergency Procedure – General Evacuation). Emergency Response Team and relevant Managers and supervisors to participate in this debrief/review exercise.

## **Medical – Emergency Response**

In the event of a medical emergency the following steps must be taken:

* Notify Supervisor and/or HSE team member.
* Office Manager/ HSE team member to ascertain the extent of the incident (Major or Minor) – If determination is a Minor Incident, injured person is taken to the conference area for further treatment, and then returned to work following First Aid Officer Assessment.
* If the determination is a Major Incident, a member of the HSE team is to contact the Project senior HSE Manager (Designated Emergency Controller), who then contacts Emergency Services and the Island Emergency Command Centre – Emergency Controller to liaise with HSE team member to determine if an evacuation is required:
* Evacuate if necessary – HSE team member to notify all staff and visitors of the evacuation in the relevant work areas.
* Direction to evacuate by Emergency Controller – all persons to proceed to the designated emergency assembly point. If safe to do so, HSE team member to ensure access is restricted to incident area. HSE team member to maintain communications with Emergency Controller to ensure all employees and visitors are accounted for.
* Emergency Services to treat injured person – Emergency Services to be escorted to relevant area in office by designated Supervisor/Fire Warden. Emergency Services to take control of incident.
* Injured person transported to hospital – designated supervisor to accompany injured person to hospital. Incident area to remain secured.
* Receive ‘All Clear’ notification from Emergency Controller – Emergency Controller receives ‘All Clear’ from Emergency Services. Relay to HSE team member to recommence work. Ensure incident area remains secured until further notice from Emergency Controller.
* Initiate rehabilitation, counselling and reporting – initiate rehabilitation, reporting and notification processes (as required) according to <COMPANY NAME HERE> HSE procedures and legislation.
* Debrief/review process – participate in emergency debriefing exercise (review adequacy of Medical Emergency Procedure) Emergency Response Team and relevant Managers and Supervisors to participate in this debrief/review exercise.

## **Bomb Threat – Emergency Response**

In the event of a bomb threat the following steps must be taken:

HSE team member to notify Emergency Controller who notifies Senior Management and the following protocol is followed:

* Determine extent of emergency (if possible) and areas of office affected including surrounding businesses
* Use phone to notify other personnel in relevant areas of the site/office
* Emergency Controller notifies Local Emergency Operations Controller (LEOCON) and Island Emergency Command Centre.
* Emergency Controller to notify Emergency Services and evacuate personnel from office – Area Wardens to notify all employees and visitors of the evacuation and proceed calmly to designated Emergency Assembly Points. Do not operate alarm system.
* Emergency Controller to notify Client/Consultant with assistance from LEOCON if necessary – Fire Warden to allocate designated person to escort Emergency Services to meeting area.
* Emergency Response Control is handed over to Emergency Services – brief Emergency Services, providing information regarding the status of all office staff visitors. Designated HSE team members to act and relay instructions to Emergency Controller who in turn present information to Emergency Services.
* Receive ‘All Clear’ notification from Emergency Services – Emergency Controller receives ‘All Clear’ from Emergency Services, and relays this to HSE team member who request personnel to return to work.
* Initiate recovery, investigation and review – Initiate recovery, reporting and notification processes (as required) according to <COMPANY NAME HERE> HSE procedures and legislation.
* Debrief/review process – participate in emergency debriefing exercise (review adequacy of Emergency Procedure – Bomb Threat). Emergency Response Team and relevant Managers and Supervisors to participate in this debrief/review exercise.

## **Fire Threat – Emergency Response**

In the event of a Fire in workplace the following steps must be taken:

* Fire in Workplace – If employees are trained and it is safe to do so, control fire immediately with available and correct equipment (portable fire extinguisher/fire hose reels). If not, immediately notify Supervisor / Management.
* Notify Supervisor/or HSE team member – Provide details regarding location and extent/nature of fire if known. Safety Officer/Fire Warden to investigate to determine the extent and nature of the emergency.
* HSE team member to ascertain the extent of fire and notify Senior Emergency Coordinator – Does the emergency potentially affects all office areas or can it be restricted to specific locations of the office.
* Use phone/mobile notify Area Wardens in other affected areas of the project and contact Emergency Controller. Determine source of fire, restrict access and contain fire if safe to do so.
* Emergency Controller to decide if evacuation is required and contact Emergency Services – Emergency Controller to liaise with Fire Warden to determine if an evacuation is required.
* If required, activate emergency alarm to begin evacuation – HSE team member/designated personnel to activate the emergency alarm in order to begin office evacuation.
* If ordered to evacuate, all personnel to proceed to the designated assembly points – HSE team member to maintain communications with the Emergency Controller to ensure all <COMPANY NAME HERE> employees, Clients, Consultants, Subcontractors and Visitors (if necessary) are accounted for.
* If evacuation is not required proceed as per Emergency Controllers direction – If safe to do so, HSE team member to ensure fire is controlled using available resources and equipment (portable fire extinguisher, fire hose reels).
* Emergency Controller to hand control to the attending Emergency Services – Brief Emergency Services, providing information regarding status of all Staff and Visitors.
* Receive ‘ALL CLEAR’ notification from Emergency Services and inform HSE team member to return to work – Chief Warden receives ‘ALL CLEAR’ from Emergency Services, and relays direction to Area Wardens.
* Initiate recovery, investigation and review – Initiate recovery, reporting and notification processes (as required) according to <COMPANY NAME HERE> HSE procedures and legislation.
* Debrief/review process – participate in emergency debriefing exercise (review adequacy of Emergency Procedure – Fire threat). Emergency Response Team and relevant Managers and Supervisors to participate in this debrief/review exercise.

## **Natural Disaster/Storm – Emergency Response**

In the event of a natural disaster such as a storm or flood affecting the workplace, the following steps must be taken:

* Natural disaster/storm affecting the workplace – If employees are trained and it is safe to do so, control situation and secure area immediately with available and correct emergency equipment for the task at hand. If not immediately notify Supervisor/Management.
* Notify Supervisor and/or HSE team member – Provide details regarding location and extent/nature of emergency if known. Office Manager/ HSE team member to investigate and determine the extent and nature of the emergency.
* An HSE team member is to ascertain the extent of emergency and notify Emergency Controller - Does the emergency potentially affects all areas or can it be restricted to specific locations of the site.
* Use phone/mobile to notify HSE team member /Office Manager in other affected areas of the project and contact Project Senior HSE Manager.
* An HSE team member is to decide if evacuation is required and contact Emergency Services – Emergency Controller to liaise with HSE team member to determine if an evacuation is required and notify LEOCON and Island Emergency Command Centre.
* If required, activate Emergency Alarm to begin evacuation – HSE team member to notify all Staff and Visitors of the evacuation by activating the emergency alarm.
* If ordered to evacuate, all personnel to proceed to the designated assembly points – All personnel to evacuate to designated points. HSE team member to maintain communications with Emergency Controller to ensure that all <COMPANY NAME HERE> employees, Clients, Consultants, Subcontractors and visitors (if necessary) are accounted for.
* If evacuation is not required proceed as per Emergency Controllers direction – If safe to do so, HSE team member to ensure emergency is controlled using available resources and equipment.
* Emergency Controller to hand control to the attending Emergency Services – Brief Emergency Services, providing information regarding status of all Staff, Contractors and Visitors.
* Receive ‘ALL CLEAR’ notification from Emergency Services and inform HSE team member to return to work – Emergency Controller receives ‘ALL CLEAR’ from Emergency Services, and relays direction to HSE team member.
* Initiate recovery, investigation and review – Initiate recovery, reporting and notification processes (as required) according to the <COMPANY NAME HERE> HSE procedures and legislation.
* Debrief/review process – participate in emergency debriefing exercise (review adequacy of Emergency Procedure – Natural Disaster/Storm). Emergency Response Team and relevant Managers and Supervisors to participate in this debrief/review exercise.

## **Civil Disorder/Site Invasion – Emergency Response**

In the event of Civil Disorder and Office/Site Invasion affecting the <COMPANY NAME HERE> Project, the following steps must be taken:

* Civil disorder and office invasion affecting <COMPANY NAME HERE> Project – If employees are trained and it is safe to do so, control situation and secure area immediately with available and correct emergency equipment for the task at hand. If not immediately notify Supervisor/Management.
* Notify Supervisor/ HSE team member – Provide details regarding location and extent/nature of emergency if known. Safety Officer/Fire Warden to investigate and determine the extent and nature of the emergency.
* HSE team member to ascertain the extent of emergency and notify Project Senior HSE Manager - Does the emergency potentially affects all office areas or can it be restricted to specific locations of the site/office.
* Use phone/mobile to notify HSE team members in other affected areas of the project and contact Emergency Controller.
* Emergency Controller to decide if evacuation is required and contact Emergency Services – Emergency Controller to liaise with HSE team member to determine if an evacuation is required and notify LEOCON .
* If required, activate the Emergency Alarm System to begin evacuation – HSE team member to notify all Staff and Visitors of the evacuation by activating the Emergency Alarm.
* If ordered to evacuate, all personnel to proceed to the designated assembly points – All personnel to evacuate to designated assembly points. HSE team member to maintain communications with Emergency Controller to ensure that all <COMPANY NAME HERE> employees, Clients, Consultants, Subcontractors and visitors are accounted for.
* If evacuation is not required proceed as per Emergency Controller direction – If safe to do so, HSE team member to ensure emergency is controlled using available resources and equipment.
* Emergency Controller to hand control to the attending Emergency Services – Brief Emergency Services, providing information regarding status of all Staff and Visitors.
* Receive ‘ALL CLEAR’ notification from Emergency Services and inform Fire Wardens to return to work – Chief Warden receives ‘ALL CLEAR’ from Emergency Services, and relays direction to HSE team member.
* Initiate recovery, investigation and review – Initiate recovery, reporting and notification processes (as required) according to the <COMPANY NAME HERE> HSE procedures and legislation.
* Debrief/review process – participate in emergency debriefing exercise (review adequacy of Emergency Procedure – Civil Disorder and Site Invasion). Emergency Response Team and relevant Managers and Supervisors to participate in this debrief/review exercise.

## **Plant/Vehicle Collision – Emergency Response**

In the event of Plant or Vehicle Collision affecting the project site, the following steps must be taken:

* Plant or Vehicle Collision affecting the <COMPANY NAME HERE> Project Site – If employees are trained and it is safe to do so, control situation and secure area immediately with available and correct emergency equipment for the task at hand. If not immediately notify Management/Supervisor.
* Notify Supervisor and/or HSE team member – Provide details regarding location and extent/nature of emergency if known. Manager/Supervisor to investigate and determine the extent and nature of the emergency.
* HSE team member to ascertain the extent of emergency and notify Emergency Controller - Does the emergency potentially affect all site locations or can it be restricted to specific locations of the site
* Use designated 2-Way Radio Channel to notify HSE team member Supervisors in other affected areas of the project and contact Emergency Controller.
* Emergency Controller to decide if evacuation is required and contact Emergency Services – Emergency Controller to liaise with Area Warden to determine if an evacuation is required and notify LEOCON (Local Emergency Service)
* If required, Emergency Controller to notify all affected parties – HSE team member to notify all Staff, Contractors and Visitors of the evacuation in the affected areas of the project site by making an announcement on the designated emergency 2-Way Radio Channel.
* If ordered to evacuate, all personnel to proceed to the designated assembly points after activating the Emergency Alarm – All personnel to evacuate to designated assembly points. HSE team member to maintain communications with Emergency Controller to ensure that all employees, contractors and visitors are accounted for.
* If evacuation is not required proceed as per Emergency Controllers direction – If safe to do so, HSE team member to ensure fire is controlled using available resources and equipment.
* Emergency Controller to hand control to the attending Emergency Services – Brief Emergency Services, providing information regarding status of all Staff, Contractors and Visitors.
* Receive ‘ALL CLEAR’ notification from Emergency Services and inform Fire Wardens to return to work – Emergency Controller receives ‘ALL CLEAR’ from Emergency Services, and relays direction to HSE team member.
* Initiate recovery, investigation and review – Initiate recovery, reporting and notification processes (as required) according to <COMPANY NAME HERE> HSE procedures and legislation.
* Debrief/review process – participate in emergency debriefing exercise (review adequacy of Emergency Procedure – Plant/Vehicle Collision). Emergency Response Team and relevant Managers and Supervisors to participate in this debrief/review exercise.

## **Public Safety – Emergency Response**

In the event that a member of the public gains unauthorised access to the office or an incident occurs in the office zone:

Possible scenarios include:

* Unintended or unauthorised access to the work zone
* Interaction with mobile plant
* Incident involving public amenities
* Breach of perimeter fence or physical barriers
* Unauthorised office access by member of the public – Staff to advise Supervisor of any unauthorised person(s) at office.
* Supervisor to conduct investigation to determine identity of persons and reasons for entering the office/site – Supervisor with Security support to approach any unidentified persons to determine their identity and purpose for being in the office/site. If access is unintended escort the person(s) off the site and out of danger.
* Supervisor to contact Security if unable to relocate unauthorised person(s) – Security with Supervisor to approach unauthorised person(s) and arrange to escort the person(s) off the site and out of danger.
* Office Manager to contact Emergency Controller if unable to relocate unauthorised person(s) – Project Senior HSE Manager to conduct incident investigation/route cause analysis and develop and implement necessary actions to prevent reoccurrence
* Emergency Controller to contact Police and have unauthorised person removed from the Office Emergency Controller to brief Police, providing information regarding unauthorised person(s) and details of sequence of events regarding the incident.
* Project Senior HSE Manager to investigate the circumstances giving rise to the breach of the site perimeter and subsequent work zone and inform <COMPANY NAME HERE> Management Team and other interested parties of the outcome and future preventative action arising from the investigation.
* Emergency Controller to complete the relevant incident reporting systems and records as required.

## **Environmental Spill – Emergency Response**

This Environmental spill response procedure details the processes to be followed in the event of an oil or fuel spill or a hazardous substance incident on site.

* Oil, fuel or chemical spills on site – All spills should be considered hazardous unless the nature of the spill is clear and obvious. If the nature of the spill is not clear, the local Emergency Service Provider and other controlling authorities should be contacted.
* Notify the work Supervisor and the Project HSE Manager – Provide details regarding location and materials spilt. Works Supervisor and the Project HSE Manager to investigate and determine personnel safety hazards (including traffic control).
* Locate source of spill and isolate to prevent further discharge, only if safe to do so – If possible transfer all remaining fuel, oil of chemical out of the damaged tanks, utilising appropriate personal protective equipment (PPE).
* Deploy absorption and containment materials to minimise the spread of the spill – Erect barriers around the spill to prevent is from entering drains and water bodies and maintain them in place until the spill has been cleaned up. Place absorbent material from the spill kit on the spill and allow it to be fully absorbed.
* Notify emergency response agencies as appropriate – Safety Manager to notify local authorities if evidence of non-trivial environmental harm.
* Dispose of contaminated spill kit equipment appropriately – Remove absorbent material from the site as soon as practicable or within 24 hours of the spill occurring. Place contaminated clean up equipment in designated oil waste container for disposal. Do not place used materials back in the spill kit.
* Remove safety controls put in place during the spill – Remove traffic diversions and reopen public areas as soon as the area becomes safe.
* Complete Incident Report as directed by the Project HSE Manager – Keep accurate records of labour, plant and equipment and materials utilised on the job associated with the hazardous clean up and landfill disposal. Ensure all incident reporting is completed.

## **Structural Instability/Collapse – Emergency Response**

In the event of Structural Instability/Collapse affecting the project site, the following steps must be taken:

* Structural Instability/Collapse affecting the Project Site – If employees are trained and it is safe to do so, control situation and secure area immediately with available and correct emergency equipment for the task at hand. If not immediately notify Management/Supervisor.
* Notify Supervisor and/or HSE team member – Provide details regarding location and extent/nature of emergency if known. Manager/Supervisor to investigate and determine the extent and nature of the emergency.
* HSE team member to ascertain the extent of emergency and notify Emergency Controller - Does the emergency potentially affect all site locations or can it be restricted to specific locations of the site
* Use designated 2-Way Radio Channel to notify Area Wardens/Supervisors in other affected areas of the project and contact Chief Warden.
* Emergency Controller to decide if evacuation is required and contact Emergency Services – Emergency Controller to liaise with HSE team member to determine if an evacuation is required and notify Local Authorities.
* If required, Emergency Controller to notify all affected parties – HSE team member to notify all Staff, Contractors and Visitors of the evacuation in the affected areas of the project site by making an announcement on the designated emergency 2-Way Radio Channel.
* If ordered to evacuate, activate the Emergency Alarm and all personnel to proceed to the designated assembly points– All personnel to evacuate to designated assembly points. HSE team member to maintain communications with Emergency Controller to ensure that all employees, contractors and visitors are accounted for.
* If evacuation is not required proceed as per Emergency Controller direction – If safe to do so, HSE team member to ensure fire is controlled using available resources and equipment.
* Emergency Controller to hand control to the attending Emergency Services – Brief Emergency Services, providing information regarding status of all Staff, Contractors and Visitors.
* Receive ‘ALL CLEAR’ notification from Emergency Services and inform Fire Wardens to return to work – Project HSE Manager receives ‘ALL CLEAR’ from Emergency Services, and relays direction to HSE team member
* Initiate recovery, investigation and review – Initiate recovery, reporting and notification processes (as required) according to <COMPANY NAME HERE> HSE procedures and legislation.
* Debrief/review process – participate in emergency debriefing exercise (review adequacy of Emergency Procedure – Structural Instability/Collapse). Emergency Response Team and relevant Managers and Supervisors to participate in this debrief/review exercise.

## **Post Incident Counselling**

In the event of a Critical Incident, the following recovery planning steps must be taken immediately after the incident:

* Office Manager to assess the situation to identify public and staff that may have been affected by the incident and may require assistance, debriefing or counselling services including trauma counselling.
* Inform the Project Director, and the Project Senior HSE Manager of the situation;
* Inform all employees about what has occurred as necessary;
* Office Manager in consultation with the Project Director to make direct contact HR Services to organise support through the Employee Assistance Program provider. Office Manager to provide HR Services with details of the incident and ensure HR Services make arrangements for debriefing /counselling services including trauma counselling required.
* All employees who have been exposed to the incident are to be advised that debriefing sessions will be arranged as well as access to individual post incident counselling including trauma counselling. Details on timeframes, type of services and location for providing interventions will be dependent on circumstances of incident, reactions being experienced and staff member’s availability and agreement to attend.
* Members of the public who have been exposed to the incident are to be advised that debriefing may be provided to them through the <COMPANY NAME HERE> service provider. Counselling for members of the public is not provided on an ongoing basis and they are to be advised to contact their own doctor should further assistance be required.

# **Appendices**

## **Appendix 1 – Emergency Management Team Organisation Chart**

## **Appendix 2 – Emergency Management Team and telephone cascade**

|  |  |  |  |
| --- | --- | --- | --- |
| Emergency Team Role | Name | Phone | Position Held |
| Emergency Coordinator (HSE team 1) |  |  |  |
| Senior Emergency Coordinator |  |  |  |
| Emergency Controller |  |  |  |
| Communication Officer |  |  |  |
| Emergency Coordinator (Construction team) |  |  |  |
| Emergency Coordinator (HSE team 2) |  |  |  |
| First Aid Attendant |  |  |  |
| First Aid Attendant |  |  |  |
| Project Secretary |  |  |  |
| Security Personnel |  |  |  |
| Security Personnel |  |  |  |
| Security Personnel |  |  |  |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **FIRE & EMERGENCY MANAGEMENT TEAM** | | | | | | | | | | |
| **AREA** | | **NAME** | **DESIGNATION** | **ROLE** | | **TRAINING** | **CONTACT NUMBERS** | **SUB-CONTRACTOR’S REPRESENTIVES** | | |
| **NAME** | **COMPANY** | **CONTACT NO.** |
| **ALL AREAS** | |  |  | **Sr. Emergency Controller** | |  |  |  |  |  |
|  |  | **Emergency Controller** | |  |  |  |  |  |
|  |  | **Emergency Controller** | |  |  |  |  |  |
|  |  | **Sr. Emergency Coordinator** | |  |  |  |  |  |
|  |  | **Emergency Coordinator** | |  |  |  |  |  |
|  |  | **Communication Officer** | |  |  |  |  |  |
|  |  | **Emergency Coordinator** | |  |  |  |  |  |
|  |  | **Communication Officer** | |  |  |  |  |  |
|  |  | **First Aider** | |  |  |  |  |  |
| **HOSPITAL AND AUTHORITY** |  | |  | |  | | **FIRE / CIVIL DEFENSE** | |  | |
|  | |  | |  | | **AMBULANCE** | |  | |
|  | |  | |  | | **POLICE** | |  | |

## **Appendix 3 – Emergency Contact Numbers**

|  |  |
| --- | --- |
| Emergency Team Role | Phone |
| Police and Ambulance |  |
| Electricity and Water |  |
| Civil Defence |  |
| Emergency Service |  |
| Hospital |  |

## **Appendix 4 – Evacuation and Layout Plans**

## **Appendix 5 – Emergency Evacuation Manpower Check Report**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Logo Here** | | | | | **EMERGENCY EVACUATION MANPOWER CHECK REPORT** | | | | | | | | | | | | | **Project :** | |
|
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|  | | | | | | | | | | | | | | | | | | | |
| **Company** | | | **:** |  | | | | | | | | | | | | | | **Date** | |
|  | | | | | | | | | | | | | | | | | | | |
| **Assembly Area No.** | | | | | **Department** | | | | **Actual Strength** | | | | | **Strength on Evacuation** | | | | **Remarks** | |
| **Staff** | | | **Workers** | | **Staff** | **Workers** | | |  | |
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| **Date** | **:** |  | | | | | | **Time** | | **:** |  | | | **Time taken to - Evacuate Site** | | | | |  |
|  | | | | | | | | | | | | | | **- Head Count** | | | | |  |
|  | | | | | | | | | | | | | | | | | | | |
| **Checked / Compiled by (Name)** | | | | | | **:** |  | | | | | | | **Signature** | | **:** |  | | |
|  | | | | | | | | | | | | | | | | | | | |
| **Site Manager (Name)** | | | | | | **:** |  | | | | | | **Signature** | | | **:** |  | | |

## **Appendix 6 – Emergency Evacuation Report**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Logo Here** | | | | | **EMERGENCY EVACUATION REPORT** | | | | | | | | | | | | | **Project :** | |
|
|
| **Project / Area Evacuated :** | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | |
| **NATURE OF THREAT / REASONS FOR EVACUATION** | | | | | | | | | | | | | | | | | | | |
| **Actual □** | | | | | | | | | | | **Trial □** | | | | | | | | |
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| **Date :** | | | | | | | **Time :** | | | | **Weather Conditions :** | | | | | | | | |
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| **No. of Personnel :** | | | | | |  | | | | | | | | | **Subcontractors** | | | | |
|  | | | | | | | | |  | | | | |
| **Time Taken to Evacuate Site** | | | | | | | | **:** |  | | | | | | | | | | |
| **Time Taken to Conduct Head Count** | | | | | | | | **:** |  | | | | | | | | | | |
| **Total Time to Clear Site and Resume Work** | | | | | | | | **:** |  | | | | | | | | | | |
| **Discrepancies noticed (e.g. Audibility of Speakers / Horns, Access, Positioning or wardens / EMT, etc.)** | | | | | | | | | | | | | | | | | | | |
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| **Improvements Required / Comments Speakers / Horns, Direction, etc.):** | | | | | | | | | | | | | | | | | | | |
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## **Appendix 7 – Bomb Threat Checklist**

**REMEMBER KEEP CALM – DON’T HANG UP**

|  |  |
| --- | --- |
| **Questions To Ask** | **Threat Language** |
| When is the Bomb going to explode? | Well Spoken |
| Where did you put the Bomb? | Incoherent |
| When did you put it there? | Irrational |
| What does the Bomb look like? | Taped |
| What kind of Bomb is it? | Message read by caller |
| What will make the Bomb explode? | Abusive |
| Did you place the Bomb? | Other |
| Why did you place the Bomb? | **Background Noises** |
| What is your name? | House noises |
| Where are you? | Aircraft |
| What is your address? | Local call |
| **Exact Wording of Threat** | Long Distance |
| (insert) | Voices, Music |
|  | Machinery |
|  | Other background noise |
| **Action** | **Other** |
| Report call immediately to: (insert) | Sex of caller |
| Phone Number: (insert) | Estimated age |
| **Caller’s Voice** | **Call Taken** |
| Accent (specify) | Date |
| Any impediment (specify) | Time |
| Voice (loud, soft etc.) | Duration of call |
| Speech (fast, slow etc.) | Number called |
| Diction (clear, muffled) | **Recipient** |
| Manner (clam, emotional) | Name (print) |
| Did you recognise the voice? | Telephone number |
| If so, who do you think it was? |  |
| Was the caller familiar with the area? | Signature |

**REMEMBER KEEP CALM – DON’T HANG UP**

## **Appendix 8 – Emergency Response Equipment**

|  |  |  |
| --- | --- | --- |
| **TYPE** | **QUANTITY** | **LOCATION** |
| Portable first aid Box |  |  |
| Defibrillator Kit |  |  |
| CPR Mask and Gloves |  |  |
| Emergency packs for EMT |  |  |
| Emergency Oxygen bottles |  |  |
| Stretcher |  |  |
| Emergency response Alarm |  |  |
| First Aiders |  |  |

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