EMERGENCY PREPAREDNESS & RESPONSE PROCEDURE

Rev	Date	Revision Record	Updated by	Reviewed by	Approved by
00	07/07/10	1st Issue			
01	06/06/19	Updated procedure as per the new version of the standards ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018	3rd Party	RM	MY

CONTROLLED

1.0 PURPOSE

To define the system for identifying the potential for and responding to accident and emergency situations, and for preventing and mitigating likely illness, injury or environmental impacts associated with them.

An environmental emergency is a sudden threat to the public health, or the well-being of the environment, arising from the release or potential release of oil, radioactive materials, or hazardous chemicals into the air, land, or water. These emergencies may occur from transportation accidents, events at chemical or other facilities using or manufacturing chemicals, or as a result of natural or man-made disaster events. While there are many other serious environmental problems these activities are focused generally on sudden, immediate threats.

2.0 SCOPE

This procedure is applicable to all the activities, products and services provided by SAIFCO throughout its operations, including staff, employees, visitors, sub-contractors covered under the QHSE management system.

This procedure is to be adopted in the event of the occurrence of any of the Major Emergency" incidents.

3.0 DEFINITIONS

Interested Party: Person or group, inside or outside the workplace, concerned with or affected by the OH&S performance of an organization.

Emergency: Sudden or unexpected appearance; an unforeseen occurrence; a sudden occasion.

Drill: Disciplined, repetitious exercise as a means of teaching and perfecting a skill or procedure.

4.0 RESPONSIBILITY

Enforcing this work instruction – Managers and coordinators

Complying with the work instruction - Employees

5.0 PROCEDURE

5.1 Organizational safety

Planning shall begin before any work commences on the project. Although there may be little time between the award of the contract and the start of the project, a good emergency response plan can be generic and, with some minor changes, can be easily adapted to specific sites and readily implemented.

Development should include an Emergency response procedure

The following are the possible emergency situations identified:

a. Fire

b. Heat Stress

c. Electrocution

d. Spillage and Leakage of Chemical / Gas

e. Road Accidents

f. Natural calamities (Earthquake, sand storms) where exposed.

g. A major spillage of hazardous materials or a fire as a result of a large rupture of pipe work or pumping system.

h. Any other incident which in the opinion of the concerned personnel can be classed as a Major Emergency and will involve agencies such as the Police, Ambulance, Fire Authorities.

The plan is formulated taking into consideration the following:

- Location in which the work is performed
- Nature of the activities to be performed
- Equipment in use
- Personnel on site
- Environmental factors

An emergency is to be managed effectively in accordance with the plan, such that another emergency does not arise from uncoordinated, unsafe actions.

5.2 Investigation Reporting

It is vital that a quick but thorough investigation of the area is made and that firsthand information is available for relay to the Emergency Team and for the overall control of the incident. This should be carried out without danger to personnel and would normally be carried out by the concerned person

5.3 Declaring the emergency situation

An emergency can be reported from any source—a worker on site, an outside agency, or the public. Remember that circumstances may change during the course of an emergency. Any procedures you develop must be able to respond to the ongoing situation.

The following list covers basic actions to take in an emergency. These steps apply to almost any emergency and should be followed in sequence.

- Stay calm.
- Assess the situation.
- Take command.
- Provide protection.
- Aid and manage.
- Maintain contacts.
- Guide emergency services.

5.1.1 **Stay calm** – Your example can influence others and thereby aid the emergency response.

5.1.2 **Assess the situation** – Determine what happened and what the emergency is. Look at the big picture. What has happened to whom and what will continue to happen if no action is taken? Try to identify the cause that must be controlled to eliminate immediate, ongoing, or further danger.

5.1.3 **Take command** – The most senior person on the scene should take charge and call, or delegate someone to call, emergency services and explain the situation. Assign tasks for controlling the emergency. This action also helps to maintain order and prevent panic.

5.1.4 **Provide protection** – Eliminate further losses and safeguard the area. Control the energy source causing the emergency. Protect victims, equipment, materials, environment, and accident scene from continuing damage or further hazards. Divert traffic, suppress fire, prevent objects from falling, shut down equipment or utilities, and take other necessary measures. Preserve the accident scene; only disturb what is essential to maintain life or relieve human suffering and prevent immediate or further losses.

5.1.5 **Aid and manage** – Provide first aid or help those already doing so. Manage personnel at the scene. Organize the workforce for both a headcount and emergency assignments. Direct all workers to a safe location or command post. This makes it easier to identify the missing, control panic, and assign people to emergency duties. Dispatch personnel to guide emergency services on arrival.

5.1.6 **Maintain contact** – Keep emergency services informed of situation. Contact utilities such as gas and hydro where required. Alert management and keep them informed. Exercise increasing control over the emergency until immediate hazards are controlled or eliminated and causes can be identified.

5.1.7 **Guide emergency services** – Meet services on site. Lead them to emergency scene. Explain ongoing and potential hazards and cause(s), if known.

The decision having been made that a Major Emergency has occurred, communication with the Emergency Services (i.e. Fire Department, Police, and Ambulance) will be necessary. The nature and extent of information to be given to the Emergency Services in this statement is:

- Site Name
- Contact telephone number
- Type of incident and location
- Indication of any casualties
- Release or fire is controlled or uncontrolled

5.4 Communication of the Procedure

To be effective, an Emergency Response Procedure must be clearly communicated to all site personnel. The following activities should be considered:

- Review the procedure with new site subcontractors and new workers to ensure that it covers their activities adequately.
- Review the procedure with suppliers to ensure that it covers any hazards that the storage or delivery of their materials might create.
- Review new work areas in operating plants with owner/client to ensure that new hazards are identified and covered in the procedure.
- Review the procedure with the Joint Health and Safety Committee or Health and Safety Representative on a regular basis to address new hazards or significant changes in site conditions.
- Post the procedure in a conspicuous location.

The Emergency Response Procedure for a construction project must continually undergo review and revision to meet changing conditions.

5.5 Mock Drills

Mock drills like emergency evacuation, fire drills etc. are conducted annually and records maintained.

5.6 Emergency Equipment

SAIFCO premises will be facilitated with safety and emergency related equipment, including but not limited to:-

5.6.1 First Aid Boxes

5.6.2 Fire Extinguishers

5.6.3 Firefighting system i.e. fire hose reel, smoke detector, etc…

5.7 Emergency Numbers

The mobile numbers/telephone numbers are available in SAIFCO phone book and displayed at prominent locations.

EXTERNAL CONTACT NUMBERS:

Police number:	999
Ambulance number:	997
Fire service number:	998
Emergency only	991

5.8 EMERGENCY RESPONSE PLAN:

5.8.1 In Case Of Fire:

5.8.1.1 At the office/ workshop /Project site the assigned personal goes to the location of fire and along with nearest Emergency Response Team will put off of the fire using the appropriate fire extinguisher in case of a minor fire.

5.8.1.2 In case of major and disastrous fire at the office the assigned personal is informed immediately and then declares the emergency based on the situation and informs the Civil Defence/ Police/ Ambulance.

5.8.1.3 The Emergency Response Team will ensure all the people have been led to safe assembly point through the nearest emergency exits from the building and make sure that people not to use lift and elevator only through staircase. Assigned personal after the emergency has been dealt with, declares the emergency is over and only then allows dispersal of people from the safe assembly point after doing a head count.

5.8.1.4 As a precaution:

a. Mock drills would be conducted annually and records maintained.
b. No entry for unauthorized persons (in critical areas)
c. Do not leave oily rags lying around
d. Do not allow any naked flame near flammable liquids or materials.
e. Do not smoke in no smoking area. Throw the cigarette butts in the respective bins.
f. Keep fire exits and equipment's clear at obstruction.
g. Know the location of nearest fire extinguisher/fire hose.
h. Know the nearest emergency exits from the building where you work.
i. React promptly to the fire alarm siren.
j. Put into operation a pre-arranged plan for evacuation of personnel for the site.

5.8.2 Heat stress

The signs and symptoms of heat exhaustion are cool, pale, moist skin, heavy sweating, dilated pupils, headache, nausea, dizziness, and vomiting. Emergency response actions for heat stress:

5.8.2.1 Get the victim out of the heat and into a cooler place.

5.8.2.2 Place victim in the shock position, lying on the back, with feet up.

5.8.2.3 Remove or loosen the victim's clothing.

5.8.2.4 Cool the victim by fanning and applying cold packs (place a cloth between the pack and the victim's skin) or wet towels or sheets.

5.8.2.5 Give the victim on-half glassful of water to drink every 15 minutes, if he or she is fully conscious and can tolerate it.

5.8.2.6 Watch for changes in their condition. If the victim vomits, stop giving fluids. Refusing water, vomiting, and changes in consciousness mean that the victim's condition is getting worse. Call for an ambulance.

5.8.3 Electrocution

5.8.3.1 Switch off the main supply.

5.8.3.2 Raise an alarm.

5.8.3.3 Inform to the Section In-charge / Security/ On-site safety officer.

5.8.3.4 If there is reasonable hope of extinguishing the blaze, attack the site immediately.

5.8.3.5 Use CO2, Dry Chemical Powder (DCP) type of fire extinguishers.

5.8.3.6 Put into operation a pre-arranged plan for evacuation of personnel from the site.

5.8.4 Handling of Spills and Leaks of Chemical / Gas

5.8.4.1 Shut off all possible sources of ignition.

5.8.4.2 Instruct others to keep a safe distance.

5.8.4.3 Wear breathing apparatus/ appropriate gas mask and gloves.

5.8.4.4 Mop up the spillage's using non-combustible absorbent for eventual disposal in a safe place.

5.8.4.5 Ventilate the spillage area adequately to evaporate remaining liquid and disposal vapour.

5.8.5 Road Accidents

5.8.5.1 Do not panic if you are not injured.

5.8.5.2 Call the emergency numbers: Police – 999; Ambulance – 997.

5.8.5.3 In case your co passengers are injured severely, call the emergency numbers and wait for the paramedics to arrive.

5.8.6 In Case of Earthquake/ Sand Storms

5.8.6.1 Raise an alarm.

5.8.6.2 Immediately report the matter to the section In-charge/ security/ on-site safety officer.

5.8.6.3 Prevent the area / site entering outsiders and tie down loose items to prevent flying.

5.8.6.4 Inform to police/ Fire brigade/ Ambulance.

5.8.6.5 Alert the Safety committee and the medical team.

5.8.6.6 Arrange for immediate evacuation of people.

Emergency team and QHSE Manager will review the Emergency Plan, periodically and after the occurrence of Accidents or Emergency Situation and decide the possible changes needed in the Emergency Plans. Emergency team arranges to modify the documents, in view of the above change in Emergency Plan.

Emergency team imparts safety awareness to all employees through in-house training as per the need identified by safety team. To reinforce the training, the safety instructions has been prepared and displayed at relevant places. The instructions give information on Safe working methods in all the sections.

Any incident occurred will be informed to the Emergency team through the format for Accident report form for further actions

5.8.7 Minor First Aid Treatment

First aid kits are stored in the control room, warehouse and work shop areas and first aid station. If an employee sustains an injury or are involved in an accident requiring minor first aid treatment, they shall:

5.8.7.1 Inform their supervisor and/or the HSE Department.

5.8.7.2 Administer first aid treatment to the injury or wound.

5.8.7.3 If a first aid kit is used, indicate usage on the accident investigation report.

Provide details for the completion of the accident investigation report

5.8.8 First Aid Basic Procedures

5.8.8.1 **Wounds:**

Minor:

a. Cuts, lacerations, abrasions, or punctures-
b. Wash the wound using soap and water; rinse it well.
c. Cover the wound using clean dressing.

Major:

a. Large, deep and bleeding
b. Stop the bleeding by pressing directly on the wound, using a bandage or cloth.
c. Keep pressure on the wound until medical help arrives.

d. Transport to medical facility if required

5.8.8.2 **Broken Bones:**

a. Do not move the victim unless it is absolutely necessary.
b. If the victim must be moved, "splint" the injured area. Use a splints from the first aid kit, a board, cardboard, or rolled newspaper as a splint.
c. Transport to medical facility if required

5.8.8.3 **Burns:**

Thermal (Heat)

a. Rinse the burned area, without scrubbing it, and immerse it in cold water; do not use ice water. Blot dry the area, and cover it using burn dressing in first aid kit, a sterile gauze or a clean cloth.
b. Transport to medical facility if required

Chemical

a. Flush the exposed area with cool water immediately for 15 to 20 minutes.
b. Refer to material safety data sheet
c. Transport to medical facility if required.

5.8.8.4 **Eye Injury:**

Small particles

a. Do not rub your eyes.
b. Use the corner of a soft clean cloth to draw particles out, or hold the eyelids open and flush the eyes continuously with water.
c. Transport to medical facility if required.

Large or stuck particles

a. If a particle is stuck in the eye, do not attempt to remove it.
b. Cover both eyes with bandage.
c. Transport to medical facility if required.

Chemical

a. Immediately irrigate the eyes and under the eyelids, with water, for 30 minutes.
b. Refer to material safety data sheet
c. Transport to medical facility if required.

5.8.8.5 **Neck And Spine Injury:**

a. If the victim appears to have injured his or her neck or spine, or is unable to move his or her arm or leg, do not attempt to move the victim unless it is absolutely necessary.
b. Transport to medical facility.

5.8.8.6 **Mitigation Plan:**

a. In case of use of Fire Extinguisher - The dry chemical powder / foam to be collected and stored in scrap yard. Later dispose the same to the suitable vendor.
b. In case of water used to extinguish the fire - Make a boundary with sand and the wet sand will be dried & dispose the same to authorized vendor
c. In case of Dry sand is used - the same is dried and reused.
d. Sand used to avoid accidental spillage / leakage of oil - will be dried under the sunlight and reused.
e. Used foam to be disposed to authorized vendor
f. Ashes to be removed and disposed to authorized vendor

5.8.9 Environmental Emergency Preparedness

Industry facilities that store, manufacture, transport, recycle or handle dangerous goods, hazardous wastes, or hazardous chemicals should prepare a response (contingency) plan to respond to emergencies involving the accidental release of these substances into the environment.

The response plans identifies potential hazards, develop systems for preventing accidents, provide appropriate mechanisms for minimizing risk, loss, and damage resulting from such incidents (i.e. reduce exposure to communities), and provide an incident management structure to guide response activities. Response plans help ensure that when a spill occurs, the responsible party is able to launch an effective response.

5.8.10 Response

When an environmental incident occurs, the Responsible Party (RP) is expected to report the incident and implement the operational decisions set out in the emergency response plan.

Disposal Method of Waste Generated After Emergency

S/R.	AREA	EMERGENCY	GENERATED WASTE	DISPOSAL METHOD/ MITIGATION PLAN
1	Store	Fire, Explosion, Earthquake, Spillage	Burning of combustible materials (CC Paper, Wood Racks, Parts etc) Spillage of liquid Chemical, Oil Spillage	-Remove burnt material and transfer to scrap. -Wash the floor with water and transfer to Soak Pit through the drain. -Clean and collect it in bucket and shift to the waste oil drum for proper disposal. -Clean the area with sand/soap oil
2	Office/Onsite	Fire, smoke resulting air pollution	Burnt papers -Wrapped blades -Wooden pallets	-Remove all burnt/destroyed materials to the scrap yard/identified place for disposal. -Wash the floor with plenty of water and transfer the water to Soak Pit through the Nearest drain.
3	Work Shop	Fire, Explosion, Spillage	Burning of combustible materials, Spillage of liquid Chemical, Oil Spillage	Follow the above procedures and inform the safety officer on site.
4	Project Sites	Fire, Explosion, Earthquake, Spillage	Burning of combustible materials, Spillage of liquid Chemical, Oil Spillage	Follow the above procedures and inform the safety officer on site.

6.0 ATTACHMENTS

Type	Name	Number / Code
Form	Check list for Mock Drill Preparation	IMS/QHSE/ERP/10/01
Form	Mock drill Plan	IMS/QHSE/ERP/10/02
Form	Emergency Drill Report	IMS/QHSE/ERP/10/03
Form	Mock Drill Attendance Sheet	IMS/QHSE/ERP/10/04
Form	Mock Drill Data Collection Form	IMS/QHSE/ERP/10/05

QHSE MANAGEMENT SYSTEM	SAIFCO *Electromechanical Works (LLC)*	
Document Name: **Check list for Mock Drill Preparation**	QHSE Ref.:	IMS/QHSE/ERP/10/01 Rev. 00
	Date:	

SR. No.	Requirements	Conformation Status (Yes or No)	Responsibilities	Remarks
1	Have you provided class room training for the mock drill preparation to all the staff in your organisation.			
2	Does the roles & responsibilities of people organising (Team leaders, fire wardens etc.) drill has been communicated clearly.			
3	Adequate amount of first aid boxes has been purchased.			
4	Does the building maintenance team has confirmed the following requirements.			
4.1	Fire alarm system is working properly.			
4.2	Air Conditioning system is working properly.			
4.3	Emergency lights are working properly.			
4.4	Electricity in the building is properly directed.			
4.5	Fire extinguishers are properly placed at adequate places and inspected by the vendor for its working conditions.			
4.6	Any blockages in the emergency exit direction has been cleared.			
4.7	Lift has been attached to the fire fighting system properly to land to the nearest floor.			
4.8	Assembly point has been properly defined.			
4.9	Directions to the assembly point has been provided.			
4.10	Sprinkler system has been validated for its proper working conditions.			
4.11	Fire control panel is working properly as per the requirements of civil defence.			
4.12	Adequate water available in the fire tank.			
4.13	Pump system for the emergency is working properly.			
4.14	Adequate amount of fuel available for the working of fire pump.			
4.15	Security system of the main doors has been linked to the fire fighting system is working properly.			
5	Fire exit plan has been placed at adequate places.			
6	All the occupants have been informed at least (one week before) regarding the date and time for the emergency drill.			
7	Has the security people been trained to meet the emergency & direct the people during the drill.			
8	Forms for the data collection during the drill has been distributed.			
9	All the fire wardens has been notified and they confirmed their attendance for the drill.			
10	All the first aiders has been notified and they confirmed their attendance for the drill.			
11	All the team leaders has been notified and they confirmed their attendance for the drill.			
12	List of the people present in the building has been printed.			
13	List of the people who comes under each team leader has been printed.			
14	All the occupants have been informed about their name & details of their Team Leaders for Drill/Emergency.			
15	List of Emergency phone numbers are available with Team leaders, fire wardens, first aid people, security people, reception, QHSE coordinator and QHSE executive.			
16	Representative of the Fire fighting system is available during the drill			
17	Representative of building maintenance team is available.			
18	Building owners representative inspected the building to check all the relevant building maintenance has been done.			
19	All the visitors/guest has been informed about the formalities of the drill.			
20	A procedure/system to identify the actual number of people present in the building at the time of beginning of the drill has been communicated.			

NOTE: *For the Health & Safety of the occupants and to value business time of occupants, all the above requirements shall be completed prior the commencement of the drill*

QHSE MANAGEMENT SYSTEM	SAIFCO Electromechanical Works (LLC)	
Document Name: **Mock Drill Plan for the Year:**	QHSE Ref: No.:	IMS/QHSE/EPR/10/02 Rev.01
	Date:	

Sr No.	Area/ Department	Months											
		Jan.	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Main Office												
2	Workshop												
3	Project Site												
4													
5													
6													
7													
8													
9													
10													

P - indicates that the training is planned
E - indicates that training is executed

Prepared by: _____
QHSE Manager

Approved by: _____
General Manager

QHSE MANAGEMENT SYSTEM	SAIFCO Electromechanical Works (LLC)	
Document Name:	QHSE Ref. No.	IMS/QHSE/EPR/10/03 Rev.00
Mock Drill Report	Date:	

Fire Drill was carried out on_____(Date) at _____(Time)

1. Neighboring companies have been informed about the fire drill.
2. The drills was carried out with the guidance of _____(Name & Designation).
3. Fire Alarm was raised by Security at _____(Time) near the main gate which is the assembly point for SAIFCO _____(Location)
4. All the staff exit immediately and the workers have also followed the evacuation map displayed at various locations within the premises.
5. HSE Representative carried out the head count of the employees and found that the evacuation was 100% and within 3 minutes the entire premises has been evacuated.
6. First aid individuals and fire fighting individuals were available at designated places.
7. After the headcount all individuals have returned to the work
8. It took almost 5 minutes to finish the Fire drill for whole process.
9. Security has been instructed that during emergency situations, the employees/personnels who are detected with metal by the metal detector should be accompanied out to the main gate – assembly point and then carry out the entire physical check.

Employees were briefed to:-

1. Report all known or observed risk and hazards.
2. Follow all safety rules and regulations.
3. Always wear Personal Protective Equipments properly.
4. Follow work Instructions and never carry out such an activity that you are not authorised to do.
5. Report all near miss(s).
6. Report all incidents and accidents.
7. Prevent your colleague juniors or seniors to carry out action unsafely or dangerous.
8. After hearing fire alarm exit the building and assemble at designated places outside.
9. Administer First Aid till the time ambulance comes. Do not panic & help each other.

HSE/ Safety Representative **Date**

QHSE MANAGEMENT SYSTEM	SAIFCO Electromechanical Works (LLC)	
Document Name: **Mock Drill Attendance Sheet**	QHSE Ref.:	IMS/QHSE/ERP/10/04 Rev. 00
	Date:	

Team Leader Name:	Dept/Area:

Sl No	Employee Names	Available	In Special Need	Present at the aseembly point
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				

Remarks:

QHSE MANAGEMENT SYSTEM	SAIFCO Electromechanical Works (LLC)	
Document Name: Mock Drill Data Collection Form	QHSE Ref.:	IMS/QHSE/ERP/10/05 Rev. 00
	Date:	

Date of the Drill	Location of the drill	Person completing the form

Sl No	Description
1	Time of staring the alarm:
2	Time at which the whole team reached the assembly point:
3	Any physical obstacles identified to movement of occupants(E.g any items blocking smooth evacuvation) during the drill(If yes,explain):
4	Are there any areas where exit may not be possible (e.g. dead end suites?) if yes please describe:
5	Sound of alarm was audible at all places:
6	Any injuries or first aid occures during the drill:
7	Number of people in your team at the time of beginning of the drill:
8	Number of people presented in Assembly point from your team at the time of closing of the drill:
9	Were building alarms heard from all occupied areas of building (if alarmed?) if yes please describe.
10	Does all existing safety equipment work (e.g. exit lights, emergency lights?), if yes please describe.
11	Was there reluctance or refusal of anyone to move as directed?
12	What other safety equipment do you recommend is needed?
13	What problems did you encounter in completing your assigned responsibilities?
14	Have you collected feedback from your team at the end of the drill?(Yes/No):
15	Have you compiled the feedback (If yes, forward your summary report of feedback to QHSE Coordinator/QHSE executive.Else kindly collect and complie the feedback and forward the same to QHSE Coordinator/QHSE executive):
16	Do you have other comments or issues that should be considered in performing a more successful drill or an actual emergency response?