Title:	Emergency Response Plan	
Document Type:	Work Instructions	
Document Number:	EVCHSE-0021	Revision Number: 9

1.0 PURPOSE

1.1 This document outlines the emergency plan to be followed in the event of an on-site emergency, including but not limited to evacuation, fires, chemical/hazardous material spills, medical emergencies, major facilities problems, workplace violence, severe weather and malicious threats. The procedures and resources outlined herein have been developed to protect people, property and the environment. This document gives guidance on the actions to be taken during an emergency.

1.2 The information in the Emergency Plan supports the information contained in the Business Continuity Plan (BCP). The BCP details the actions to be taken after the initial emergency response by the site Crisis Management Team (Senior Management Team) in dealing with aftermath of the incident. As the incident winds down, the BCP takes effect. The BCP covers post emergency care of any injured personnel and communication with next of kin, regulatory, corporate and media reporting requirements and business recovery programs.

1.3 The emergency response procedures will be reviewed and updated/revised as necessary at least annually or whenever there is a significant change in regulations, operations, processes, or chemicals, or after the occurrence of accidents, emergency situations, or after an incident simulation as appropriate.

2.0 SCOPE

2.1 This procedure applies to all employees, contractors and visitors working at the EVC.

3.0 DEFINITIONS

3.1 The following definitions are provided for clarity.

3.2 **Emergency**: An emergency is an unforeseen combination of circumstances or the resulting state for immediate action that may include but are not limited to:

    3.2.1   Evacuation/Fires

    3.2.2   Chemical/Hazardous Material Spills

    3.2.3   Medical Conditions/Emergency

    3.2.4   Major facilities Problems (gas leak, Boiler issues, Inside floods)

    3.2.5   Severe Weather

    3.2.6   Workplace Violence

    3.2.7   Malicious Threats

3.3 **ERT**: Emergency Response Team

3.4 **Identifier:** The person who identifies the incident and takes immediate action where safely possible to call 4200 to mobilize the ERT and will advise their supervisor of the incident.

3.5 **Level 1 - Minor Incident**: A Level 1 incident is classed as low risk. The supervisor/Team Leader should be informed and the incident shall be investigated as to prevent re-occurrence and the potential for a more serious event. Level 1 incident's may not involve plant evacuations.

3.6 **Level 2 - Serious Incident**: Immediate action shall be taken, where possible, by the person identifying the incident, who calls 4200 (Security) to summon ERT assistance. The supervisor/team leader should also be immediately informed to assess the situation. Thereafter, the ERT will contact the necessary emergency services (if not already summoned), and the senior management team. Level 2 incidents normally involve Emergency Response Team (ERT) mobilization and may involve plant evacuation. Examples: serious injury, containable fire, chemical spill and gas releases.

3.7 **Level 3 - Severe Incident**: Immediate action shall be taken, where possible, by the person identifying the incident, who calls 4200 (Security) to summon ERT assistance. The supervisor/team leader should also be immediately informed and should assess the situation. Thereafter, the ERT will contact the necessary emergency services (if not already summoned), and the senior management team. Level 3 incidents will involve Emergency Response Team (ERT) mobilization and may involve plant evacuation. Examples: person's trapped, serious fire, flammable liquid spillage threat to the safety of personnel, serious environmental damage.

4.0 GENERAL ROLES AND RESPONSIBILITIES

4.1 Emergency Response Team (ERT)

4.1.1 As part of the site's overall EHSS program, an ERT has been established.

4.1.2 Emergency Response Team (ERT) is the Team who aim to contain an emergency and make any rescue efforts (if safe to do so) until the arrival of the external emergency services such as fire brigade and ambulance.

4.1.3 The ERT will provide the first line of defense in emergencies such as assist with medical emergencies, incipient-stage fire control, emergency shelter, and facility emergency evacuation.

4.1.4 The ERT is made up of volunteer members of staff and its membership will be representative of the entire organization. The ERT will provide coverage on all scheduled shifts and is composed of:

- Incident Controller:
- First Aiders
- Fire Marshalls
- Spill Responders
- Fire Pump Checkers
- Electrical Person

4.1.5 To maintain ERT membership, you must comply with the rules regarding refresher training/drills/meeting attendance and certification maintenance

4.1.6 All members of the ERT shall indicate on the Emergency Response Board at main reception, if they are in or out of EVC premises on daily basis.

4.2 Incident controller

4.2.1 The incident controller is responsible for initiating and coordinating all emergency response operations and plant evacuation procedures.

4.2.2 He will assess the situation in the first stages, manage the emergency response and track scenario as it develops.

4.2.3 All people eligible to be incident controller and designated, as reported in attachment 1, shall indicate on the Emergency Response Board -incident controller section, at main reception, if they are in or out of EVC premises on daily basis placing their cards as appropriate.

4.3 EHS Site Lead

4.3.1 The EHS site lead is responsible for:
- providing assistance and technical support to Incident Controller where required
- providing assistance to Security department and the fire Marshals
- reviewing the Emergency Response Plan annually
- co-ordinate Table Top exercise/simulations/evacuations and training

- ensuring that all evacuations, simulations and desktop exercises are recorded and maintain those records

4.3.2 In the event of a situation arising on site the site EHS together with the Incident Controller shall hold an incident review meeting immediately after the situation has been resolved to review and document:

- First responders recall of the events
- Raising the alarm and responding to the situation
- Effectiveness of the ERP and ERT and possible solutions to any short comings
- Effectiveness in resolving the situation
- Support of the senior management team and crisis management team
- Effectiveness of the BCP in resolving the situation
- Decontamination of affected areas, equipment and management of debris
- Preparation of the cause logic diagram to resolve the root causes
- Progress and time line for completing remedial action to prevent a reoccurrence
- Effectiveness of EHS Manual and EHS procedures.

4.3.3 All waste created by an unplanned incident should be examined thoroughly & disposed through approved, licensed waste streams as per the current revision of **EVCFP-0004.**

4.4 Associates

4.4.1 In the event the fire alarm is sounded either because of an actual fire, false alarm or fire drill, associates shall evacuate the Facility to their pre-assigned Muster point areas in the car park.

4.4.2 Associates:

- Are trained annually on emergency evacuation procedures and emergency communication procedures.
- Shall remain at their muster point locations until the "ALL CLEAR" signal is given.
- Shall participate in fire drills scheduled by the EHS Lead.
- Shall follow all instructions provided in case of other emergencies.
- must report emergencies as specified in this policy.

4.4.3 Disabled associates: All disabled associates shall evacuate the building through the indicated emergency routes. Arrangements will be made with the ERT and the local fire officials to implement a plan to assist disabled associates with evacuation of the buildings.

4.5 Group Distribution Manager

4.5.1 The Group Distribution Manager (or designate), will monitor the situation, lend assistance where required and activate the BCP if required. The Group Manager Distribution has overall responsibility for all activities in the event of an emergency and ensuring adequate resources are in place to deal with an emergency.

4.6 Senior Management Team

4.6.1 The Senior Management Team will support the Group Distribution Manager and the ERT in managing the emergency. Their responsibilities include liaison with next of kin, media and regulatory agencies as outlined in the BCP. All communications in the news media and with the public will be handled by the Crisis Management Team Leader and/or Group Manager Distribution. The BCP outlines responsibilities and procedures for communication to media, regulatory, corporate and other relevant bodies. All media & external contacts seeking information

on the incident shall be noted and referred immediately to the Crisis Management Team. In no circumstances, should there be any confirmation or denial that an event has occurred to any external source by ERT members.

4.7 Security Department
    4.7.1   It will be the responsibility of the security team on duty to:
- monitor the phone line extension 4200,
- assist the site ERT in case of emergency,
- participate in drill evacuation, table top simulation and site training,
- maintain a list of Company and Local Emergency Numbers

5.0 EVACUATION

5.1 Evacuation Signals: The facility employs a warning system with audible and visible alarms to initiate facility evacuations. The warning system is present both in the building and in the external areas.

5.2 Evacuation Routes and Muster Points:
    5.2.1   Evacuation Routes are posted throughout the facility. Emergency routes are identified on the building evacuation maps. The primary route is the most direct route to exit the building from a given location.

    5.2.2   Once outside the building all personnel shall proceed to the assigned muster points.

    5.2.3   There are 3 different Muster points:

- Muster point 1 = Office Staff
- Muster point 2 = Warehouse Staff
- Muster point 3 = Visitors and Contractors.

    5.2.4   Refer to Attachment 1. For muster point locations.

5.3 Evacuation Procedure
    5.3.1   A facility evacuation may be required in response to: fire, dangerous chemical spill, malicious threat, or explosion.

    5.3.2   An evacuation could be initiated by:
- The automated fire system
- The wall mounted Break Glass Unit activated by an employee discovering a fire or another emergency requiring evacuation
- Calling Security at 4200, upon discovering a fire or another emergency requiring evacuation

    5.3.3   When fire emergency alarms or announcements are initiated, <u>associates must follow the procedures/instructions below:</u>

- All employees, contractors and visitors shall shut off any equipment they are operating (not applicable for computers) and immediately leave their work area leaving behind personal belongings;

- All employees, contractors and visitors shall follow primary and nearest exit routes displayed on evacuation route maps and exit the building. If the primary route is blocked, associates shall use alternate routes to exit the building.
- All employees and contractors are responsible for any visitors they have on-site and must ensure their safety in an evacuation situation.
- Personnel shall proceed to their designated Muster point without delay, in an orderly manner and via the safest exit. Do not run or panic.
- All personnel shall ensure to successfully swipe out at their assigned muster point or if they don't have the swipe access card ensure to be accounted for & removed from the muster report.
- Personnel shall remain at the designated Muster point until receiving further instructions from ERT and/or local fire officials or until the all-clear signal is given via the fire marshals.
- Once outside the facility, all employees, contractors and visitors must not stop or return to the building to collect any personnel belongings.
- All personnel shall know their designated Muster Point.
- All personnel shall refrain to use mobile phones in order to listen to instructions from the ERT team during the emergency.
- All personnel shall provide the ERT, Security, and/or local fire officials with any relevant information they may have about the fire, or missing persons whereabouts.
- Personnel is not allowed to leave the site during an emergency, even if off shift.
- No vehicle movement is allowed during an emergency.

NOTE: During off-shift, weekend, and holiday, evacuation emergencies, associates will exit the affected building as described above. Security team members will respond to the alarm. Security team members will coordinate with the fire officials and act under their direction until additional ERT, and/or EHSS personnel arrive to assist with emergency response. When members from ERT, EHSS and Security departments are onsite, emergency response activities will be performed as described above.

5.4 Returning to the building

    5.4.1 The Incident Controller is responsible for giving the instructions for re-entering the building. UNDER NO CIRCUMSTANCES any personnel shall re-enter the building until the incident controller has deemed it safe to do so. The Incident controller or the ERT will communicate to all employees when it is safe to return to the building. When the all clear has been given return directly and in an orderly manner.

        NOTE: Warehouse staff shall return to the building first to minimize operation disruption time. Office staff, contractors and visitors shall return to the building just after warehouse staff with no particular order.

6.0 FIRE EMERGENCY

6.1 Fire emergency procedure

    6.1.1 In case of a fire starting in the workplace three scenarios are possible:
- An associate discovers a fire and activates the wall mounted Break Glass Unit and the alarm starts.
- The fire system detects the fire and the alarm starts.
- An associate discovers a fire and calls security at 4200

6.1.2   When the fire alarm starts (both automatically or by manual activation) all visitors, contractors, and associates who are not ERT, EHSS, or Security members must evacuate the building.

6.1.3   The alarm system is monitored by an external monitoring company that will contact the fire officials. If the alarm system is not automatically activated, Security shall call local fire officials to report the fire immediately. The evacuation of the building will take place as outlined in the section on evacuation procedures. On hearing the fire alarm all ERT members (apart from Engineering and EHS ERT members) will help people evacuate the building, while Engineering and EHS ERT members and incident controller shall proceed to the Reception to interrogate the Fire Alarm Panel and to receive further instructions from the Incident Controller.

6.1.4   When a call is received upon ringing 4200 (Security), the caller will be asked a standard set of questions regarding the incident. On receiving this information, the receiver will initiate an appropriate emergency response to the incident reported.

6.1.5   The security person will activate the alarm to allow the evacuation to start.

6.1.6   On hearing the fire alarm all ERT members (a part from Engineering and EHS ERT members) will help people evacuate the building, while Engineering and EHS ERT members and incident controller shall proceed to the Reception to interrogate the Fire Alarm Panel and to receive further instructions from the Incident Controller.

6.1.7   When the EHS and Engineering ERT members assembles at the security desk, they will be issued with a 2-way radio.

6.1.8   All activities undertaken by the ERT during the incident must be communicated to the incident controller via 2-way radio to ensure ERT members actions & location can be accounted for, at all times.

NOTE: The second in command is the deputy incident controller who will assume the position of incident controller and manage the incident in the absence of the incident controller or until the incident controller is on site. The second in command will support ERT and Incident controller to manage the emergency.

6.1.9   The Incident Controller leads the ERT and authorizes and coordinates all tasks undertaken. He/She will assess the severity of the incident, evaluate the situation, manage the emergency response and track scenario as it develops. The incident controller will be assisted by the Senior Management Team in the event of a serious or major incident occurring on-site.

- In the event of a level 2 or 3 incident, the incident controller will immediately evacuate the building, call the necessary emergency services, the Senior Management Team Leaders and will take whatever action is appropriate with the resources available to him.
- In the event of a minor incident (level 1) the incident controller may request the area involved in the incident to be inspected. In this instance, a minimum of two fire marshals shall inspect the area together equipped with radios and torches. When fire marshals are inspecting an area, they must maintain radio contact with the incident controller at all times updating the incident controller of the situation in that area of the facility.
  Fire Marshals will search affected areas to make an assessment on the raised alarm. Fire Marshals members of the Engineering Team may interrogate the repeater of the Fire Panel from the engineering office always communicating with Incident Controller by 2-way radio and later report to reception.

  o   In the event of a small fire (1 cubic foot), attempt to extinguish it, if safe to do so.
  o   If a fire has already taken hold by the time the Fire Marshals have arrived and they are unable to control the fire, they will evacuate the area immediately and leave advanced fire-fighting to the external emergency services and the sites fire sprinkler system. The
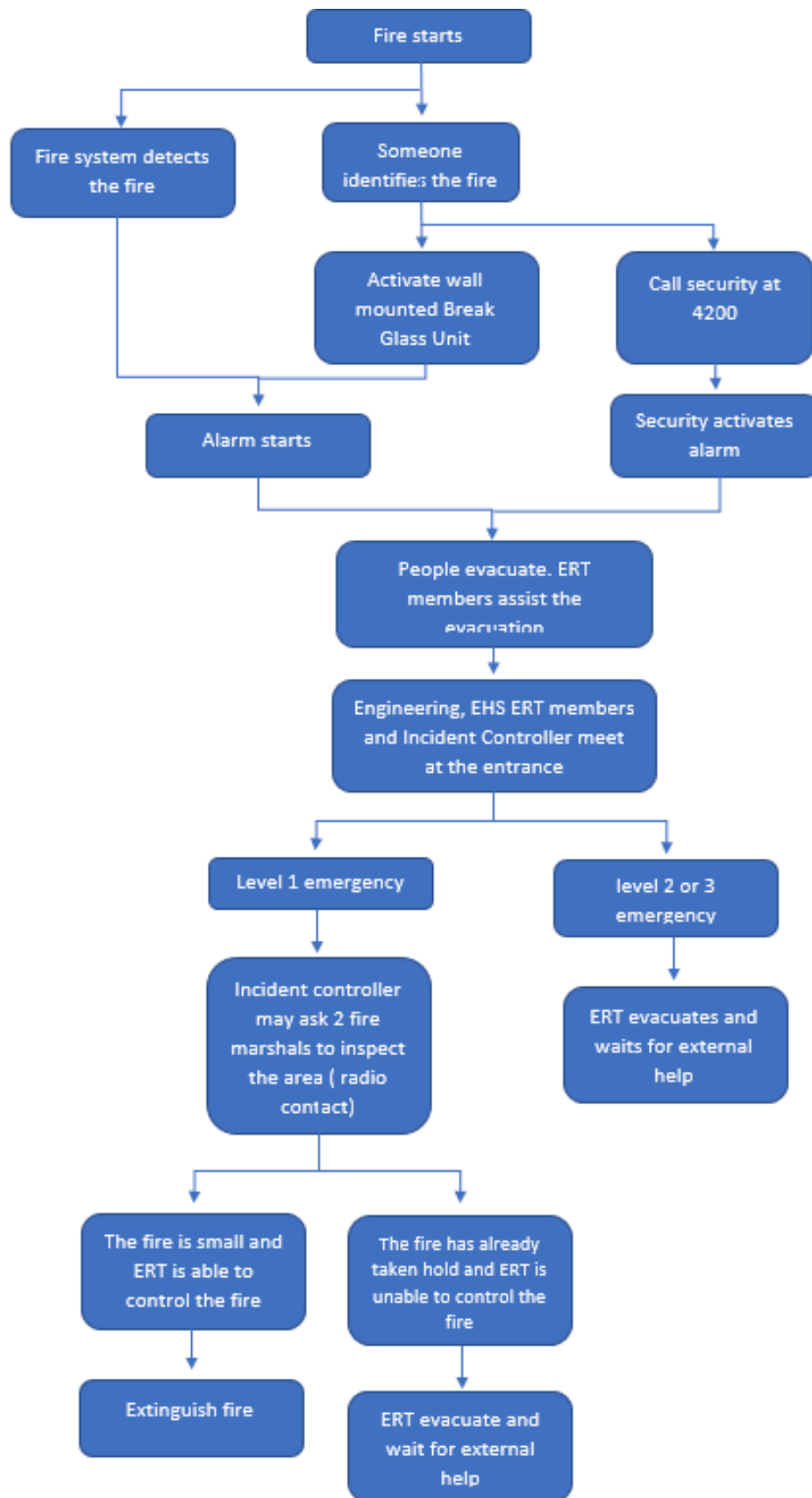
ERT members shall then call Security and report that the fire is out of control and provide any other useful information, such as the fire location, sprinkler heads that have been activated and type of fire.

NOTE: The ERT is an "initial stage fire team" only, whose task involves responding to fires in their early stages. The team will not perform interior structural firefighting.

6.1.10   In case the situation requires the presence of fire officials, when on site, they will assess the fire and determine if the building can be re-entered.

6.1.11   If the building is not safe to enter, the incident controller, EHSS, and Security will request the implementation of the Business Continuity Plan.

NOTE: The Incident Control Centre, in the event of an emergency, will be the Security Desk. Where, due to the nature of the emergency, this location is not available, the alternative location will be the repeater fire panel in the engineering office.

6.1.12   The following diagram gives a clear visualization of the process.

Fire starts

Fire system detects the fire

Someone identifies the fire

Activate wall mounted Break Glass Unit

Call security at 4200

Alarm starts

Security activates alarm

People evacuate. ERT members assist the evacuation

Engineering, EHS ERT members and Incident Controller meet at the entrance

Level 1 emergency

level 2 or 3 emergency

Incident controller may ask 2 fire marshals to inspect the area (radio contact)

ERT evacuates and waits for external help

The fire is small and ERT is able to control the fire

The fire has already taken hold and ERT is unable to control the fire

Extinguish fire

ERT evacuate and wait for external help

6.2 Detailed instructions to follow during a fire emergency

    6.2.1   Security: in case of Fire alarm or emergency call, Security team will follow the instructions below:

- When receiving an Emergency call, activate the alarm to allow evacuation of the building
- When the alarm is activated pin point the location of fire on the Fire Panel for the Emergency Response Team
- Call the fire brigade at the *** in order to give all necessary information to manage the emergency
- Remain at the fire panel until the Incident Controller takes over.
- Collect the emergency bag from the cabinet and handle it to fire marshals
- Print the muster report and handle it to fire marshals at muster point to allow people to be accounted for.
- Prevent vehicles to enter and leave the facility
- Prevent entry into the building during the emergency, except for fire officials, ERT and EHSS.

    6.2.2   Emergency Response Team (ERT)

- In case of emergency the <u>Incident Controller</u> shall follow the instructions below:
  - o When alarm is activated, go directly to security desk, obtain any available information from security and fire panel.
  - o If safe to do so, advise the Fire Marshals to proceed to the location of the system activation as indicated on the fire alarm panel to evaluate the situation and keep radio contact with them.
  - o Act as contact with the fire brigade, escort them to the fire panel, or if needed direct them to the emergency location.
  - o Manage communications
  - o Remaining at the fire panel, unless another member of the ERT is selected to act as Incident Controller.
  - o When is safe to do so or in case of a false alarm, reset the alarm, give the all clear signal and allow staff to return to the building.
  - o If gas cylinder/gas leak /flammable liquid/vapor is involved in the incident, evacuate all persons on site including the ERT.
  - o Assign First Aiders, if required.
  - o Send security personnel (if available) to main entrance to stop all persons/vehicles entering or leaving the site.
  - o Co-ordinate Search & Rescue with the Emergency Services when fire brigade arrives. Direct Fire Chief to fire and inform him of any missing persons and any fire details - reports any missing persons and last known whereabouts.
  - o The incident controller with support from the EHSS Team is responsible for the overall incident report and investigation.

- In case of emergency the <u>Fire Marshals</u> shall follow the instructions below:
  - o When the initial alarm is activated, Fire Marshals can help people to evacuate on routes while Engineering and EHSS Fire Marshals proceed to reception to collect a two-way radio.
  - o Fire Marshals from dispatch and inventory will be in charge to inform any drivers who may be present on site during an emergency and lead them, with the rest of the group, towards the muster point. An audible and visible alarm is present in the external area in order to alert the people who are working outside the building.
  - o Follow instructions from the incident controller.

- o 2 Fire Marshals, shall collect the muster report (when printed) or the electronic device from security desk and proceed to the muster point for the call out to ensure all persons have successfully swiped out and all people who do not have their swipe access cards are accounted for & removed from the muster report.When calling out names, fire marshal should use appropriate equipment provided (stepladder, loud-speaker or anything else applicable)
- o If needed, 2 Engineering Fire Marshals may proceed cautiously to the alarm zone to inspect it. A search of the area shall be carried out, if safe to do so.
- o If, after the inspection, the alarm results to be a false alarm, Engineering Fire Marshals shall immediately inform the Incident Controller, who will cancel the alarm and have personnel returned to their work areas.
- o If the cause of the alarm is minor (minor fire is less than one cubic foot) and can be easily dealt with within a short time frame by using a fire extinguisher, attempt to extinguish the fire. Only minor fires (low risk, smaller than a cubic foot), shall be tackled with a fire extinguisher. If safe to do so, attempt to control or extinguish fire with appropriate extinguisher, using a backup support person to act as an observer and to provide emergency assistance if required. This information needs to be conveyed by radio to the Incident Controller, so resources as required can be developed to assist.
  CAUTION: Do not enter thick smoke or cross-through burning area to get to fire-fighting extinguishers.
- o If the alarm is serious or major and requires the assistance of the external emergency services; The Engineering fire Marshals shall immediately leave the building and inform the Incident Controller who will prepare for the arrival of the external emergency services on site.
- o If the fire is not easily controllable and full evacuation alarm has not yet activated, break the nearest wall mounted Break Glass Unit to sound the Full Evacuation Alarm.

- • In case of emergency the <u>Fire Pump Checkers</u> shall follow the instructions below:
  - o When the initial alarm is activated proceed directly to the main reception.
  - o Follow the Incident Controller instructions and proceed to the Fire Pump House.
  - o Check that fire pumps are operating correctly.
  - o Communicate your location by two-way radio to be accounted for by the Controller confirm status of the pump.
  - o Remain at the Pump house until the all clear has been given by the Controller on two-way radio.

- • In case of emergency the Electrical person shall follow the instructions below:
  - o Isolate the utilities, if and when requested by the fire brigade and the incident controller

- • In case of emergency <u>First Aiders</u> shall follow the instructions below:
  - o When the initial alarm is activated, or after a security alert, proceed to muster point using the appropriate exit routes and exits
  - o If required, use the emergency evacuation chair to help people with reduced or no mobility to evacuate
  - o Collect first aid kit in the reception and proceed to the muster points to support the emergency effort
  - o Follow any further instruction from the incident controller.

- <u>Other</u>: Senior management, EHSS and Engineering will support the incident controller in taking appropriate actions, when needed.

7.0 OTHER EMERGENCIES

7.1 Chemical Release/Spill Response

7.1.1 The procedures below outline the steps to be taken in the event of a small or large chemical spill on-site. Spills are defined as follows:

- Small spill: The spill volume is less than 3 liters or 1m in diameter. It does not require employee protective measures above normal PPE required for handling the specific chemical involved.
- Large spill: The spill volume is greater than 3 liters or 1m in diameter. This spill requires evacuation of the immediate area. Members of the spill team clean up the spill. If the spill is greater than 250l, the incident controller may use external resources to clean up the spill if deemed necessary.

7.1.2 In the event of a chemical spill that requires response from the chemical spill team, these instructions should be followed:

- Isolate the spill area by moving all associates away from the spill area.
- Call Security 4200 with the name, quantity, and location of the chemical spill.
- Security will contact the Chemical Spill Response Team.
- Refer to the Material Safety Data Sheet (MSDS) for the spilled material. Copies of MSDS for all chemical at retained on site.
- The EHSS Department and the incident controller will make a decision on the possibility and the extent of evacuation needed. Follow existing evacuation procedures outlined in Evacuation Procedures.
- If needed, an outside chemical response team will be called by the EHSS Department

7.1.3 An outside chemical response team shall be called to notify chemical spill team under the following circumstances:

- The spill is so large that it requires several associates to respond and/or requires obtaining equipment not readily available.
- The readily available protective equipment does not adequately protect associates.
- When there is doubt or confusion about the skill or equipment required to respond.
- Unknown material.

7.1.4 The EHSS Department determines when associates can re-enter the area after the spill response is completed.

7.1.5 If the area is not safe to enter the incident controller and EHSS will request the implementation of the Business Continuity Plan.

NOTE: Where the accident involves personal injury or chemical contamination, the priority is to rescue any injured personnel and provide immediate first aid treatment. Only appropriately trained personnel within the area shall carry out a chemical spill clean-up.

7.2 Medical Emergencies

7.2.1　In the event of a medical emergency, associates must follow this procedure:

7.2.2　Instructions for all employees and contractors:
- If incident involves personal injury - remove the hazard if safe to do so.
- Call for help - First aider can be contacted directly or via Security at 4200.
- Whilst awaiting the arrival of First Aider:
  - o　Do not remove casualty, unless in immediate danger;
  - o　Remain with the casualty and give reassurance;
  - o　Make the casualty as comfortable as possible.
- Inform area Team Leader/Supervisor of the incident as soon as possible.
- If needed, the first aiders will notify Security to call 999 for the local medical emergency services.
- The first aider will then enter the incident into EVC incident investigation system to be sure the vent is logged
- Instruction for First Aid Personnel
- On instruction from Security or Incident Controller, proceed to scene of injured personnel, taking emergency medical bag and automated external defibrillator (AED), if required.
- Evaluate the situation and only enter an area if it is safe to do so.
- If situation is life threatening (CPR in Progress) or potentially life threatening, advise Incident Controller /Security to call ambulance if not done yet.
- Perform appropriate first aid measures.
- Obtain any necessary support from Incident Controller or Area Supervisor (if incident does not required mobilization of full ERT).

7.2.3　Instruction for Team Leader/ Supervisor
- Upon hearing of an injury/illness to a person in your area, ensure First Aid assistance has been obtained.
- Liaise with First Aider and find out what further medical intervention is required.
- If no further medical intervention is required, employee returns to work.
- If no urgent medical attention is required and injury/illness is work related arrange for a consultation with the occupational health resource for the site.
- If urgent medical assistance is required alert the ambulance service without delay:
  - o　As the responsible supervisor, you will accompany the injured part to the hospital; Arrange with HR for contact of next of kin;
  - o　Stay with injured part until released or other support such as next of kin arrives.
- Contact your Department Manager and Group Manager Distribution if employee goes to Hospital.

7.3　Major Facilities Problems

7.3.1　<u>NON-emergency</u>: If facilities problems are identified in your area such as water, heating, air conditioning, odors, etc., contact Facility for non-emergencies. If the problem is a flood or an electrical hazard, facilities will shut down electrical services for that area. If the problem is related to a natural gas leak, then facilities will contact the local utility to report the issue.

7.3.2　<u>EMERGENCY</u>: For emergency facilities problems, such as a burst water pipe or gas odor, or inside flood contact Security at 4200. In the event of an alarm from the boiler area, a gas leak, or a heavy flood, immediately contact security. Security will contact the incident controller who will reach the area to give further instructions.

7.3.3　Instructions for Incident Controller:
- Obtain any available information from security and engineering department.
- Secure people, equipment and inventory away from the flooded area as possible.

- If flames visible or gas leak is discovered and persons missing in area, call the Emergency Services and remove all ERT members from the area.
- Assign Deputy Incident Controller to commence log of events

NOTE: If the Facility needs to be evacuated, it shall be done as outlined in the Evacuation Procedure. If the facility problem is so severe, that the area/Facility cannot be occupied, the Business Continuity Plan will be initiated to determine next steps of crisis management

7.4 Workplace Violence

7.4.1   Workplace violence can be physical or verbal/psychological. It may be directed at either a supervisor or another employee. All employees are responsible to report such problems.

7.4.2   Anyone with knowledge of an individual acting erratic/disturbed is responsible to report the concern immediately.

7.4.3   In the event of a potential workplace violence issue, associates must contact Security immediately at extension 4200.

7.4.4   Security will contact the incident controller and he will respond to the incident and decide if outside emergency services are needed.

7.4.5   In the case of an emergency, Security will attempt to isolate the area and provide calm the affected person, if possible, without risking injury to himself/herself or anyone else.

7.4.6   If appropriate, threatened employees shall:
- Lock themselves in a room with a telephone
- Not open the door to anyone who cannot identify themselves
- Stay away from windows
- Stay calm and try to assure others
- Evacuate the area and facility as needed to avoid a violent individual.

7.5 Malicious Threats

7.5.1   Instructions for all employees and contractors
- If an employee directly receives a bomb threat or information about a bomb or other threat, he/she shall immediately contact Security at 4200.
- The associate should keep the caller on the line as long as possible and record every word spoken by the person making the call. The associate should also try to obtain any valuable information.
- If a bomb threat is received, the employee should be ready to provide Security with the following information.
  - o   Name of the person receiving the call.
  - o   Exactly what the caller said.
  - o   The tone of voice.
  - o   Background noises.
  - o   Accent.
  - o   What time the person said the bomb would detonate.
  - o   What the person said was the purpose for placing the bomb.
  - o   Write the information down as soon as possible.
  - o   If the threat was left on voicemail, do not erase the voicemail.
- If the caller specifies a location or a time less than 10 minutes for the bomb to detonate, immediately evacuate the building following the evacuation procedures and contact the local police officials.
- If the caller does not specify a location or time or gives a time of more than 10 minutes, contact Security and/or Incident Controller.

7.5.2   Instructions for Security and Incident Controller
• assess need to contact police/fire and need for evacuation and initiate the evacuation as specified in the evacuation procedure.

7.5.3   Instructions for Local Fire Officials
• Local fire officials will assess situation and determine if associates can return to the building.
• If it is determined that building cannot be entered implement the next steps of the Business Continuity Plan.
• If it is determined that associates can enter the building, the incident controller and the ERT gives permission to enter the building.

7.6 Power Outage
7.6.1   If there is a power failure, associates shall vacate their work area and proceed to areas of natural lighting.
7.6.2   If the utility problem is so severe, that the area/facility cannot be occupied, the Business Continuity Plan will be initiated to determine next steps of crisis management. There are three hours emergency lighting available in the plant and the procedures to be followed in the event of a power failure.

7.7 Biohazard
7.7.1   An emergency response involving contact with a biological agent is not included in the emergency response plan as no class 3 or 4 biological agents are held on-site

8.0 EMERGENCY RESPONSE EQUIPMENT

8.1 The facilities are equipped with safety and emergency equipment to minimize the potential for or effects of emergencies specific to each area or process. Particular care has been taken to provide sufficient aisle space to allow the unobstructed movement of personnel, emergency equipment, and decontamination equipment to any area of operations in an emergency.

8.2 The following table shows Location, function, Inspection frequency and responsible person for any emergency equipment kept on site.

Emergency Response Equipment	Location	Functions	Responsible Person	Suggested Inspection Frequency	Inspection / Maintenance Description
wall mounted break glass unit fire	Plant wide	trigger Fire Alarm System	Faclities/Security	monthly	Visual inspection
Wall mounted break glass unit Mag lock release	Plant wide	release Mag lock on door	Faclities/Security	monthly	Visual inspection
fire panel	Reception and Engineering Office	Monitoring of the entire fire system	Engineering	Weekly	weekly test
Fire Pumps	Fire System Pump House	To supply Sprinkler Water to the Plant	Engineering	Weekly	Operational function check and visual inspection
Pump House Valves	Fire System Pump House	Isolation of Fire Pumps	Engineering	Weekly	Valves exercised and returned to a locked open position
fire doors	Though out building	confine fire	Security	Daily	Visual inspection
Fire Alarm	Plant wide	To audibly alert all personnel of the presences of a Fire or Smoke	Engineering	Weekly	Operational function check
Radios	Individually held (all kept in Security ?)	To ensure clear open communication in event of emergency	Security	Daily	Operational function check
Eye Wash kit	Plant wide	To provide clean water for rinsing eyes in the event of chemical spillage	Faclities	Monthly	visual inspection and test
Fire Extinguishers	Plant wide	To provide local, portable extinguishers for the suppression of a	Engineering/EHS	Annual (external company	Proper inspection
			Faclities	monthly checks	Visual inspection
Defibrillators	Reception and First Aid Room	To prevent Cardiac Arrest	First aiders	Monthly	Review per Weekly Inspection Form
First Aid kits and Plaster Dispensers	Strategic Areas	To Supply Dressing/Burn Material	First aiders	Monthly	Review per Weekly Inspection Form
smoke detectors	Plant wide	Detect smoke	Engineering	Monthly	Quarterly
emergency lighting	Plant wide	incase of power Fail	Faclities	Monthly	Test working condition
emergency exits	Plant wide	Exit from building	Security	Daily	Open and close door
Spill kits	assigned areas	Contain spills	Engineering	Monthly	Check content availability
Emergency Bag	Reception	Emergency requirement	First aiders	Monthly	Check content availability

9.0 DRILLS AND SIMULATIONS

9.1 Following each site evacuation, the Incident Controller and the EHS site Lead will meet to review the incident, prepare a report using the Form Control No. **EVCF-0252**., identify any areas for improvement and all actions resulting from the simulation will be recorded and tracked for closure.

10.0   COMMUNICATION

10.1 The BCP outlines responsibilities and procedures for communication to media, regulatory, corporate and other relevant bodies. Any release of information has to be authorized by the Group Manager Distribution. All media & external contacts seeking information on the incident shall be noted and referred immediately to the Group Manager Distribution.

11.0   INCIDENT REVIEW AND REPORT

11.1 Any incident will be reviewed on a case by case basis and a full review called when deemed appropriate by the EHS Department. A report will be prepared to record the event and following actions, if any, will be addressed and solved as appropriate

12.0   TRAINING REQUIREMENTS

12.1 Employees and Contractors: All employees and contractors receive training in emergency response and evacuation at induction and on an annual basis thereafter in tool box talks.

12.2 Visitors: Visitors are the responsibility of employees or contractors whom they visit, they must be informed of evacuation procedures on arrival and accompanied at all times if they have not completed safety induction. Each visitor will receive a visitor information leaflet at Security on arrival.

12.3 Emergency Response Team:
   12.3.1   The ERT will receive a specific external training based on their role (fire marshals or first aiders).
   12.3.2   The training will be performed by an external company and ERT members will receive proper certificate attesting the training.

   12.3.3   In addition, the ERT receives onsite training as follows:
   • Emergency Response procedures – All ERT
   • Basic Fire Response procedures – All ERT except First Aiders
   • First Aid and AED Operation – All First Aiders
   • Chemical Spill – Spill responders

12.4 Security: Security personnel receive training in emergency response.

ATTACHMENT 1. MUSTER POINTS LOCATION

Muster Point 2
Warehouse staff

Muster Point 3
Visitors and
Contractors ONLY

Muster Point 1
Office staff