

## SECTION SIX - EMERGENCY READINESS & PROCEDURES

### EMERGENCY PLANNING

The company aims to cover emergencies which are likely to affect the workplace.

**Floor plans:** These will be displayed prominently within the building and detail location of emergency equipment, and emergency assembly areas.

**Evacuation procedures:** These procedures outline safe evacuation passages and meeting areas in the event of fire or building damage.

**First aid checklist:** This will include water and first aid supplies to cover emergencies.

**Utilities checklist:** This includes ensuring a worker is responsible for turning off the power or gas in the event of a major emergency such as an earthquake, flood or fire.

### COMMUNICATION AND TRAINING

Emergency procedures will be explained to all new workers and contractors as part of their induction and training.

### EMERGENCY PROCEDURES

Emergency Procedures will be clearly displayed on staff noticeboard and in Ute Health & Safety Folder. Refer Appendix for Emergency procedures.

Worker's should notify the manager of the emergency as soon as practicable and double-check that:

- The correct services have been called
- First aid is being carried out correctly and/or someone is appointed to take over themselves if the person/s administrating it are tiring
- Someone is waiting at the entrance to meet and direct the emergency services
- Any danger zone is clear and fully secured
- All workers, contractors and visitors are accounted for
- Management has given the all-clear once the emergency is over

### EMERGENCY DRILLS/DEBRIEF

Emergency drills will be undertaken at least 6 monthly.

Once the drill has been completed the Health & Safety Coordinator/Administrator will consult with all staff so that procedures may be reviewed and continuously improved.

Results of these emergency drills and any necessary follow-up will be recorded by the Health & Safety Coordinator.

A post critical event review meeting will be convened by Management to debrief all other workers.

## Contingency Plan/Business Readiness

When developing a contingency plan, consideration is to be given to all the events that could interrupt business such as pandemic, power outage, earthquake, etc. Consideration needs to be given to the critical services and equipment needed to continue operating.

Questions to ask:

- What problems might we encounter with that critical service or equipment?
- What can we least afford to lose?
- Time frames - how long can we do without it?
- What backup systems are required?
  - Emergency lighting
  - Emergency power
  - Emergency water supply
  - Medical gas
  - Alternative sewerage
  - Heating fuel
  - Telephone - communications
  - Security
  - Suppliers
- What is the likely monetary loss arising from an inability to provide our services?
- Scenarios - how does the timing and extent of the disaster affect different operating functions?
- What are our intangible exposures, such as: unfavorable publicity, loss of market share, competitive disadvantage, confidentiality?
- What are the likely emergency conditions we may face?
- How can the risk be reduced before the crisis occurs?
- What prevention measures can we take?
- What communication systems do we have? - How will we communicate when they are out of action?
- Which emergency services need notifying? How and by whom?
- Who do we call to restore essential services? What are their after-hour numbers?
- Who will take control during an emergency and from where will they operate?
- How do we recover vehicles and people if stuck on the job?
- What emergency equipment is required?
- What is the vital information be protected?
- Who will deal with the news media?
- Who is the essential staff to be notified in an emergency?
- How and by whom will calls from family and friends be handled?
- How will our Contingency Plan be tested?

**SEPARATE FORMS**

- Emergency Procedures
- Trial Evacuation Report
- Business Continuity Plan One Page (TBC)

# EMERGENCY PROCEDURES

## CALLING EMERGENCY SERVICES PROCEDURE

- Dial 1 for an outside line then 1-1-1
- The operator will ask what service you require Fire, Police or Ambulance
- You will then be put through to the service you require
- Location is [add description of location including GPS co-ordinates if possible]
- Telephone number is [add location telephone number]
- Clearly state your name and the nature of the accident (ie what has happened)
- Clearly identify which phone number and location you are calling from

One person calls emergency services – the caller then moves to a safe, visible point to await and guide the services to the accident site on arrival.

## ACCIDENT/INCIDENT REPORTING

- All accidents and incidents must be reported immediately to Mathew Wilson
- Serious Harm Accidents must also be reported direct to WorkSafe NZ 0800 030 040  
<http://www.business.govt.nz/worksafe/about/contact-us>
- Accident and Investigation reports are to be copied to Mathew Wilson within 48 hours.
- Accident scenes **must not be disturbed** until a full and complete accident investigation has been undertaken.

## SERIOUS INJURY EMERGENCY PROCEDURE

1. Stay calm
2. Check for danger
3. Where there is personal injury, keep the injured person warm and do not move them except when there is a real danger of further injury. If there is electricity involved, switch off the power before you approach!
4. Send for a qualified first aider, who will apply first aid in accordance with their training.
5. Follow procedure: **CALLING EMERGENCY SERVICES PROCEDURES**  
  
The operator will ask what service you require – ask for **AMBULANCE** – state **SERIOUS INJURY**
6. The Emergency Coordinator (the most senior person in the workplace) notifies management of the emergency. Management will then advise the necessary agencies including WorkSafe NZ.
7. The accident site is to remain secure and undisturbed until authority to clean it up has been given by management after consent from WorkSafe NZ.
8. Notice of Accident/Serious Harm Form must be completed.
9. Management will contact any emergency contact person(s).

## **FIRE EMERGENCY PROCEDURE**

1. Stay calm
2. Check for danger
3. Assess the fire
4. If you feel confident that you can put the fire out, use the fire extinguisher provided
5. Activate the evacuation alarm
6. Follow procedure: **CALLING EMERGENCY SERVICES PROCEDURES**

The operator will ask what service you require – ask for **FIRE** – state the nature of the fire

7. Follow site evacuation procedures
8. The Emergency Coordinator (the most senior person in the workplace) notifies management of the emergency. Management will then advise the necessary agencies including WorkSafe NZ.
9. No-one is to return to their work area until management gives the “all clear”.

## **CHEMICAL SPILL PROCEDURE**

1. Anyone who believes there is a danger to life or limb developing rapidly due to a chemical spill or other exposure, should immediately activate an evacuation alarm
2. Assess the danger
3. Follow procedure: **CALLING EMERGENCY SERVICES PROCEDURES**

The operator will ask what service you require – ask for **AMBULANCE** – state **CHEMICAL SPILL** – explain the nature of the spill

4. Follow site evacuation procedures
5. The Emergency Coordinator (the most senior person in the workplace) notifies management of the emergency. Management will then advise the necessary agencies including WorkSafe NZ.
6. No-one is to return to their work area until management gives the “all clear”.

## **EXPLOSION PROCEDURE**

1. Ensure your own safety and check if anyone has been injured
2. Remove anyone in immediate danger
3. Check if the explosion has caused other dangers i.e. fire (if so follow fire procedure).
4. Follow procedure: **CALLING EMERGENCY SERVICES PROCEDURES**

The operator will ask what service you require – if injuries, ask for **AMBULANCE**, if no injuries but fire, ask for **FIRE** – state **EXPLOSION** – explain the nature of the explosion

7. Follow site evacuation procedures
8. The Emergency Coordinator (the most senior person in the workplace) notifies management of the emergency. Management will then advise the necessary agencies including WorkSafe NZ
9. No-one is to return to their work area until management gives the “all clear”.

## **POISONING PROCEDURE**

1. Stay calm
2. Check for further danger
3. Send for a qualified first aider, who will apply first aid in accordance with their training
4. Follow procedure: **CALLING EMERGENCY SERVICES PROCEDURES**

The operator will ask what service you require – ask for **AMBULANCE** – state **POISONING** – explain the nature of the poisoning

5. Find out what has caused the poisoning e.g. which chemicals
6. Obtain the Safety Data Sheet (SDS)
7. If necessary, telephone the National Poisons Centre for advice on treatment – 0800 764 766
8. Follow recommended procedures

## **SUSPICIOUS OBJECTS PROCEDURE**

1. If found, do not touch
2. Remove anyone in immediate danger
3. Notify manager
4. Isolate the area and prevent access
5. Do **NOT** activate Fire Alarm
6. Follow procedure: **CALLING EMERGENCY SERVICES PROCEDURES**

The operator will ask what service you require – ask for **POLICE** – state **SUSPICIOUS OBJECT** - state the nature of the suspicious object

7. Order to vacate as for a Fire Alarm, but do not operate the Fire Alarm, unless Police advise **URGENT** Building evacuation
8. Leave doors and windows open as you go
9. Assist Police activities
10. Ensure person who took the call or located the suspicious object is available for Police interview.

## **AGGRESSIVE BEHAVIOUR PROCEDURE**

If confronted, remain calm.

1. Speak and move in a non-threatening manner
2. Withdraw from aggression. Maintain own safety
3. Alert other staff, summon help and if necessary call police
4. Follow procedure: **CALLING EMERGENCY SERVICES PROCEDURES**

The operator will ask what service you require – ask for **POLICE** – state **AGGRESSIVE BEHAVIOUR** - state the nature of the behaviour

5. Assist Police activities
6. Ensure those involved are available for Police interview
7. Notify Manager as soon as practical

## **SUSPICIOUS ACTIVITY**

1. Clear everyone from immediate danger
2. Alert other staff and observe situation. Maintain own safety
3. If obvious criminal activity occurs, then follow procedure: **CALLING EMERGENCY SERVICES PROCEDURES**

The operator will ask what service you require – ask for **POLICE** – state **SUSPICIOUS ACTIVITY** – state the nature of the suspicious activity

4. Assist Police activities
5. Ensure those involved are available for Police interview
6. Notify Manager as soon as practical

## **EARTHQUAKE PROCEDURE**

If you are **INSIDE**:

- Dive under work bench/tables grasping the legs for support
- Stay in the same place - don't move around
- Wait until the all clear has been given
- Once the earthquake has stopped – evacuate to your emergency assembly area so a roll call can be taken

If you are **OUTSIDE**:

- Take cover wherever you can - beside vehicles; doorways; tables' etc.
- Keep clear of falling power lines and buildings
- Don't move around
- Once the earthquake has stopped – evacuate to your emergency assembly area so a roll call can be taken.

Note: It is important that you report to your assembly area for a roll call, as investigating your absence could jeopardise the safety of others if they need to go looking for you.

## **STORMS AND HIGH WINDS PROCEDURE**

Before/ During

- Tape windows with tape to prevent flying glass
- Stay indoors
- Clear loose objects from around buildings
- Shelter in strongest part of building
- If roof begins to lift - open windows slightly on sheltered side of building
- Move people and equipment away from side of building, exposed rooms and windows

## **FLOOD PROCEDURE**

- Keep valuables, documents and equipment above possible flood level
- Remove anyone in danger to a place of safety
- Move any chemicals to a safe place to avoid spillage or contamination
- Switch off any electrical equipment affected by flooding

## **TSUNAMI PROCEDURE**

- Move immediately to the nearest higher ground or as far inland as possible having previously determined an escape route
- If driving, keep going once you are outside the evacuation zone to allow room for others behind you

If there isn't enough time to escape, go to an upper story of a sturdy building or climb onto a roof or up a tree, or grab a floating object and hold