

EMERGENCY MANAGEMENT PLAN

ALAWA PLUMBING PTY LTD



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FIRST AID

WHAT IS FIRST AID?

First aid is the initial care for a person in distress. In extreme cases, it could mean the difference between life and death.

The aim of first aid is to:

- Preserve life
- Protect the unconscious
- Prevent a casualty's condition from becoming worse
- Promote the recovery of a casualty.

FIRST AID ACTION PLAN

In any emergency situation, it is important to initially confirm that it is safe to approach a casualty and assess the casualty's condition for any life-threatening conditions. This is called the first aid action plan and requires the first aider to check for the following:

- Initial Assessment
- Look for **Danger**
- Phone for Help
- **Response**
- **Airway**
- **Breathing**
- **Circulation**
- Review
- Meet the Ambulance

INITIAL ASSESSMENT

Look at the overall accident scene before taking any action to help a casualty. It is important to determine what has happened, how many casualties there are and the nature of their injuries.

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LOOK FOR DANGER

After assessing the situation, look for dangers to yourself, bystanders and the casualty. If it is safe to do so, remove the danger. If not, remove the casualty and bystanders away from the danger.

PHONE FOR HELP

Call -000- immediately to activate the emergency services.

You will be asked a number of questions. The questions are likely to include the following:

- What is the exact location of the incident/accident?
- What is the phone number from which you are calling?
- What has happened?
- How many people are sick/hurt?
- What is the nature of the casualty's injuries?
- Are you with the casualty now?
- How old is the casualty?
- Is the casualty conscious?
- Is the casualty breathing?

Try to remain calm while answering these questions to ensure that your responses are clear and concise. You may be provided with first aid instructions so don't end the call until you are told to do so.

RESPONSE

Determine the casualty's level of consciousness. Don't shake casualties, particularly if they are children or infants. The "talk and touch" process of checking for a response should incorporate gentle touching and loud talking.

The acronym **COWS** is used to remind first aiders of some simple steps that will help determine a casualty's ability to respond. It is designed to prompt specific questions and directives:

C.....can you hear me?

O.....open your eyes

W.....what's your name?

S.....squeeze my hands. Where there is more than one casualty, always give priority to the unconscious casualty.

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AIRWAY

Check the casualty's airway by carefully tilting their head backward and looking in the mouth for foreign bodies such as food, loose dentures or fluid. Dentures should only be removed if loose or if they could possibly cause an airway obstruction. If secure, leave in place as it will help to ensure a good seal if rescue breathing is necessary.

Unless a casualty's airway is obstructed by water, vomit, blood or other fluid, checking the airway should be conducted while the casualty is on their back. If a casualty's airway is obstructed by water, vomit, blood or other fluid, place the casualty in the lateral (side) position.

BREATHING

Once the casualty's airway is open and clear, check if they are breathing. This is done using the look, listen and feel technique:

- **LOOK** - for the rise and fall of the chest
- **LISTEN** - for the movement of air by placing your ear near the casualty's mouth and nose
- **FEEL** - for the movement of air from the nose and mouth against your cheek, and place your hand on the casualty's chest to feel for the rise and fall.

If the casualty is breathing (and if they are not already on their side), place them in the lateral (side) position and maintain neck stability. The first aid provider should recheck the casualty's airway and breathing regularly then look for other injuries while waiting for the ambulance paramedics to arrive.

CIRCULATION

Identify and immediately control any severe bleeding. This simply requires the casualty to be scanned from head to toe to detect signs of external bleeding.

Bleeding is considered severe when it is spurting or cannot be controlled. Such severe bleeding is a life-threatening condition that must be addressed as quickly as possible.

If there are no signs of bleeding check to ensure there is a pulse.

REVIEW

Once the casualty has been assessed and managed for any conditions that immediately threaten their life, you can review your initial assessment.

The review involves three steps:

- Questioning the casualty and witnesses to the incident

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- Continuing to check the casualty's vital signs
- Conducting a head-to-toe examination.

MEET

In the event an ambulance is required:

- Designate someone to meet the ambulance at the front of the premises and direct it to where the injured person is.

FIRE

A fire in regards to this procedure is uncontrolled combustion of material or substance.

Hot works being conducted can increase the risk of such an event.

Should a fire occur:

- Alert all persons nearby and request assistance;
- Assist any person in immediate danger (if safe to do so);
- Attack seat of fire with available firefighting equipment (if safe to do so);
- If flames are still spreading inside the building, close the door to contain the spread;
- Notify Operations Supervisor and call "000" emergency services
- Evacuate immediately, closing all doors;
- Check that all areas have been cleared and inform supervisor;
- Muster personnel at a safe location.

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VEHICLE FIRE

EMERGENCY PROCEDURE GUIDE

IF THIS HAPPENS	DO THIS
ENGINE FIRE	<p>Shut off engine and all electrical equipment. No smoking or naked lights within 10 metres. Use fire extinguisher provided on vehicle. Direct contents of extinguisher into engine compartment. If possible do not open bonnet. Opening may increase fire. If extinguisher is ineffective smother with sand or earth. Large amounts of water may also be effective. DO NOT INHALE SMOKE, FUMES, VAPOUR or POWDER. Notify Police and Fire Brigade of location and type of load and quantities.</p>
CABIN FIRE	<p>Shut off engine and electrical equipment. If without risk remove burning material. Use extinguisher provided on vehicle. DO NOT remain in cabin when discharging extinguisher DO NOT INHALE SMOKE, FUMES, VAPOUR or POWDER. Notify Police and Fire Brigade of location and type of load and quantities involved.</p>
TRAY FIRE	<p>Shut off engine and all electrical equipment. No smoking or naked lights within 10 metres. Refer to EPG card for fire procedures for materials involved In fire. If without risk remove material from tray. Unless EPG states otherwise use extinguisher provided on vehicle and keep goods cool with water spray. DO NOT INHALE SMOKE, FUMES, VAPOUR or POWDER. Notify Police and fire Brigade of location and type of load and quantities involved</p>
TYRE FIRE	<p>Stop vehicle and assess the extent of the fire and hazard it may pose to the road Use large quantities of water if available to extinguish the fire Remove tyre from the vehicle if possible, to a safe area from the vehicle. If it's not possible to remove the tyre, drive the vehicle carefully and slowly to throw the burning tyre off the rim DO NOT INHALE SMOKE, FUMES, VAPOUR, or POWDER Notify police and Fire Brigade of fire location, type of load and quantities involved</p>
BRAKE DRUM OVERHEATING	<p>Stop vehicle and assess the extent of the fire and hazard it may pose to the road Allow brake drum to cool or use water if available to aid the cooling</p>
FIRST AID	<p>INHALATION of smoke or fumes: Remove to fresh air, lay patient down, reassure and keep at rest. If not breathing apply artificial respiration. Seek Medical attention EYES: Wash with clean water for at least 15 minutes then seek medical attention BURNS: Cool affected areas with water for at least 10 minutes, cover with a light dressing and seek urgent medical attention</p>

EMERGENCY CONTACT No 000 (if ineffective call 1100 exchange)

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SPILLS

PURPOSE.

To establish initial response and containment actions for spill incidents and the frame work to mobilise external Emergency Service organisations.

In the event of a spill this emergency management plan will be used in conjunction with the Dangerous Goods Initial Response Guide and assistance from Emergency Services.


MAJOR SPILL – HIGH RISK OR IMPACT (MORE THAN 5 LITRES)

1. Identify spill
2. Raise alarm – notify person in charge. Initiate reporting process (emergency response, manager, executives, clients, authorities)
3. Remain a safe distance up wind from the product and isolate the area.
4. If possible, identify the product that has spilt from a distance (signage, documentation, enquiries etc) If it cannot be identified STAY **AWAY**
5. Call 000
6. If chemical is identified refer to MSDS and Initial Dangerous Goods Initial Response Guide for instructions
7. Conduct an initial risk assessment and if safe to do so contain chemical spill with dirt and / or spill response products.
8. Prepare to Muster or evacuate (if required)
9. Follow instructions given by emergency services
10. Muster or Evacuate (if required)

MINOR SPILLS – LOW RISK OR IMPACT (5 LITRES OR LESS)

1. **Identify** the spill quantity and product – refer MSDS for advice
2. **Control the flow** - of the product such as shutting an open tap or valve, up righting a drum or container that's leaking.
3. **Contain the spill** - use absorbent materials to control the spill and prevent it from spreading
4. **Clean Up the spill** – use correct and appropriate PPE. Clean up the spill and place absorbent products into a hazardous materials bin or container for disposal.
5. **Report the incident** – ensure the appropriate people are notified and incident report is generated. Investigate the incident to prevent reoccurrence.
6. **Restock** – ensure any absorbents used are restocked immediately

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FUEL EMERGENCY PROCEDURE GUIDE		
 Class 3	FUEL, AVIATION, TURBINE ENGINE UN No 1863	
	EMERGENCY ACTION CODE	3 Y E
FIRE EXPOSURE	NATURE OF THE HAZARD <i>Liquid and vapour are highly flammable. The vapour is invisible, heavier than air and spreads along the ground. It may form explosive mixtures in air when heated. Inhalation of vapour or fumes from fire may have a narcotic effect</i>	
EMERGENCY PROCEDURES		
IF THIS HAPPENS	DO THIS	
SPILL OR LEAK	Stop engine and switch off all electrical equipment. NO NAKED LIGHTS and NO SMOKING with 70 meters Keep up wind of spill, keep public away. STOP LEAK/S if safe to do so. Dam spills or leaks with earth or sand to prevent liquids reaching drains, basements or work pits. Avoid breathing fumes or contact with skin. Advice emergency services of location, type of product and quantity of spill	
FIRE	Stop engine and switch off all electrical equipment. NO NAKED LIGHTS and NO SMOKING with 70 meters Keep up wind of spill, keep public away. STOP LEAK/S if safe to do so. Dam spills or leaks with earth or sand to prevent liquids reaching drains, basements or work pits. Keep containers cool with water spray if it's available, remove containers from vehicle if safe to do so	
CONTAMINATED CLOTHING	Remove contaminated clothing and wash effected areas with soap and water	
TANKER / VEHICLE ACCIDENT	Stop engine and switch off all electrical equipment. Keep up wind of spill, keep public away. Check for spills or leaks. If spillage is evident remove casualty to safe area then proceed as for SPILL OR LEAK procedures DO NOT MOVE VEHICLE if there is a likelihood of spills occurring. If product on fire procedure as per fire emergency procedure. Call emergency services and notify location, product, vehicle owner, damage and number/type of injuries	

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FIRST AID			
INHALATION	Remove casualty to fresh air and lay down. If not breathing clear airway and immediately commence artificial respiration Oxygen may be administered by a trained person Seek medical attention		
EYES	Wash with large amount of water for at least 15 minutes whilst holding eye lids open Seek medical attention		
SKIN	Remove contaminated footwear and clothing as above Wash with soap and water		
EMERGENCY CONTACT			
Organisation	Location	Phone	Ask for

GAS LEAK

If there is a gas leak, the significance of the leak needs to be determined; is it a major or a minor leak.

IF IT IS A MINOR LEAK-

- Isolate the supply
- Control any possible ignition sources
- Allow gas to disperse

IF IT IS A MAJOR LEAK-

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- Isolate the supply
- Shut down the air-conditioning to prevent the spread of toxic or flammable gases
- Remove ignition sources
- Report to the Chief warden
- Contact emergency services
- Move occupants to the assembly area or alternative safe location

PERSONAL THREAT

A threatening situation could develop on site at any time. The motives could be a hold-up, dissatisfied customer or even an ex-employee seeking retribution.

It is quite possible that the intruder may be under the influence of drugs, alcohol or severe stress. It is therefore very important to remain calm and non-confrontational in these situations. If the intruder is irrational, it becomes vital that the people being threatened remain as calm as possible so as not to potentially inflame the situation.

IN THE EVENT OF A DISTURBANCE:

- Raise the alarm and bring to the attention of other work colleagues
- Call “000” police
- Try not to say anything that may make the situation worst;
- Alert any other personnel in your vicinity
- If possible, restrict the entry to the building and or to other personnel or areas by locking doors
- Evacuation should be considered (only if safe to do so);
- If the intruder is unknown to staff, have as many people as possible write down a description of the offender in case it is needed at a later point

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BOMB THREAT

Any employee answering the phone could receive a bomb threat at any time.

It is important to recognise the call as a bomb threat and attempt to obtain certain information from the caller:

Bomb threats are now quite common, and although many threats are hoaxes, the potential for an actual explosion is steadily increasing.

The use of a bomb threat checklist is useful if a threat is made by phone.

BOMB THREAT CHECKLIST	
Questions to Ask:	Caller's Voice:
1. When is the bomb going to explode?	Accent (specify): _____
2. Where did you put the bomb?	Any impediment (specify): _____
3. When did you put it there?	Voice (loud, soft, etc): _____
4. What does the bomb look like?	Speech (fast, slow): _____
5. What kind of bomb is it?	Diction (clear, muffled): _____
6. What will make the bomb explode?	Manner (calm, emotional, etc): _____
7. Did you place the bomb?	Did you recognise the voice? _____
8. Why did you place the bomb?	If so, who do you think it was? _____
9. What is your name?	Was the caller familiar with the area? _____
10. Where are you?	
11. What is your address?	
Exact wording of the Threat:	Threat Language:
_____	Well Spoken: _____
_____	Incoherent: _____
_____	Taped: _____
_____	Message read by caller: _____
_____	Abusive: _____
_____	Other: _____
Action:	Background Noises:
Report call immediately to: _____	Street Noises: _____
Phone Number: _____	House Noises: _____
	Aircraft: _____
	Voices: _____ Local call: _____
	Music: _____ Long distance: _____
	Machinery: _____ STD: _____
	Other: _____
	Other:
	Sex of caller: _____
	Estimated age: _____
	Number: _____
	Call Taken:
	Date: ____/____/____ Time: _____
	Duration of call: _____
	Number called: _____
	Recipient:
	Name (print): _____
	Telephone Number: _____
	Signature: _____

REMEMBER
Keep Calm
Don't hang up

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PROCEDURE

1. Try and stay calm
2. If possible, use the company bomb threat checklist to capture relevant information (this may not be available at the time – as the call may be taken on a mobile phone)
3. Attempt to keep the caller talking while at the same time get the attention of a fellow employee to either capture vital information and / or raise the alarm
4. Important information (other than checklist)
 - Time of call
 - Details of bomb threat, for example time, location, reason for the attack
 - Male or female caller
 - Tone and accent of caller
 - Background noises
 - Any names mentioned during the call
5. Raise the Alarm - notify immediate supervisor
6. Supervisor will call or delegate someone to call “000”, senior management and other relevant parties such as neighbours
7. An initiate search of the area using grid pattern sweeps may be conducted if safe to do so.
8. Muster personnel if necessary, in a safe location
9. Follow instructions from emergency services and relevant authorities
10. Wait for all clear before returning to site

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SUSPECT PACKAGE

IF A SUSPECT EXPLOSIVE DEVICE IS FOUND:

- Do not touch it.
- Clear the area.
- Notify supervisor immediately.
- Isolate area
- Follow directions given.
- Prevent other persons from entering the area where the device is located.

SUSPICIOUS PACKAGES

Suspicious packages could be sent through the mail, through general cargo or simply placed by an intruder.

If you suspect a package to contain hazardous material and **HAVE NOT OPENED IT:**

- Place item in a plastic bag and seal it;
- Place all items in a second plastic bag and seal that bag;
- Stay in your immediate work area. This also applies to co-workers in the same room. Prevent others from entering the area and becoming contaminated. Remember you are not in immediate danger.
- Notify the supervisor and emergency services by dialling 000;
- Keep your hands away from your face to avoid contaminating your eyes, nose and mouth;
- If possible (without leaving your work area), wash your hands;
- Wait for help to arrive.

If you suspect that you have received a package that may contain hazardous material and **HAVE OPENED IT:**

- Do not disturb the item any further. Do not pass it around. If any material has spilt from the item, do not try to clean it up, or brush it from your clothing;
- If possible, place an object over the package without disturbing it, such as a large waste bin;
- Stay in your immediate work area. This also applies to co-workers in the same room. Prevent others from entering the area and becoming contaminated. **Remember you are not in immediate danger.**

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CYCLONE

CYCLONE SEASON

The tropical cyclone season extends from 1st November to 30th of April.

PRE-CYCLONE PREPARATIONS

During the month of October, a pre cyclone clean up and assessment will be conducted to:

- Eliminate non-essential items
- Reinforce high housekeeping practices
- Inspect buildings and structures to ensure their integrity in high winds
- Establish undercover areas for potential missiles to be stored
- Tie down or secure unsecured items

Refer to **CYCLONE HAZARD ANALYSIS**

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CYCLONE HAZARD ANALYSIS

What are we trying to minimise	Caused by	Prevention Measures	Requirements	Person Responsible
Personal Injuries	Exposure to cyclone effects	<ul style="list-style-type: none"> Early preparation before cyclone hits Early shelter before cyclone hits Cyclone coded buildings and structures 	<ul style="list-style-type: none"> Monitor Cyclone Watches & Warnings Implement Cyclone Response Plan Inform & update staff of current operations, weather conditions and cyclone movements. 	<ul style="list-style-type: none"> Management and staff
Property Damage	Wind	<ul style="list-style-type: none"> Cyclone coded buildings & structures 	<ul style="list-style-type: none"> Building Maintenance Program Pre-Cyclone Season Checks 	<ul style="list-style-type: none"> Operations Supervisor
Airborne Debris	Loose items Building materials Trees	<ul style="list-style-type: none"> Eliminate non-essential items housekeeping Check / maintain buildings & structures Prune trees & Tie down unsecured items 	<ul style="list-style-type: none"> Pre cyclone season clean up Reinforcement High Housekeeping Standards 	<ul style="list-style-type: none"> Operations Supervisor
Water Damage	Rain Flooding	<ul style="list-style-type: none"> Drains cleared Gutters fitted Windows & doors sealed Repair building leaks & Rain caps on exhausts 	<ul style="list-style-type: none"> Building Maintenance Program Housekeeping Machinery Maintenance 	<ul style="list-style-type: none"> Operations Supervisors Maintenance Contractors
Operational Disruption	Property/equipment damage Fuel supply Personnel injury IT equipment & records	<ul style="list-style-type: none"> Coded buildings & maintenance Eliminate potential flying debris Garage mobile equipment where possible Maximise fuel storage capacity Eliminate water egress from fuel supplies Minimise exposure to cyclone effects Back up & cover to prevent water damage 	<ul style="list-style-type: none"> Building Maintenance Program Enforcement of Housekeeping Standards Adherence to Cyclone Plan Machinery Maintenance Program Inform & Update Staff of weather conditions/ cyclone movements Waterproof Coverings for IT & Computer Records & Storage 	<ul style="list-style-type: none"> Managing Director Operations Supervisor Administration Manger
Power	Electricity supply disruption/loss	<ul style="list-style-type: none"> Back up/standby electricity supply 	Emergency generator sourced if required	<ul style="list-style-type: none"> Managing Director
Storm Surge Damage	Increase in Ocean Level	<ul style="list-style-type: none"> Re positioning of bins to higher ground tide tables/times weather reports 	Establish storm surge heights if applicable	<ul style="list-style-type: none"> Managing Director

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