Emergency Response Management Plan

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1. INTRODUCTION

1.1 AIM

- The plan has detailed procedures to be adopted and actions required during all phases of emergency response and management at depots and facilities operated by G & S Transport and/or the Bilato Group of Companies.

- G & S Transport is committed to providing its employees, contractors and visitors with a safe and healthy workplace, by working towards the prevention of occupational incidents, illness and injuries.

1.2 OBJECTIVES

G & S Transport will achieve the objectives of this Emergency Management Plan by:

- Providing a clear and committed leadership wherein health and safety are an integral part of normal operations and long-term strategy.

- Implementing health and safety management systems.

- Reinforcing a strong health and safety culture in the workplace.

- Requiring all contractors on site to conduct their operations in accordance with this policy.

- Identifying, assessing and managing risks to health and safety.

- Communicating to each employee the importance of complying with the company's health and safety policies.

- Providing employees with the necessary skills, training and equipment to safely undertake their work.

- Implementing appropriate emergency procedures.

- Regularly reviewing and auditing systems and performance against its objectives.

- Implementing a program of continuous improvement.

- Following all Statutory Requirements.

The Emergency Response Management Plan and guidance information contained within this document have been developed following a formal risk assessment of potential emergency incidents at G & S Transport's work sites and outlined in the Risk Register. This information is important to the safety of everyone associated with the company's operations and is to be complied with by all personnel. The information must be communicated to all employees through formal induction processes to ensure that the various requirements are understood and acknowledged.

Serious incidents, such as accidents involving injury to persons and notifiable incidents, are to be reported immediately to the Operations Director, and if a notifiable injury to NT WorkSafe.

1.3 RESPONSIBILITIES

The key responsibilities of emergency response management for the company are outlined below.

1.3.1 Managers and Supervisors

- Conduct a site Risk Assessment Workshop (RAW) to identify potential emergency situations.

- Implement and maintain procedures and plans for preventing and responding to emergency situations.

- Identify personnel and equipment resources for emergency preparedness.

- Regular communication of the Emergency Response Plan and Procedures to all site personnel.

- Ensure that personnel allocated with specific emergency response duties receive any necessary training.

- Participate in site emergency practice drills.

- Annual reviews of all Emergency Response Procedures and relating documents.

- Review and update of the Emergency Response Plan as required and following the occurrence of any emergency at, associated with, or in the vicinity of the company's depots or work sites, which may impact the site(s).

1.3.2 Employees

- All employees shall be familiar with the site Emergency Response Plan, Procedures and related documents.

- Personnel who have been allocated specific emergency response duties shall attend training and comply with all requirements of their duties.

- All employees shall participate in site emergency practice drills.

- All employees respond immediately to an emergency when directed, to minimise adverse risks to health and safety.

- Personnel to advise Supervisors of any suggestions for additions or improvements to the Emergency Response Plan, Procedures and related documents.

1.3.3 Contractors/Subcontractors

- All contractors/subcontractors shall be familiar with the company's Emergency Response Plan, Procedures and related documents.

- Each contractor/subcontractor shall nominate a supervisor responsible to ensure that their employees comply with all emergency response provisions in place for the relevant worksite.

1.4   APPLICATION

This Emergency Response Plan applies to all work processes undertaken on G & S Transport's worksites and depots.

1.5   RISK ASSESSMENT WORKSHOP

- G & S Transport conducts a site-specific Risk Assessment Workshop (RAW) to identify the hazards associated with activities undertaken at the depot and related worksites and the health, safety and environmental risks associated with those activities. The RAW also includes and assesses the potential emergency situations that could arise to enable adequate planning to be undertaken.

- The RAW documents specific and suitable controls to be implemented in addition to appropriate procedures that shall be developed to enable adequate emergency response.

- The RAW is a live document and shall be regularly reviewed with depot and worksite personnel who have a comprehensive understanding of the company's activities to ensure all potential hazards and emergency situations have been identified and suitable controls implemented.

1.6   POTENTIAL EMERGENCY SITUATIONS

The potential emergency situations identified in the RAW include, but are not limited to:

- *Medical*
  Medical emergencies could result from physical injury, chemical exposure, snake bite, heat stress and heart attack.

- *Fire*
  Fire may involve buildings, vehicles, chemicals, oils, solvents, plant or equipment.

- *Flood*
  Flooding may result from severe weather events damaging equipment, buildings and injuring personnel.

- *Severe Storm*
  Severe storm may result in severe wind, rain and lightning damage.

- *Cyclone*
  Cyclone may result in physical injuries and damage from extreme winds.

- *Plant Incident*
  Plant incident could involve a collision, roll-over or entrapment of personnel.

- *Explosion*
  Explosion may result from over-pressurised vessels such as tanks and tyres, and ignition of explosive concentrations of gases and solvent vapours.

- *Hazardous Substance Spill*

  Hazardous substance spill may result in injury and damage to personnel, the environment and property.

- *Building Collapse*

  Building collapse may result from high winds, explosion or collision from mobile plant.

- *Transportation*

  Transportation emergencies may involve collision, roll-over, tanker leak, fire or explosion.

- *Traffic*

  Public road emergencies may involve collisions, wandering stock, pedestrians or suicide by truck.

- *Electrical*

  Loss of electrical power may result in the loss of alarms, communications, lighting, computer stored data and process control damaging shutdown or equipment.

- *Hostile Persons*

  Hostile persons can threaten employees, operations or site activities.

- *Civil Disturbance*

  Civil disturbance can disrupt site operations, communications and access to water and fuel as well escalate to direct threats on employees.

- *Periphery Accidents*

  Depending on the nature of the accident, a major disaster off site may impact upon site operations, such as a major road accident or chemical spill.

2.   EMERGENCY PREPAREDNESS

2.1   SITE COMMUNICATIONS

- All emergency radio communication, including both the reporting of an emergency incident and the management of planned response shall be conducted on the designated radio channel.

- Wherever possible, emergencies should be initiated through the two-way radio system as this will ensure that all resources will respond to the emergency in the shortest possible time. The site UHF channel is below:

  o   **UHF CH 36**

2.2   EMERGENCY CONTACTS

G & S Transport display Emergency Contact Information posters throughout the site. These posters detail the current:

- Site Emergency Contacts:
    - Radio Channel
    - Radio Emergency Call Sign

   – Critical Information Required

 • Alice Springs Emergency Contacts:

   – Ambulance (including locality directions)

   – Hospital

   – Fire and Rescue

   – Police

 • Depot First Aid Contacts:

   – Dayshift First Aiders and Mobile Numbers

Please note that this is a live document that is updated frequently. Please refer to the site displayed poster for all current emergency contact information. This information, including any changes, shall be discussed at daily Pre-Start and weekly Toolbox meetings. Emergency contacts include the Operations Manager Frank Bilato on 0407 976 256 or the Operations Director John Bilato on 0408 897 557.

2.3 EMERGENCY ASSEMBLY

G & S Transport have sign posted Muster Point locations across depots and worksites for assembly of personnel and visitors in the event of an emergency. There is currently one Muster Points at 44 Priest Street located adjacent the:

- Office Area at the front gate
- All new Muster Point locations shall be nominated a safe distance from buildings, plant and roads.
- The site Muster Point is clearly signed, and all personnel and visitors are expected to be aware of the Muster Point.

2.4 EVACUATION PROCEDURES

The Evacuation Procedures are communicated to employees at Induction and with reminders at Toolbox meetings.

2.5 EMERGENCY RESPONSE EQUIPMENT

G & S Transport have installed basic emergency response equipment at the depot for the prevention of potential emergency situations. This equipment includes:

- Fire extinguishers
- Fire hoses
- Fire blankets
- First aid kits
- Snake bite kits

- Eye wash facilities

- Security fencing

- Spill kits

The location of the above emergency response equipment is illustrated on the Evacuation Procedure posters.

Registers are kept on site and maintained by the HSECQ Manager to control stock levels in the various first aid kits and to monitor the status of fire extinguishers and other devices. Regular formal HSE Inspections undertaken by the HSECQ Manager also monitor the condition of the emergency response equipment.

2.6   EMERGENCY RESPONSE TEAM

G & S Transport have designated emergency duties to key personnel for the coordination of an emergency response. These key personnel form the Emergency Response Team.

2.6.1   Operations Manager

The Operations Manager shall act as the Emergency Response Team Leader for the coordination of the emergency response. If an emergency arises the Operations Manager must be notified immediately. Upon being notified of an emergency the Operations Manager shall take the following actions:

- Ascertain the nature of the emergency.

- Determine the appropriate action to be taken.

- Provide instructions to the Emergency Response Team and other personnel via two-way radio and/or mobile telephone. This may include instructing key personnel to contact the relevant Emergency Service, if required.

- Initiate evacuation procedures, if necessary.

- Notify the Operations Director of the emergency as soon as time permits.

- Brief the Emergency Services upon arrival to site on the following emergency details:

    o   Type of Emergency

    o   Scope of Emergency

    o   Location of Emergency

    o   Evacuation Status

- Act on the Senior Emergency Service Officer's instructions.

- In the event of site wide evacuation, coordinate the recovery of personnel from each Muster Point for removal from the site.

- Record the progress of the evacuation and action taken by Emergency Response Team.

- Update the Operations Director on the status of the emergency when time permits.

- Initiate controlled re-entry procedures, if necessary.

- Conduct the post emergency debrief meeting.

2.6.2 First Aid Officers

Any site nominated First Aid Officers and other first aid trained personnel shall take the following actions:

- Upon hearing the alarm or becoming aware of the emergency, act on all instructions given by the Operations Manager (Emergency Response Team Leader). The Operations Manager may call upon First Aid Officers and other first aid personnel for assistance if the nature of the emergency requires it.

- Collect a portable first aid kit.

- If safe to do so, immediately treat any casualties and comply with instructions from Emergency Service personnel.

- Await further instructions from the Operations Manager.

2.6.3 Operations Director

The Operations Director shall take the following actions:

- If on site, assist the Operations Manager in determining the appropriate action to be taken and assist in the coordination of the emergency response.

- If off site, assist the Operations Manager in any way instructed.

- The Operations Director is the G & S Transport media spokesperson. No other person is permitted to make any public addresses or announcements.

2.6.4 Training

- G & S Transport will provide adequate numbers of qualified first aid personnel, where applicable. A listing of the site First Aid personnel shall be captured in the company's Training Matrix and communicated to personnel by posting notice boards.

- Basic emergency training, such as the use of portable fire extinguishers, is provided to all personnel at Induction, and during emergency response training drills.

2.7 EMERGENCY DRILLS

2.7.1 Practical Emergency Drills

G & S Transport shall undertake emergency drills at least every 12 months to ensure that personnel are aware of their immediate actions should an emergency arise. Conducting regular emergency drills will ensure that all personnel know how to:

- Make an emergency radio call

- Raise the emergency alarm

- Locate the required emergency equipment

- Locate the emergency contact information

- Locate and report to the nearest Muster Point

- Assemble and account for personnel at the Muster Point

- Await further instructions

Emergency drills are also extremely important for the company's Emergency Response Team as they simulate a real event that tests the function of the site emergency response and the roles of the individual team members.

- Where a major change on site occurs, it is also recommended that an emergency drill is undertaken to reinforce the new actions in the event of an emergency. Major changes can include the:

  o Removal of an existing Muster Point – particularly where the Muster Point had been in service for a prolonged period.

  o Introduction of a new Muster Point – to enable familiarisation with the new emergency assembly area.

  o Changes to work layout and/or road networks.

- Emergency drills require prior planning and organisation to ensure the maximum benefit is achieved. The HSECQ Manager shall be responsible for the planning and implementation of emergency drills on site.

- Emergency drills shall involve the following four elements:

Table 1: Emergency Response Drill Sequence		
Pre-Planning	Hazard Analysis	• The Risk Assessment Workshop (RAW) is undertaken to identify the hazards associated with all activities undertaken at the site and assess the potential emergency situations that could arise.
	Establish Objectives	• Define the purpose and objectives of the emergency drill. The objectives should include a description of the performance expected from participants to demonstrate competency. They should be clear, concise, focused on performance and state *who*

		should do *what* under *what* condition and according to *what* standards.
	Designing the Drill	• When designing the drill, a potential emergency scenario that has been identified in the RAW should be selected. A narrative of the drill scenario should be prepared. The scenario that has been selected can be varied by either using the "worst case" or "ideal" situation.
	Set Date and Time	• Select an appropriate date and time for the emergency drill to be undertaken. Decide whether the drill will be announced or if will be a surprise. Consider the drill timing with regards to shifts. Both shifts (day and night shift) shall have an opportunity to participate in an emergency drill each year.
	Identify active parties	• The company's Emergency Response Team members that will be on site for the drill shall be identified in the planning stage. Any Emergency Services that need to be notified of the emergency drill shall also be identified here.
	Inform Operations Director	• Approval from the Operations Director shall be obtained prior to the implementation of any planned emergency drill on site.
Conduct the Drill	Identify the Facilitator	• The facilitator is typically the Operations Manager. The facilitator shall be responsible for notifying the local Emergency Services of the planned drill prior to activating any alarms on site or making any emergency radio calls.
	Implement the Drill	• Conduct the emergency drill as planned. The facilitator shall participate in the drill and record the timings of events and document actions taken.
Immediate Debrief	Group Discussion	• Group meeting with all site personnel to discuss the events and encourage any problems that were identified by personnel to be raised and documented.

	Emergency Response Evaluation	• A debrief meeting shall be held with the Emergency Response Team to evaluate the team's actions during the drill. Document any problems that were identified by the Emergency Response Team.
Review	Comprehensive Report	• HSECQ Manager shall prepare a comprehensive report of the emergency drill outcomes with respect to actions taken and performance against the set objectives.
	Review Meeting	• A review meeting shall be scheduled with the Emergency Response Team to discuss the report findings, summarise the problems identified, and lessons learned and to introduce improvements, where necessary. The next emergency drill shall be scheduled.
	Follow Up	• Where additional training was identified in the review, training shall be implemented. Where additional emergency response equipment or resources were identified, these shall be actioned. Where a drill identifies additional potential emergency situations, the RAW shall be updated to include that scenario.

2.7.2 Desktop Emergency Drills

- In addition to the practical emergency drills, the HSECQ Manager shall also conduct desktop emergency drills with the Emergency Response Team at regular intervals. Desktop emergency drills provide opportunity for low stress discussion of the emergency response coordination of various emergency scenarios. They provide a good environment for fast and effective problem solving and promote preparation for future practical emergency drills.

- Planning for desktop emergency drills is similar to that for practical emergency drills and shall involve the following four elements:

    1. **Pre-Planning**

        • Hazard analysis (refer to RAW)

        • Establish objectives

        • Draft a narrative

        • Set date and time

- Identify active parties

    2. **Desktop Exercise**

    - Identify the facilitator

    - Identify a scribe

    - Undertake the desktop drill

    3. **Immediate Debrief**

    - Scribe to read notes taken

    - Participant evaluation summary

    4. **Review**

    - Prepare a report

    - Schedule a review meeting

    - Discuss report findings and lessons learned

    - Implement training, if required

    - Schedule next emergency desktop drill

3.   EMERGENCY RESPONSE

3.1   EMERGENCY CALL

- G & S Transport emergency call sign is **"EMERGENCY, EMERGENCY, EMERGENCY"** on UHF radio **channel 36**.

- All personnel are instructed to stay off the air if they hear an emergency call and to await further instruction from the Operations Manager.

- When making the emergency call, personnel are to provide the following information:

    o Location of the emergency

    o Nature of the emergency
       (e.g., injury, entrapment, fire, structural failure, environmental)

    o Number of people involved and injuries if known

    o Your name

- Only if it is safe to do so, the emergency caller shall disable any source of danger and render assistance to the level of their competence/confidence.

- In the event of radio communication failure, the emergency call shall be made directly to the Operations Manager Frank Bilato on **0407 976 256** or the Operations Director John Bilato on **0408 897 557**.

3.2   EMERGENCY ALARM

For Depot wide emergency evacuation to the Muster Point an alarm will be sounded. This will enable the rapid notification to personnel that an emergency exists on site. Where an automatic alarm system is not readily accessible, this shall be executed manually using the two-way radio and a vehicle horn sounded intermittently for 30 seconds or more. The use of several vehicle horns is also recommended in the event of radio communication failure.

3.3   EVACUATION TO MUSTER POINTS

In the event of an emergency requiring evacuation, personnel must report to their nearest Muster Point. Evacuation may occur as follows:

- o   Following an emergency radio call – Personnel are to stay off the air and AWAIT further instruction from the Operations Manager. The emergency may be localised and only require evacuation of one area on site. The emergency may be site wide and require full evacuation. This will be determined by the Operations Manager.

- o   Following the emergency alarm – Personnel are to immediately evacuate to the Muster Point, in an orderly and safe manner. Move immediately to the Muster Point, do not await instructions from the Operations Manager.

    Where an Emergency Response Team member is not at the Muster Point, the most senior person present in the area shall be in control and follow all instructions given by the Operations Manager.

- The Emergency Response Team member shall ensure that personnel evacuate to the Muster Point as instructed and in a safe and orderly manner. Where the safety of the designated Muster Point has been compromised due to the nature of the emergency, the Emergency Response Team member shall notify the Operations Manager immediately and decide to assemble personnel at an alternative safe location.

- Once assembled at the Muster Point the Emergency Response Team member shall undertake a head count of personnel, cross check names against the Pre-Start Meeting minutes and report back to the Operations Manager.

- Where a discrepancy exists, the Operations Manager shall be notified immediately. The Emergency Response Team member shall gain permission from the Operations Manager prior to initiating a search for any missing personnel, and this shall only be undertaken if safe to do so. If the Emergency Response Team member is required to leave the Muster Point for any reason, they shall delegate their duties to the next most senior person present.

- Following an emergency, re-entry of personnel to work areas is forbidden until authorised by the Operations Manager, the attending Emergency Service or the Emergency Response Team member.

3.4 EMERGENCY SCENARIOS

- The Emergency Response Team will be trained for a range of site emergency scenarios. This will be coordinated by the HSECQ Manager and involve both desktop emergency drills and practical emergency drills.

- Personnel, not involved in the Emergency Response Team, will receive information outlining the actions they are required to take in emergency situations.

- Employee Emergency Response

  o Fire Emergency Response

  o Medical Emergency Response

  o Cyclone Emergency Response

- These actions are communicated to personnel at Toolbox meetings and are displayed on the notice board.

3.5 REPORTING

- The documentation of all emergency events will be undertaken in accordance with the G & S Transport Incident Investigation and Reporting Procedure.

- If time permits during an emergency, the Operations Manager shall make notes to record event times, names of personnel involved in the both the emergency and recovery effort and record the progress of any evacuations. This will assist with both the incident reporting and post-emergency debrief.