

EMERGENCY PLAN  
FOR



## EMERGENCY PLAN PROCEDURE

### INTRODUCTION

This Emergency Plan is provided as a guide to enable Choice Contract Cleaning workplaces to manage most emergency situations. If it is expected that an emergency situation may arise that is not covered in this Emergency Plan, then the workplace is to develop specific protocols to address that situation.

### TYPES OF EMERGENCIES

The following, although not exhaustive, illustrates the type of emergencies that may confront Company personnel and site visitors:

- Major or catastrophic incident involving injuries.
- Major plant or equipment failure.
- Explosion/implosion.
- Fire and smoke.
- Toxic/flammable vapour emissions.
- Collapse of excavation or structure.
- Escape, spillage or leakage of hazardous substances or dangerous goods

### PLANNING FOR EMERGENCIES

Nominated person (s) at each workplace must establish and maintain site-specific arrangements using the following guidelines.

- Prepare an *Emergency Evacuation Plan (Appendix 1)* and complete the *Emergency Services Contacts (Appendix 2)* and the *Choice Contract Cleaning Emergency Contacts (Appendix 3)* lists). Indicating assembly points at prominent locations around the site.
- Include an effective method of ensuring that site visitors are accounted for.
- Include an effective “Emergency Alert” system (air-horn, alarm, etc).
- Establish and maintain a safe and effective evacuation route and assembly locations.
- Include appropriate and adequate fire fighting equipment (extinguishers, alarms, signage).
- Establish a reliable communications system (radios, mobile phones, etc).
- Appoint an **Emergency Controller** and/or key personnel to take control during an emergency.
- Instruct workplace personnel in these procedures and ensure that they are fully aware of them.
- Maintain training records of all emergency training.
- Maintain an up-to-date daily list(s) of all personnel on the site including visitors.
- Conduct “Emergency Drills” to ensure the procedures are effective and that all personnel are familiar with them (these should be each 6-12 months or when conditions change).
- Establish and maintain appropriate first aid resources and training in accordance with *Reporting and Investigation*.
- Identify local Doctors/Medical Centres as per) *Reporting and Investigation*.
- Identify and liaise with the local emergency services.



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### EMERGENCY MANAGEMENT

Following are a series of procedures prepared for the handling of the following emergency situations:

- (a) Incidents Involving Injury to Persons.
- (b) Environmental Incidents such as uncontrolled spills.
- (c) Fires.

In addition included is a set of guidelines for;

- (e) dealing with persons exhibiting aggressive behaviour.

### INCIDENTS INVOLVING INJURY TO PERSONS

#### (i) **Minor Incident**

A minor incident is one where the person involved suffers an injury that will only need first-aid attention on the site/project.

**Injured Person** will:

- Report the injury to their **Supervisor** and if readily available the **First Aid Attendant**.

**Supervisor** will:

- Locate the **First Aid Attendant** if not already notified.
- In consultation with the **First Aid Attendant** make a decision as to whether treatment over and above first aid is required and if so contact the appropriate provider.

**First Aid Attendant**

- Administrate first aid assistance.
- Ensure the injury is recorded on a *Work Incident Report*.

#### (ii) **Major or Catastrophic Incident**

Major or catastrophic incidents are ones where in the former a person injured requires medical attention from a doctor or hospital and in the latter the injury results in death or permanent impairment.

**Witness to the Incident** will:

- Give first aid if possible.
- Notify their immediate or the nearest **Supervisor**.

**Supervisor** will:

- Locate and notify the **First Aid Attendant** and the **Emergency Controller**.
- Ensure all work is stopped in the area and isolate the area if necessary.
- Ensure other persons do not endanger themselves in attempts to assist or rescue.

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- Initiate and maintain communication with applicable emergency services and give clear information and ensure that they are guided to the scene of the incident.
- Do not interfere with the incident site other than to extract personnel.

### Emergency Controller will:

- Notify the **Managing Director** and any applicable person or agency (e.g. Client, local council, WorkCover, Fire Brigade).

### Supervisor will:

- Instigate the investigation into the cause of the incident in accordance with *Incident (Injury/Non-Injury) Reporting Investigation*.
- Notify legal counsel and obtain privilege over future investigations of the incident.
- Liaise with the relevant regulatory authorities as necessary.

## ENVIRONMENTAL INCIDENT

An environmental incident is an event that causes or has the potential to cause environmental damage and includes such incidents as:

- Implosion, explosion or fire;
- Escape, spillage or leakage of hazardous or toxic substances;
- Discovery of contaminated materials such as asbestos, low-level or prescribed wastes, etc;
- Contamination of natural waterways (streams, creeks, rivers, etc) or public drains;
- Failure of soil erosion and sedimentation control structures;
- Excessive/harmful air emissions (dust, smoke, fumes, etc);
- Excessive/harmful noise or vibration;
- Destruction of specified or protected flora/fauna; and
- Destruction of landscaped or rehabilitated areas.

Such incidents that may also result in injury to persons as well as environmental harm.

### Witness to the Incident will:

- Notify their immediate or the nearest **Supervisor** and if possible the **Emergency Controller**.

### Supervisor will:

- If not already done, notify the **Emergency Controller**.
- Ensure all work is stopped in the area and isolate the area if necessary.
- Make initial assessment of the incident, in particular what needs to be done to contain and/or limit the effects of the incident.
- Initiate and maintain communication with applicable emergency services and give clear information and ensure they are guided to the scene of the incident.



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### Emergency Controller will:

- Notify the **Managing Director** and any applicable person or agency (e.g. Client, local council, EPA, fire brigade).

### Managing Director will:

- Notify legal council and obtain privilege and future investigations of the incident if it is assessed that the incident may lead to a prosecution.
- Instigate investigation into the cause of the incident in accordance with *Environmental Complaints, Incidents & Emergencies*.
- Liaise with the relevant regulatory authorities as necessary.

## FIRES

The following precautions should be taken:

- Ensure that entrances to buildings are unlocked during working hours and that there are sufficient means of escape.
- Fire fighting equipment shall be adequate for extinguishing all fires. The type of extinguishers provided will match the fire fighting requirements for the materials, plant and equipment to be used on site.  
CO<sup>2</sup> or dry chemical fire extinguishers are used on electrical fires. Minimum of two (2) on site at all times.  
Water is used on grass fires, building fires or paper fires. Minimum of two (2) on site at all times.  
Foam is used on oil fires.  
In the absence of foam, or in a bunded area, water is acceptable for use on an oil fire. In other situations, precautions will be necessary to manage the potential release of oil/water mixture to the environment.
- Spark arrestors will be used on all plant and equipment-producing sparks. Due care will be taken to prevent equipment starting fires.

### Witness to the Fire will:

- Notify their immediate **Supervisor** and if possible the **Emergency Controller**.

### Supervisor will:

- If not already done, notify the **Emergency Controller**.
- Determine whether to evacuate the location.

### Emergency Controller will:

- Notify the **Managing Director**
- Ascertain whether the fire can be brought under control by Choice Contract Cleaning personnel or whether the Fire Brigade are required and notify if necessary.

In the case of internal fires, the building in which the fire occurs should be evacuated as a matter of course.

In the case of an external fire such as a bush fire a decision on evacuation will depend on an assessment of;

- Wind velocity

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- Proximity of the fire
- Availability of fire fighting equipment
- Availability of a close safe haven

### AGGRESSIVE BEHAVIOUR

The following are presented as a set of guidelines to be adopted when faced with a person exhibiting threatening or aggressive behaviour.

#### (i) Remain Calm

Treat the person as normally and:

- Answer questions politely but do not debate the issue.
- Do not raise your voice or make sudden movements.
- Do not tell half truths or attempt to trick the aggressor.

#### (ii) Call for assistance

At the earliest opportunity call for assistance.

- Attract the attention of a co-worker.
- If possible excuse yourself and explain that you will have your Supervisor and discuss matters with them in order to resolve the situation.
- In other circumstances, attempt to use the phone to contact the Supervisor.
- If possible, ensure that a second member of staff is present to act as a witness or render physical assistance if required.

#### (iii) Keep out of Reach

If the aggressor is, or becomes violent, keep out of reach.

- Keep a safe distance – at least two arms length.
- Do not converge on the offender.
- Defend yourself when there is no other option.

#### (iv) Don't Antagonise

- Move away from the aggressor, do not stand around the area if not required, or there is no need to converse with the aggressor.
- Do not abuse or ridicule the aggressor.
- Do not detain the aggressor if they wish to leave.
- Do not block the aggressor's exit.

#### (v) Report the Incident

- Notify your Supervisor after being confronted by an aggressive person.
- Your Supervisor may organise counselling if needed.

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### (vi) Notify Police when:

- Damage to property has occurred.
- People have been assaulted.
- A threat was made with a weapon.

### COMMUNICATION

In normal circumstances communication will be achieved using either the installed phone system or by mobile phone.

In those more remote areas where UHF radio is required and radio communication may be poor the following standard phonetic alphabet can be used to convey important information such as type of emergency and location.

A	ALPHA	N	NOVEMBER
B	BRAVO	O	OSCAR
C	CHARLIE	P	PAPA
D	DELTA	Q	QUEBEC
E	ECHO	R	ROMEO
F	FOXTROT	S	SIERRA
G	GOLF	T	TANGO
H	HOTEL	U	UNIFORM
I	INDIA	V	VICTOR
J	JULIETT	W	WHISKEY
K	KILO	X	X-RAY
L	LIMA	Y	YANKEE
M	MIKE	Z	ZULU

AN EXAMPLE OF ITS USAGE IS AS FOLLOWS:

The word A-L-E-X-F-R-A-S-E-R-G-R-O-U-P is phonetically spelt as follows over the UHF radio.

**Alpha – Lima – Echo – X-ray – Foxtrot – Romeo – Alpha – Sierra – Echo – Romeo – Golf – Romeo – Oscar – Uniform – Papa**

## Appendix 1 EMERGENCY EVACUATION PLAN

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Site:

<ul style="list-style-type: none"> <li>• IF FIRE, GAS, SMOKE, BOMB THREAT OR OTHER THREATENING SITUATION OCCURS CONTACT THE EMERGENCY CONTROLLER AND PROVIDE DETAILS ON THE NATURE &amp; LOCATION OF THE EMERGENCY.</li>   <li>• THE <b>EMERGENCY CONTROLLER</b> WILL CONTACT THE <b><i>EMERGENCY SERVICES</i></b> AND SEND A PERSON TO THE SITE GATE TO DIRECT THE EMERGENCY SERVICES TO THE INCIDENT SCENE.</li> </ul>	
<p><b>EVACUATION ALARM</b></p> <ul style="list-style-type: none"> <li>• WHERE A SOUND WARNING SYSTEM IS INSTALLED THE EMERGENCY CONTROLLER WILL SOUND ONE LONG BLAST FOLLOWED BY THREE SHORT BLASTS.</li> <li>• WHERE THERE IS NO SOUND WARNING SYSTEM THE EMERGENCY CONTROLLER WILL ADVISE ALL RELEVANT SUPERVISORS TO DIRECT SITE EVACUATION.</li> </ul>	



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### EVACUATION PROCEDURES

- When the EVACUATION ALARM SOUNDS OR ORDER IS GIVEN, the Supervisor must ensure that all site personnel LEAVE THEIR WORK AREAS and assemble at one of the nominated assembly points, as indicated on the attached site plan.
- DO NOT USE LIFTS OR MAN MATERIAL HOISTS.
- Stay calm and encourage others to remain calm and orderly.
- Shut down any plant and equipment.
- Once evacuation has started, do not go back for valuables.
- If escaping through a smoke filled area, keep close to the ground or floor (where there is most oxygen) and do not move too quickly.
- If evacuating a building feel the surface of closed doors before opening them, to determine whether fire is present on the other side.
- Where possible carry out a “SEARCH AND REMOVE” operation floor-by-floor including lunch rooms and toilets.
- Close doors to fire escapes and windows behind you.
- If trapped, go to an outer room where the door can be shut and try to attract attention from a window or opening.
- DO NOT JUMP UNLESS there is no alternative, conditions make it safe to do so, or it is possible to land on a soft surface.

SITE PERSONNEL MUST STAY AT THE NOMINATED ASSEMBLY POINTS UNTIL THEIR NAME HAS BEEN CHECKED OFF BY THE EMERGENCY CONTROLLER OR BY THEIR SUPERVISOR.



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### Appendix 2

### EMERGENCY PHONE NUMBERS

- ① POLICE STATION
- ① AMBULANCE
- ① FIRE BRIGADE
- ① STATE EMERGENCY SERVICES (SES)
- ① HOSPITAL
- ① WORK COVER AUTHORITY
- ① ENVIRONMENTAL PROTECTION AUTHORITY
- ① LOCAL COUNCIL
- ① LOCAL ELECTRICITY AUTHORITY
- ① LOCAL GAS AUTHORITY
- ① LOCAL ROADS AUTHORITY
- ① POISONS INFORMATION CENTRE
- ① OTHER:



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### APPENDIX 3 CONTACTS

### CHOICE CONTRACT CLEANING GROUP EMERGENCY

NAME	POSITION	ON-SITE BETWEEN	TELEPHONE
		&	Work:
			AH:
			Mob:
		&	Work:
			AH:
			Mob:
		&	Work:
			AH:
			Mob:
		&	Work:
			AH:
			Mob:
		&	Work:
			AH:
			Mob: