

1 Emergency Procedures

2 An Emergency

- Is an event that arises internally or from an external source that:

- may adversely affect persons or the community generally
- requires an immediate response

Emergencies present a threat to people, property and the environment.

3 Types of Emergency

1. Serious injury events
2. Fires and explosions
3. Security measures - armed robberies, disturbed persons
4. Internal emergencies - loss of power, structural collapse
5. Building invasions and bomb alerts
6. Hazardous substances and chemical spills
7. Medical emergencies
8. External emergencies and natural disasters – floods, storms etc
9. Structural instability and emergencies requiring evacuation

4 Barriers

Barriers to rapid responses to an emergency include:

- shortage of time
- lack of resources
- lack of trained personnel
- lack of communication

5 Emergency Control Organization (ECO)

The ECO is a structured organisation or group of persons within an organisation who:

- have the responsibility to organise and supervise the safe movement of occupants of a building or a group of buildings in an emergency
- are required to:
 - implement the building, structure or workplace evacuation plan
 - coordinate the evacuations
 - maintain safety equipment in the building, structure or workplace

6 An Emergency Management Plan

The purpose of the plan is to:

- prevent escalation of the emergency and minimise the consequences
- provide assistance as quickly as possible to those affected by any incident or emergency
- help preserve evidence so that the incident may be investigated effectively to prevent recurrence
- facilitate post-emergency actions and recovery from emergency

7 Identify Potential Emergencies

Follow the four steps:

1. Conduct workplace audits at regular intervals
2. Report the hazards identified
3. Control the identified hazards

4. Categorise emergencies and have procedures in place for each category

8  **Evacuation**

Many emergencies require evacuation of the workplace. Each organisation requires:

- an emergency evacuation plan
- a procedure for each category of emergency
- fire detection and control mechanisms including essential fire-fighting equipment
- resources and equipment to contain each category of emergency
- access to first aid
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9  **Emergency categories**

Colour Code >< Emergency Category

- Red Fire and smoke
- Orange Building evacuation
- Yellow Internal emergency
- Blue Medical emergency
- Brown External emergency
- Purple Bomb or substance threats
- Black Personal threat

10  **Consult with Stakeholders**

Gather information about situations that could lead to workplace emergencies including:

- deficient or ineffective security arrangements
- potential fire hazards, smoke and other hazards
- failure to follow safe practices and non-reporting of faults and incidents
- unsafe storage and handling of dangerous goods and hazardous materials
- unsafe practices, poor housekeeping and unsafe use of electrical or mechanical equipment
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11  **Liase with Stakeholders**

Stakeholders are usually aware of the emergency control equipment in their area of operations including:

- communications equipment and escape routes and equipment
- fire/smoke detection, alarms, mitigation and suppression systems
- shower and eye wash, spill control kits and equipment
- personal protection kits and first aid kits,
- forcible entry tools, isolation barriers and initial response fire fighting equipment.
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12  **Core Functions**

The core functions of an Emergency Planning Committee (EPC) and an Emergency Control Organization (ECO) are to:

- determine emergency planning vision, objectives and strategies
- identify and organise responsibilities and relationships between EPC and ECO to ensure capability to respond to emergencies
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13  **Core Functions**

- direct implementation and ensure assigned tasks are accomplished in the initial emergency response procedures and post emergency activities
- control and contribute to debriefing process
- monitor, document and report responses to emergencies and identify and recommend improvements
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- 14  **Specialist Advisors and Emergency Services**
- State Emergency Services (S.E.S.)
 - Metropolitan and Rural Fire Services
 - F.E.S.A. in WA
 - Police Services
 - Ambulance Service (St John Ambulance in WA)
 - Personnel Security
 - Hazmat Register
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- 15  **Risk Register**
- Contains:
- a list of hazards and their location
 - a range of possible scenarios or circumstances under which an emergency could occur including natural disasters
 - the outcome of any risk assessment or risk ranking
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- 16  **Create a Useful Risk Register**
- Consider the:
- hazards and causes of the risk
 - potential impact of the risk
 - frequency of exposure to the risk
 - the likelihood of the risk occurring
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- 17  **Risk rating**
- 1 : High risk: Immediate action is required
 - 2 : Significant risk: Important to do something about this hazard as soon as possible
 - 3-4 : Medium risk: Risk control measures are required
 - 5-6 : Low risk: Manage by routine procedures
- 18  **Emergency Response**
- There are five main steps in preparing a response to emergencies:
- Conducting a risk analysis
 - Identifying existing preventative and preparedness procedures
 - Making recommendations to implement additional preventative and preparedness procedures
 - Allocating responsibilities
 - Devising procedures to respond to and recover from disasters
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- 19  **Good Management Practices**
- Depend on:
- emergency training
 - emergency equipment
 - emergency systems and procedures
 - responses appropriate to the category of emergency
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- 20  **Emergency Evacuation Priorities**
- Priority One: Protection of Life
 - Priority Two: Prevent Spread of Hazard
 - Priority Three: Save Assets in the Affected Area
 - Priority Four: Eliminate the Hazard
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- 21  **Develop An Emergency Plan**
- Step 1 Compile a list of potential emergencies
 - Step 2 Identify the possible major consequences of each emergency

- Step 3 Determine the required counter-measures
- Step 4 List the resources needed to carry out the planned actions
- Step 5 Establish the emergency procedures
- Step 6 Provide communication, training and periodic drills

22 ALWAYS REVIEW PROCEDURES

Review procedures when there are:

- changes to the work environment
- changes to work equipment or systems
- problems in the practice emergency evacuation procedures

23 Identify Training Needs

Identify training needs against the:

- skills and knowledge people need to be able to implement emergency procedures competently
- documents such as legal requirements, industry standards and emergency procedures required to meet the necessary standard of performance

24 Purpose of Training

- To meet OHS statutory requirements and fill any performance gaps in:

- planning emergency procedures
- implementing initial response procedures
- contributing to post-event activities
- monitoring the responses to an emergency and addressing any deficiencies

25 Examples of Emergency Response Training

- Induction training in emergency procedures
- Refresher training in emergency procedures – initial and post event
- Emergency planning committee training
- Emergency control organization training
- Emergency control equipment, facilities and signals
- First aid training
- Assistance to mobility impaired persons
- Emergency standards – international, national and industry-specific

26 The Initial Response

The actions undertaken in the initial response to an emergency include:

- recognition of the emergency and activation of the emergency plan
- warning to anyone in immediate danger
- notification to emergency services of the exact location of the emergency and the nearest access points
- evacuation to a safe site or assembly area
- provision of initial first aid
- information updates to emergency services
- handover to emergency personnel on their arrival.

27 Effective Initial Emergency Response

Follow four steps:

1. Keep calm
2. Warn anyone in immediate danger
3. Evacuate or move to a safe place:

- if in danger
 - when directed or
 - in response to an emergency alarm
4. Notify the emergency services number and security
 - 5.

28 **Effective Team Response**

To make the appropriate initial response, a team and its members must:

- cooperate with the ECO
- know the relevant workplace emergency procedures and be able to identify emergency personnel
- implement safe and effective actions to control workplace emergencies in accordance with organisational and legislative requirements

29 **Effective Team Response (cont)**

- participate in emergency practice drills and exercises
- confirm emergency equipment is serviceable and accessible
- use emergency equipment in accordance with standard operating procedures
- respond to directions from emergency personnel and response teams

30 **The Second Response Phase**

Happens after the emergency services attend and may include:

- first aid
- containment of personnel in evacuation area
- support or counseling of personnel involved or affected
- actions required if the building cannot be reoccupied

31 **Post Emergency Actions**

- Psycho-social counseling C.I.S.D.
- Coordinate team actions to prevent a recurrence of the emergency
- Evaluate response against the workplace emergency procedures
- Seek assistance from appropriate specialists
- Check equipment and service, replace, store or dispose of appropriately
- Report any injuries, accidents or near misses involving team members
- Request critical incident support services
- Debrief team and prepare an incident report

32 **The Debriefing Process**

Should:

- discuss the causes of the emergency, what happened during the emergency and what will happen post emergency
- provide information about normal stress responses to an emergency situation
- help people to use problem solving strategies
- support the personal needs of those affected
- discuss any work-related issues caused by the emergency
- provide follow-up debriefing sessions

33 **Methods to Monitor Responses to Emergencies**

- Bi-annual safety audit
- Annual audits of policies and procedures
- Regular workplace inspections
- Monitoring incident reports
- Analysis of risk registers

34  **Monitor and Report**

Present the findings from the monitoring process in a report that:

- analyses strategies used to contain or eliminate emergencies
- describes how the strategies improved the implementation of emergency preparedness and response procedures
- discusses how consultation about the strategies occurred
- identifies how appropriate training or supervision was provided
- describes how the procedures comply with legislative requirements, industry standards and practices

35  **Purpose of Monitoring**

Monitoring is about:

- seeing how well the organisation and its people are managing emergencies
- directing attention to successes
- directing attention to any deficiencies
- recommending improvements to address any deficiencies