



EMERGENCY PREPAREDNESS AND RESPONSE PROCEDURE

A. PROCEDURE ON SITE EMERGENCIES:

The Emergency / Fire Alarm will be a continuous siren. The purpose of this procedure is to provide a general description of how to react and respond in an Emergency situation such as an accident, incident, spillage, fire or explosion in a safe and efficient manner and to avoid damage to equipment and to prevent personal injury.

Staff must be aware that due to the Hazards (Dangers) associated with our business especially the storage and on occasions the parking of loaded Dangerous Goods in the yard, it is important that all staff follow this procedure to safeguard themselves and visitors while on our site. These are only guidelines for you to follow, as each emergency may require a different approach.

Emergency services:

Department of Environmental Affairs	+2712 310 3911	
Theft or Hijack	080 043 4996	KVTR
Spill Clean-up Companies	+27860 44 44 11	Hazcall
Department of Water Affairs & Forestry	012 336 7008	All Emergencies please contact
National Poison Centre	021 689 5227 0800 333 444	
SA Weather Bureau	082 233 9800	
Police	10111	
Fire Department	10111	
Hospital	10177	
Cell Number	112	
Insurance Representative contact	082 920 6469	Riggsure – Andre Bothma

1. Incident / Accident:

Contact the necessary Emergency services. Exercise self-preservation do not add yourself to the injury list. If required and you can do so, assist the injured person.

2. Spillage:

Contact the necessary Emergency services. Deal with the spillage to the best of your ability. If a minor spill, try to contain by using soil or absorbent material. Give a copy of the Trem card to the Emergency Services.

3. Fire / Explosion (Refer to the Emergency Procedures as Displayed):

In the case of a fire or explosion all persons should immediately leave their workstation and proceed to the Emergency assembly point. Contact the Emergency services as per the above.

If it is a small fire and you have received training in the use of fire extinguishers attempt to extinguish the fire, under no circumstances, place yourself at risk (DON'T TRY TO BE A HERO). All the emergency services and allocated safety staff to take control of the situation.

The safety representatives on site must carry out a personal head count by department to ensure that all employees are accounted for. No personnel are allowed to return to their workstations until the all clear (3 long blasts of the emergency siren) have been sounded and permissions is given by the senior person on the site.

The Health and Safety department and/or role players allocated must ensure that the relevant government departments are informed in writing after the incident/accident to ensure compliance and corrective measures taken in accordance with their requirements.

Please complete the official SHEQ incident report inclusive of all details & forward to the SHEQ Officer before the end of your shift on the date of the incident or within 24 hrs. In case of any customer impact the relevant customer must be notified within 24 hours and an official report in the standard reporting format to be submitted to the customer within 5 working days from the occurrence of the incident (where practically possible). Customer to be kept up to date until the incident has been closed off.

B. OFF-SITE EMERGENCY PLAN

Distribution emergency plan

This document will outline the process for managing distribution of emergency incidents.

An established and listed process which provides 24 hours per day, 7 days per week, emergency response capability. Access and ability to quickly provide emergency response information by means of a Transport Emergency Card, and/or Material Safety Data Sheet. A close working relationship with Emergency Services, contractors, and response agencies that may be involved in an incident. See attached Distribution Emergency Flow Chart - Annexure A.

Notification procedure

Upon notification of a Level 1, 2 or 3 incident, a senior controller must be notified immediately. The senior controller must notify the respective client within one hour where possible.

Levels of response

- a) Level 0: Report incident.
- b) Level 1: Advice or information requested by telephone or fax only.
- c) Level 2: Advice or information provided at the scene (i.e. visit site of incident)
- d) Level 3: Active assistance or participation at the scene.

Incident report

Once the incident has been resolved, a root cause is conducted with all partners involved (See attached Incident Investigation Report).

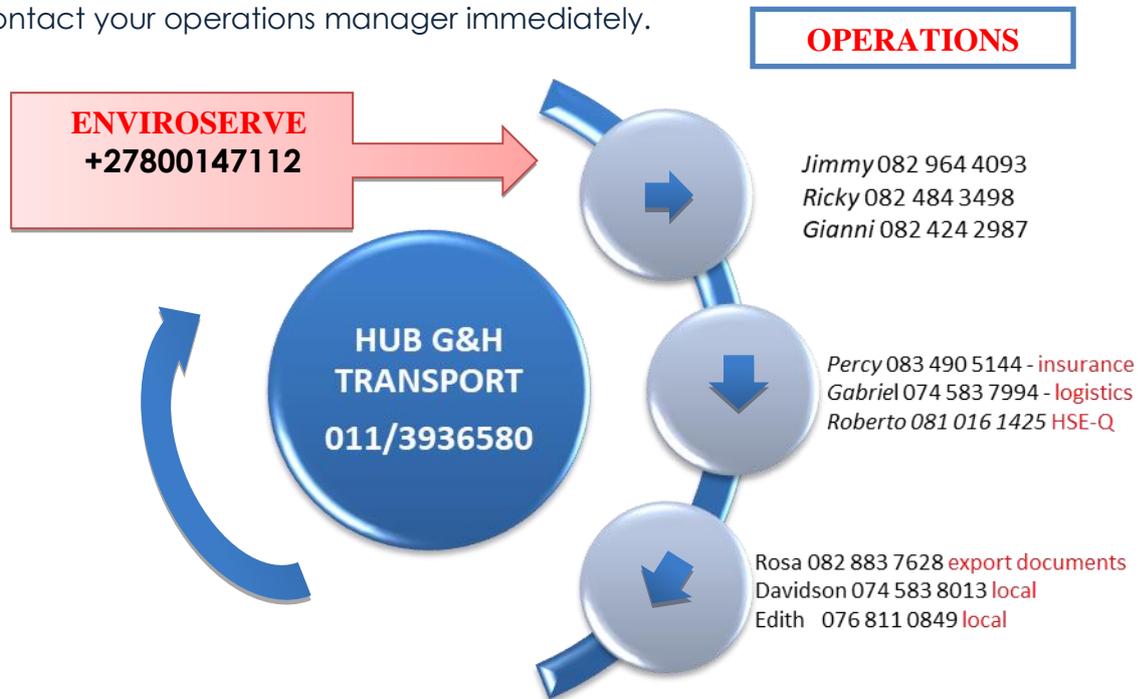
Corrective action

Improvements and recommendations must be followed to help reduce the re-occurrence of future incidents.

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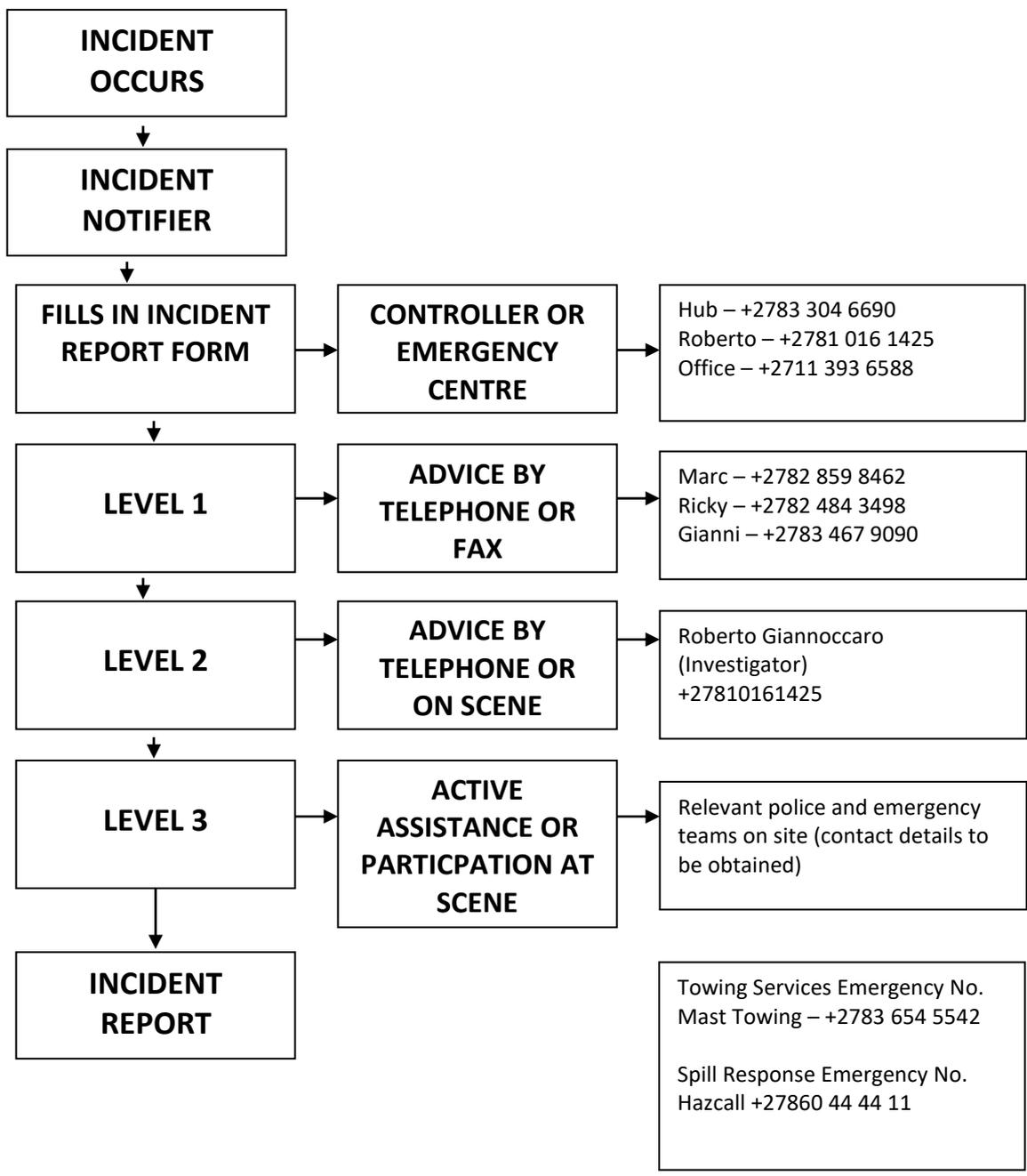
EMERGENCY OFF SITE PROCEDURE (24 HOUR RESPONSE PLAN)

1. Driver to call the hub during office hours or his/her operations manager immediately.
2. If the incident takes place after hours, the driver to still phone the HUB contact number which will be answered by our night shift HUB team.
3. Remain calm, first check your trem card for safety instructions.
4. Contact your operations manager immediately.



5. Give a detailed description of your where bouts and if there is any person or persons injured.
6. Let the line manager know what product you are carrying and if there is a spill /fire /hazards.
7. Secure the area with triangles at distances indicated on trem card, keep onlookers away from spill area or fire area till emergency services arrives.
8. Ensure you are wearing all the correct PPE always and assist emergency services with all information they require pertaining to the load.
9. Get all the information from all parties involved and witnesses and pictures if possible, also get a case number from police and get all information of the police handling the investigation.
10. Operations manager will be in touch on what to do throughout the procedure.

C. DISTRIBUTION EMERGENCY FLOW CHART (Individual Responsibilities)



PLEASE ENSURE THAT THE COMPANIES INSURANCE AGENT IS NOTIFIED IMMEDIATELY OF A SERIOUS ACCIDENT. IT IS THEN THE RESPONSIBILITY OF THE INSURANCE COMPANIES AGENT TO MAKE ARRANGEMENTS WITH THE NECESSARY SPILL RESPONSE COMPANY/VEHICLE RECOVERY COMPANY

D. SAFE WORKING PROCEDURE IN THE EVENT OF SPILLAGE

Should a spillage occur the following procedure must be adopted?

Employee encountering the spillage:

1. Try to shut off the source of the spillage.
2. Try to contain the spillage from spreading or entering storm water drains and run off's.
3. Ensure there is no smoking or naked lights in the area.
4. Prevent unauthorised people from entering the spillage area.
5. Inform the SHEQ responsible person and your controller / immediate supervisor / operations manager immediately.

Management to take the following actions:

1. Obtain as much information of the spillage and conditions as possible.
2. Decide on an emergency action plan.
3. Inform the customer.
4. Inform all the relevant emergency personnel, water affairs and environmental parties as listed under the emergency contact numbers.
5. Forward material safety data sheets to the relevant emergency services.
6. The HAZMAT team and support parties are to attend at the scene of the spillage.
7. Supervise the clean-up in a safe and responsible manner and arrange disposal or recovery of the product in line with that of the Department of Water Affairs.
8. Apply the official incident reporting procedure.

E. EMERGENCY PROCEDURES – ROAD TANKER

Brake drum fire

Carry out the following procedure:

1. Stop the vehicle.
2. Assess fire and its extent in relation to the load and its hazards.
3. Notify the Emergency Services and the Company.
4. Give information about the location, product and quantity.
5. Remove the fire extinguisher from the vehicle.
6. Place Emergency Triangles on road.
7. Allow brake drum to cool.
8. Do not drive vehicle until brake drum has been dismantled, inspected and if necessary replaced.

Cabin fire

Carry out the following procedure:

1. Switch off the engine and isolation switch.
2. Notify the Emergency Services and the Company.
3. Give information about the location, product and quantity.

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4. Use fire extinguisher (dry powder or CO²).
5. Throw out burning material.
6. Smother the blaze with sand.
7. If truck-tractor can be detached from the tanker, detach it and move it a safe distance from the tanker.
8. If unable to control the fire, move people from area.

Tyre fire

Carry out the following procedure:

1. Stop the vehicle.
2. Assess fire and its extent in relation to the load and its hazards.
3. If fire cannot be put out or tyre cannot be removed start driving again carefully until burning rubber is thrown off.
4. Notify the Emergency Services and the Company.
5. Give information about the location, product and quantity and explain that you will be continuing your journey.

Vehicle road accident

Carry out the following procedure:

1. Switch off the engine and isolation switch.
2. Keep unnecessary people away from the area and deny entry.
3. Notify the Emergency Services and the Company.
4. Give information about the location, type of product and quantity and extent of damage.
5. Ensure that you are wearing your Personal Protective Equipment before inspecting the area.
6. Remove a fire extinguisher if possible, stay upwind and keep out of low lying areas.
7. Check for spills and leaks at fittings.
8. If there is a leak, try to contain it by means of the spill kit supplied.
9. If there is a fire, follow the Tanker Fire procedure.

F. ANTI-HIJACK PREVENTION PROCEDURE

The following procedure must be adopted whenever it is suspected that a hijack situation may be developing:

1. Controllers to check after each trip of drivers have been informed of potential hijack spots on their route.
2. This information must then be communicated to all drivers prior to them leaving the depot on a trip.
3. Drivers should remain vigilant on the trip, regularly check mirrors and look out for any unusual incidents.
4. If a driver suspects he is being followed he should notify his controller immediately and continue his journey.
5. The controller should within a minute of receiving the call, call the driver back and check if there has been any change in the situation.
6. The BVO driver should reduce speed by ± 10 kms per hour and observe what is happening behind him.
7. If the following vehicle follows the same pattern, he must notify the controller immediately and give him as much information as possible (make of car, colour, where he is on route, etc.).
8. The controller must then immediately notify the Police Emergency Services and give them as much information as possible.
9. He should request the police to notify him when they have the vehicle in sight so that the controller may advise the driver that he should see the police vehicle shortly.
10. If the car following the vehicle passes the truck or turns off, try to get as much information as possible to pass onto the police.
11. The driver should have his two-way radio or cell phone on so the controller can hear what is happening.
12. Once the situation is brought under control the driver must travel to the next safe parking area and park off for the night.
13. Once at the site he must notify the controller.
14. The controller must then fill out an Incident Investigation form.
15. All trips should be planned to avoid the BVO's having to travel at night through known hijack / hot spots.
16. Never try to be a hero.

G. ROAD SAFETY & FLOOD RISKS FOR DRIVERS

Danger of flowing water over roads and low water bridges. With water that is one meter high it will flow out at a speed of 4.47 meters per second or 16 km/h. The pressure is one metric ton per square meter.

1. With a wheel half under water is the area 0.4 m^2 and the force 0.4 tonne per wheel. For the four wheels it becomes one and a half tons and for 2m of water it becomes 2 ton per m^2 .
2. Be careful, water that has fallen only 0.4m reached a speed at 3.2 km/h and can sweep your car off a road bridge.
3. When the side of the body of a vehicle meets the water, the force increases rapidly but the water now also acts on the underside of the vehicle as well and starts to lift it. It is now able to float like a ship. The weight of the vehicle will not be able to hold it on the road. Every cubic meter of space in a vehicle can lift one tonne.
4. Be careful, 0.6 meters of water can float a car. Only vehicles that are open and let the water through will behave differently.
5. Establish the body area of the vehicle and its mass. From this calculate the how deep will the vehicle sink in the water before it floats. For a truck that is 8.5 meters long and 2.5 meters wide and with a mass of 12 tonne it will float at a level of 0.532 meters above the body base and be able to float down the river.

Danger of standing water

Standing water does not exert side pressure but will also lift the vehicle and float it. Then it will be impossible to move it forward.

Speeding vehicles and aquaplaning

When vehicles are moving fast over a layer of water the vehicle can start to aquaplane. If the tyres are worn, it is easier to happen. Under these conditions an untrained driver may easily lose control over the vehicle.

Floods and Debris

When rivers are overflowing their banks the flow of water will cause light objects like trees to float. This could block the flow of water at obstructions and channels the water and cause rapids to form. Avoid these rapids.

Every river has a catchment area. When it starts to rain at the top of the catchment area and the storm is moving along with the flow of the river the water in the river it is going to build up. It will start to avalanche on its way to the sea. This front wave will be full of debris (like trees plants and other floating material.) This will also happen when a dam wall breaks. The higher the water drop the faster it will run. It will run 16 km/h times the square route of the height of the water in meters, max. It will appear like a broken wave on the seashore.

Low water bridges are designed without rails, as it will collect some excessive amount of debris. The small pillars sticking out are designed to give the driver of the vehicle an indication of the height of the water over the bridge surface. If you can't see the small pillars do not attempt to cross the bridge. If there is a causeway underneath the bridge do not attempt to cross the bridge if there is water flowing over it. The extent of the damage to the bridge cannot be seen due to the muddy water and the water is flowing at a higher speed over the bridge.

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H. DRIVING TOWARDS SMOKE OR FIRE NEAR ROAD

Introduction

Left unchecked, veld and forest fires can cause widespread destruction to property. More serious is however the risk posed to the human lives of those traversing in areas prone to veld and forest fires. These risks include not only the fire itself but also the road safety risks of poor visibility caused by smoke and the health risks of smoke inhalation. It is important for the safety of motorists that we share information on these risks as well as recommendations on how to act if confronted with these dangers.

Golden guidelines to conclude:

1. If you cannot see –don't drive!
2. Try to move away from the vicinity of veld and forest fires
3. Respect and obey the guidance of fire, emergency and traffic officials
4. Do not be the cause of this life-threatening danger - Do not throw away burning cigarette ends!
5. Do not leave an open fire unattended.
6. If you see someone playing carelessly with fire, then tell them to stop.

Safe Driving Recommendations

1. When planning a trip during the fire season, check to see what the weather conditions will be like in the area and listen to local radio stations for news on any fires in the area.
2. There will be limited visibility due to smoke and there may be large volumes of slow-moving traffic – drastically reduce speed, drive carefully and be on full alert.
3. If visibility becomes very poor, don't attempt to drive through thick smoke or flame – many accidents occur when drivers attempt this, only to find that they run off the road, collide with stationary obstacles such as other vehicles, or are involved in head-on collisions with other vehicles attempting to drive through from the opposite direction.
4. Put your headlights and hazards on so that you are as visible as possible to other vehicles, particularly fire tankers / emergency workers.
5. If you are caught in your vehicle during a veld fire, your vehicle will provide a good degree of protection. Look for a clear area, preferably off the road (areas clear of grass or bush will not sustain fires of high intensity).
6. Do not leave the vehicle – people have lost their lives by exiting the vehicle, only to be trapped on foot in the open. Your vehicle will help to protect you from radiant heat, which is the main hazard. Close all windows and vents. Switch the ignition off, it is unlikely that the fuel tank will explode from the heat of a passing veld or grass fire.
7. Stay in the vehicle, as low down as you can get, until the fire front has passed, then exit and inspect the vehicle for damage before proceeding.
8. If you are in the veld, away from your vehicle, and you see that a fire has started, move from the fire immediately.
9. Never ignore the fire, even if it seems far away - it can quickly become large and engulf you! The most dangerous situation to be in is when a veld fire is moving up a steep slope, and you are above it with bush and grass between you and the fire. It is estimated that every 10% increase in the gradient of the slope doubles the rate of fire spread.
10. If you feel threatened and you don't think you can outrun the fire, or if you are surrounded, then find a 'Safe Zone'.
11. A 'Safe Zone' can be an area that has already been burnt or is completely clear of any fuel that can burn, such as a wide road or an old homestead. The clear area should be as large as possible.
12. Do not panic and run at the last minute!

I. DRIVING IN FOG & MIST

Introduction

Driving in fog and mist requires special caution. It is believed that this environmental road hazard is one of the most dangerous. It is challenging to drive in heavily congested traffic, but you should be even more vigilant when sharing the road in foggy conditions as visibility can seriously deteriorate within a matter of seconds.

Driving in foggy conditions requires special safe driving techniques to help you Arrive Alive!

When confronted by foggy conditions while driving, we would like to advise the following safe driving measures:

1. When driving in fog, reduce your speed and turn on your headlights - Make sure that you can be seen.
2. The lamps should be used when your view is less than 100 metres in front of you - they will increase your view as well as help other drivers see you better.
3. Do not use your high beam headlights during fog. The bright light affects your vision by creating a reflection of the mist, which lessens your ability to see while driving.
4. Don't rely on your parking lights alone: they do little to increase your visibility in daytime fog.
5. Don't use your emergency flasher. Studies have shown that drivers are attracted to flashing lights and tend to drive into them inadvertently.
6. Consider the drivers behind you and what they are seeing.
7. If you drive with your emergency flashers on or keep tapping your brake pedal, you'll make them nervous and they may try and pass you, a procedure that places both your lives in danger.
8. Beware of other drivers not using headlights.
9. Always control your speed - You need to allow for enough space between your car and the one in front of you.
10. Keep your minimum safety gap to three seconds in ideal conditions; with the decreased visibility fog causes, this interval should be increased substantially.
11. Think about how far you can see and how long it will take you to stop.
12. Use the edge of the road as a guide rather than the centre line, to avoid running into oncoming traffic or becoming distracted by their headlights.
13. Never stop in the middle of the road - you will be rear-ended.
14. Remember that other drivers have a limited sight distance and that fog can leave roadways slick.
15. Signal your intentions early, and when you use your brakes, don't stomp on them.
16. Do not attempt to pass other vehicles in foggy conditions - Remain calm and patient!
17. Look and listen for any hazards that may be ahead - Reduce the distractions in your vehicle. Turn off the cell phone...your full attention is required.
18. At a junction with limited visibility, stop, wind down the window, and listen for traffic. When you are sure it is safe to emerge, do so positively and do not hesitate in a position that puts you directly in the path of approaching vehicles.
19. Watch for any electronically operated warning signs.
20. If you can't drive any further, pull well onto the shoulder, getting your vehicle completely off the road in a protected area from other traffic.
21. Once you have left the road, turn off your driving lights and turn on your flashers so others know you're there but won't think you are driving on the road.

J. ROLL OVER

In case of a roll over incident carry out the following procedure:

1. Switch engine off the engine.
2. Switch off isolation switch.
3. Notify controller immediately on position and your state of health.
4. Give notification about spill or no spill.
5. Secure the area around the vehicle.
6. Ensure there is no danger to public.
7. Contact emergency services immediately.

K. EMERGENCY PROCEDURE –FATALITY

In the event a fatality arises in the workplace, the following procedure must be adhered to:

1. Deal first with the emergency. Address the medical response, which may include designated first responders.
2. Designated responders to ensure area is safe to evaluate the emergency (this will include switching off any electrical equipment / vehicle involved in the fatality).
3. Once assessed the Designated responder must contact the emergency services immediately
4. In the case where a fatality can be identified, the police must be contacted immediately.
5. Designated responder to ensure the area is cordoned off.
6. Nothing on the scene may be moved or touched as this will hinder the investigation.
7. All witness statements need to be taken as this will be made available to the police for investigation

L. ACTS OF NATURE

In the event of an emergency arising as a result of an act of nature such as hale, dust, heavy rain fall, lightning etc the following procedure:

1. In bad weather all staff to immediately switch off electrical appliances and remove network cables.
2. All outside operations need to be stopped immediately until weather clears.
3. All staff to remain in doors during lightning, hale, and heavy rains.
4. Secure windows and doors.
5. Safety Reps to ensure all pathways are dried to avoid slips and falls.
6. In the event of flash floods, all electrical appliances need to be removed from power outlets.
7. Safety Reps to evacuate the all areas and complete roll call registers.

M. 24 HOUR TRAINED RESPONDERS (2.1.3.2c)

CATEGORY	INSTITUTE	CONTACT NUMBERS
Theft or Hi-jack	KVTR 24 hour control centre	+27800 434 996
	Andre Bothma (Riggsure)	+2782 920 6469
Spillage	Hazcall 24 hour control centre	+27860 44 44 11
	Andre Bothma (Riggsure)	+2782 920 6469
HSE - Q	Roberto Giannoccaro	+2781 016 1425

N. EMERGENCY CONTROLLERS & CO-ORDINATORS (2.1.3.2d)

CATEGORY	RESPONSIBLE PERSON	CONTACT NUMBERS
HUB (Logistics)		+2711 393 6580
HUB – Logistics Supervisor	Chantall van Deventer	+2784 791 2983
Tracking	Abel Phele	+27833046690
Exports	Gabriel Phiri	+2774 583 7994
Local	Davison Matizanhamo	+2771 892 0089
HSE – Q Manager	Roberto Giannoccaro	+2781 016 1425
Export Manager	Marc Giannoccaro	+2782 859 8462
Local Logistics Manager	Ricky Giannoccaro	+2782 484 3498
Operations Manager	Gianni Giannoccaro	+2783 467 9090

O. CUSTOMER CONTACT NUMBERS (2.1.3.2F)

CATEGORY	RESPONSIBLE PERSON	CONTACT NUMBERS
BME	Denzil Pillay	+2782 044 0062
AEL	Edward Felix	+2776 791 3663
SASOL	Lucky Mashava	+27 10 344 5130
DSV	Violet Poon	+27 11 387 4000
MAXAM DANTEX	Andre Knoop	+27 83 550 6215
ORICA	Steve Goslett	+27 76 791 7328
AFROX	Ferdinand Jooste	+27 12 380 1554
EXPERSE	Jeanie Pillay	+27 31 904 9710
BOLLORE	Kerry Lee Swartz	+27 11 398 5133

P. TRANS-SHIPMENT PROCEDURE (2.1.3.2g)

It is the Companies policy that no Trans-shipment of product is allowed. However, should a situation arise re: an Emergency or Breakdown that may require product transshipment from one vehicle to another the following procedure must be carried out.

Should an emergency arise re: vehicle Accident/Breakdown the company's emergency plan must be activated immediately. All emergency staff must go to the scene. A joint decision between the emergency services manufacturer and the transporter will determine the safest method to transfer the cargo from one vehicle to another.

1. This must be done under the supervision of the most senior fire officer in charge.
2. Only IS equipment to be used, the necessary earthing and bonding must be done, the necessary PPE is worn, and the area declared safe.
3. The road tanker into which the product will be transferred must comply to legal requirements for the transportation of dangerous goods.

Once all three parties are happy that the transfer is complete, and the cargo correct stowed secured only then may the vehicle be moved. It is also the responsibility of all staff to ensure that all correct documentation is available for the new vehicle prior to it continuing its route.

A full investigation must then be done within 24 hours of the accident/breakdown and must be communicated to all parties concerned. Failure to comply with this instruction will lead to disciplinary action.

Q. SALVAGE / RECOVERY PROCEDURE (2.1.3.2h)

1. PURPOSE OF THIS PROCEDURE

To reduce damage and losses caused by water or theft after a fire or other emergency on the site / off-site.

2. RESPONSIBLE FOR IMPLEMENTATION

2.1 Office Hours

Responsible Manager for the affected area

2.2 After Hours

Senior Management standby

In all cases the responsible person can call on all other sections for the supply of manpower and equipment to help in the prevention of further damage or losses. Emergency telephone numbers are available at the reception.

3. CONSIDERATION BEFORE IMPLEMENTATION

- Should the SAPS be involved in later investigations the scene must not be disturbed before their arrival.
- If an insurance claim may arise from the incident, the insurance brokers must be informed by the Admin Manager as soon as possible. Steps must be taken to prevent further damage to records and equipment.
- Damaged products or equipment may not be removed until the insurance company has been notified.

4. WHAT TO DO DURING SALVAGE

The main task of the emergency co-ordinator of any salvage action is the prevention of water damage during and after firefighting procedures and securing of the building afterwards.

The Emergency Co-ordinator must liaise with the Senior Fire Officer; the spill clean company; the vehicle recovery company and any other Government department official with regards to the control of traffic; the clean-up of the site and removal of damaged equipment once the accident scene has been declared safe. The person responsible for salvage will see to:

- The removal of items not involved
- The covering computers with plastic or tarpaulins
- The securing of the building afterwards to prevent theft.

5. GENERAL

The sooner action is taken during or after an emergency situation, the smaller the risk of additional damage caused by water or theft or environmental damage caused by water; theft or environmental damage.

R. CONTAMINATION RECOVERY PLAN (2.1.3.2i)

Any environmental or product contamination needs the following procedure to be adhered to:

1. Driver to contact controller in the event of product / environmental contamination.
2. Controller to contact the applicable customer to inform them of the occurrence.
3. Controller to contact SHEQ Officer.
4. SHEQ Officer to contact the insurance company (Riggsure) and to immediately contact the HAZCALL 24-hour control centre on 0860 44 44 11.
5. Hazcall to take over the clean-up process and report back to SHEQ Officer on clean-up operation and disposal procedure.
6. In the event of product contamination SHEQ Officer to contact customer and lodge a formal enquiry in terms of the contamination and the policy of Cradle to Grave applies (waste plant).

S. ENVIRONMENTAL PROTECTION PLAN

Assess risks and plan work activities to eliminate or control foreseeable impacts and comply with specified environmental requirements.

Comply with all relevant Environmental, Conservation, Pollution, Waste Management and Fire Control Legislation and Regulations.

Implement and maintain a risk-based performance evaluation programme to verify compliance with the Environment Protection Plan. Consult with employees and subcontractors and disseminate Environmental Information.

Provide appropriate instruction and training for employees and subcontractors.

Set up response procedures which will initially contain the correct information if by any chance an Environmental incident occurs.

Improve Environmental Protection measures and revise this plan promptly when deficiencies are identified.

T. ON SITE EMERGENCY PROCEDURE SPILLS, FIRES & INJURIES

Alarm tones

FIRE or SPILL:	CONTINUOUS ALARM FOR 30 SECONDS
EVACUATION:	INTERMITTENT ALARM FOR 60 SECONDS
CANCELLATION:	CONTINUOUS ALARM FOR 15 SECONDS

The siren is tested on Wednesday mornings at 10H00 in all three of the modes.

Emergency condition - definition

An emergency condition is a fire on the premises, an injury to any person or any other situation that, in the judgement of the observer warrants it.

TO REPORT ANY EMERGENCY CONDITION BY: -

1. DIALLING RECEPTION FROM ANY INTERNAL TELEPHONE; OR
2. SOUND THE SIREN WHICH IS CURRENTLY BEEN PLACED AT THE RECEPTION.

Documenting the incident.

All on-site emergency incidents must be recorded as per procedure with reference number 1.2.1.1.

Procedure to be followed by the person discovering the fire

1. Raise the alarm:
 - 1.1 By phoning reception from any internal telephone.
Clearly state where the emergency condition is and if possible, what the scope of the problem is, or
 - 1.2 Activate siren situated at entrance to office complex.
2. If capable, try to extinguish the fire by means of the hand extinguishers in the area, remembering:
 - 2.1 First Aid Reels
 - Wood, paper, etc.
 - Never to be used where electricity is involved.
 - 2.2 Dry powder extinguishers - CLASS B Fires
 - Flammable liquids, printing fluid, etc.
 - Not to be used on delicate machinery
 - 2.3 CO₂ extinguishers - CLASS C Fires
 - Fires where electricity is involved.
 - Fires in computer rooms.
3. Do not endanger yourself or any other person in any way. If unsure of what to do, wait for help to arrive.
4. If possible, switch off air conditioner and close the door of the room in which the fire is burning. (This will help to reduce oxygen content in room, and this could smother the fire or restrict the fire to spread).
5. Ensure that THE Floor Marshall is informed about the condition.

NB!! Never try to do too much on your own. Rather get help.

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Fire team procedure to be followed:

1. Team members to move to the area where the emergency condition is.
2. Team member reports to the most senior person at the scene of the emergency and from then on to the end of the emergency, such team member falls under the supervision of such senior member.
3. Start with firefighting procedures according to experience with fires.
4. The senior member in charge of firefighting activities should:
 - 4.1 Work in close co-operation with the floor marshals.
 - 4.2 Should see to the safety of the fire team members.
 - 4.3 He should evaluate every emergency condition and decide if additional help is needed e.g. municipal fire department or additional help from any other organisation as he may think fit, etc.
5. During firefighting activities, the senior member in charge must endeavour to reduce losses or damage to the minimum e.g. take action to reduce water damage to computer room.
6. During fires it is expected of the senior member in charge to observe all actions and if necessary, to stop the firefighting activities if he feels safety precautions are not sufficient or people's lives could be at stake.
7. Implement administration evacuation procedures if decided that partial or full evacuation is to take place.

Take note

1. After the emergency condition has been called off the senior member in charge should check the area for possible re-ignition sources.
2. The senior member in charge and the fire team member/s must ensure that all fire equipment used is brought to office to be re-filled and used fire extinguishers are replaced by charged ones before they leave the area.
3. It will be required that the senior member in charge after every fire, write a report stating actions taken and problems encountered during the emergency period. This report must be handed in at the office of the person responsible for the safety for the complex.

Procedure to be followed by the person discovering an injury (prompt reaction can save lives)

1. Sound the emergency alarm or dial reception from any internal telephone and report incident.
2. Inform the relevant floor marshal of the situation.
3. If trained, apply first aid.
4. If unsure, wait for trained help.
5. Do not try to move a seriously injured person unless this is done to prevent further injuries.
6. First aid box can be found at bottom of stairs next to the reception area. The key is kept by the receptionist.
7. The first aid box can be removed from the wall by lifting slightly and pulling forward if needed.
8. Inform Security guard on duty about the possibility that an ambulance may be on its way.
9. Request Security Guard on duty to direct the ambulance to the area where the injured person is.

Procedure to be followed by the people not directly involved (fire, injury):

Fire

1. Stay in area of work and await further instructions from floor marshal. No smoking anywhere in the building.
2. If evacuation procedures are to be implemented, notification will be given via the Switchboard Operator to the Floor Marshall of applicable area.
3. Switch off all electrical apparatus.
4. Close all doors and windows.
5. In the event of an evacuation, do not run. Walk at double pace and assemble at predetermined Assembly Point which is at the car ports close to the Security Gate.
6. Do not use the telephone system. Keep lines open for emergency calls.
7. People not involved must keep away from the area.
8. All employees who have undergone fire training (fire team) should be ready to react should assistance been required by emergency co-ordinator.
Requests to be made through their supervision or directly where needed.
9. Employees responsible for visitors to the building should assure that such people are informed as to what they should do.
10. Carry out request from Floor Marshal or another senior person.

The fewer people around, the smaller the chances of an accident.

Injury

1. People not directly involved must keep away from the area.
2. If help from any employees is needed, specific requests will be made to the supervisor.
3. The Senior Manager on site could ask specific personnel to form a team or teams to carry out certain tasks e.g. removing files, caring for visitors etc.

**NB: No information to be revealed to any outside organisations e.g. newspapers.
Refer such people to the most senior manager on site at that stage.**

REMAIN CALM AT ALL TIMES.

Procedure to be followed by the security guard on duty (fire, injury):

1. On hearing the alarm been sounded close the gate of the main entrance and wait for instructions from emergency controller.
2. Stop entry of vehicles to the premises.
3. Keep the road to the premises clear thus to enable easy access by emergency vehicles.
4. Carry out requests / instructions from emergency controller for the duration of such emergency.
5. DO NOT reveal any information re the emergency to any person requesting such information e.g outside organisations, people, newspaper reporters, etc. Report such request to the most senior manager on duty.
6. Security Guard to record all the actions he has taken into the occurrence book for later reference.

On receiving information from the emergency co-ordinator that the emergency condition has been called-off / cancelled allow people and vehicles to enter the premises as normal.

Procedure to be followed by the Senior Manager on site:

This role is the responsibility of the senior manager or the most senior management member on the premises at the time of the emergency.

Fire

1. The most senior manager on site will act as co-ordinator of emergency conditions.
2. After having received notification of an emergency condition, during office hours by telephone or on hearing the main siren and after hours by cell phone, proceed to the reception area to take charge as emergency co-ordinator.
3. The most senior manager on duty can request any other employee with special knowledge to assist him in making decisions to control the effects of any emergency condition.
4. The most senior manager on duty will be the contact person with outside agencies until the most senior member of management team arrives on site.
5. Implement evacuation procedures if decided that partial or full evacuation is to take place.
6. Inform Security guard on duty about the possibility that the fire brigade may be on its way.
7. Request Security Guard on duty to direct the emergency vehicle/s to the affected area.

Injury

1. Office Hours

- 1.1 No specific tasks unless being requested for specific assistance or an emergency condition has been declared.
- 1.2 Security guard on duty about the possibility that the ambulance may be on its way.

2. After Hours

- 2.1 The senior manager will be notified of any injury where an employee and if admitted to a hospital.
- 2.2 The senior manager will be responsible to inform the family of the injured employee/s regarding the health status of the injured employee/s.
- 2.3 Security guard on duty about the possibility that the ambulance may be on its way.

3. General

- 3.1 Ensure that the area of the emergency condition is not changed to help in later investigations.
- 3.2 If a possible insurance claim may arise from any emergency situation, the senior manager must arrange for a post loss investigation to be carried out.
- 3.3 It will be the Senior Manager's responsibility to address the media when required for an interview.

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DISPOSAL OF CHEMICAL/HYDRO CARBON SPILLAGE (MINOR SPILLS)

The following procedure should be followed during a chemical spill:

1. Immediately raise the alarm by means of the air hooter (1 long blast).
2. Immediately evacuate the area where the spill has occurred (stay up wind of spill).
3. Immediately obtain a copy of the Material Safety Data Sheet and check what type of Personal Protective Equipment is required.
4. Let the designated emergency crew contain the spill as per the MSDS.
5. Small spills on site will be collected and placed in a hazardous waste bin for collection by the spill response company.
6. Obtain a collection note from the waste disposal company, ensuring that the correct number of packages are indicated as well as the UN number.
7. Ask the disposal company to send a copy of the signed delivery from the waste disposal site.
8. Complete an Accident / Incident Investigation form.
9. Share results of the investigation with staff.

DISPOSAL OF CHEMICAL/HYDRO CARBON SPILLAGE (LARGE SPILLS)

The following procedure should be followed during a chemical spill:

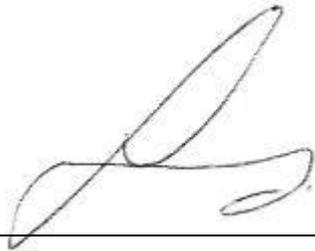
1. Immediately raise the alarm by means of the air hooter (1 long blast).
2. Immediately evacuate the area where the spill has occurred (stay up wind of spill).
3. Immediately obtain a copy of the Material Safety Data Sheet and check what type of Personal Protective Equipment is required.
4. Let the designated emergency crew contain the spill as per the MSDS.
5. Notify the local Emergency Services and give as much information as possible on product spilled.
6. Ensure that the product does not enter the drains, i.e. storm water, by placing the prescribed absorbent material over all drain points near the spill.
7. After stopping the leak, place the package in an over drum or in a plastic bag and seal.
8. Now collect all the contaminated absorbent and place in a plastic bag and seal.
9. Mark the container with the UN number of the product.
10. Contact your local waste disposal company to collect the contaminated material.
11. Ensure they have the MSDS sheet so they know the correct method of disposal.
12. Obtain a collection note from the waste disposal company, ensuring that the correct number of packages are indicated as well as the UN number.
13. Ask the disposal company to send a copy of the signed delivery from the waste disposal site.
14. Complete an Accident / Incident Investigation form.
15. Share results of the investigation with staff.
16. All off site spillages will be attended too by our contracted Spill Company

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SPILLAGE CONTROL		
Name of the Company	Location	Telephone number
Hazcall		+27860 44 44 11
Riggsure (Insurance)	Edenvale	+2782 920 6469

OTHER EMERGENCY SERVICES		
Mast Towing		+2783 654 5542
KVTR (Theft or Hijack)		+27800 434 996

APPROVAL



CEO

2020-03-03

Date