

# Emergency Management Plan

## 1.0 INTRODUCTION

This document specifies the Company procedure for Emergency Planning in response to incidents defined as, but not limited to, fire, floods, power or communication failure, sabotage, loss of personnel and premises, terrorist activity and civil disorder.

This procedure forms part of a series of documents as illustrated in Section 2.0 and as such does not cover Business Continuity Planning or Accident Prevention and therefore must be read in conjunction with those procedures.

This procedure establishes the structure and processes for the response to major emergencies to protect the safety and health of Veolia personnel, clients, sub-contractors and other persons, to assure minimal impact upon both Veolia assets and the environment, and to expedite responsive communications to all appropriate parties. This procedure sets out the principles to be applied when developing Emergency Plans to ensure an effective response to all emergency situations.

While actions to deal with the Emergency must take priority, all reasonable and appropriate endeavours should be made to maintain service to our Customers and plans should take this into consideration and as such referral must be made to the Business Continuity Procedure.

## 2.0 SCOPE

Every site or facility under the management of Veolia on which Veolia personnel may be present shall have an Emergency Management Plan defining the actions to be taken in the event of incidents defined in Section 4.0 of this procedure. The extent and detail of the Plan will depend on the nature of the site or facility but shall meet the minimum requirements set out in Section 5.0 of this procedure.

This procedure establishes a minimum standard for all Veolia locations, however a more comprehensive plan will be developed for sites/contracts where:

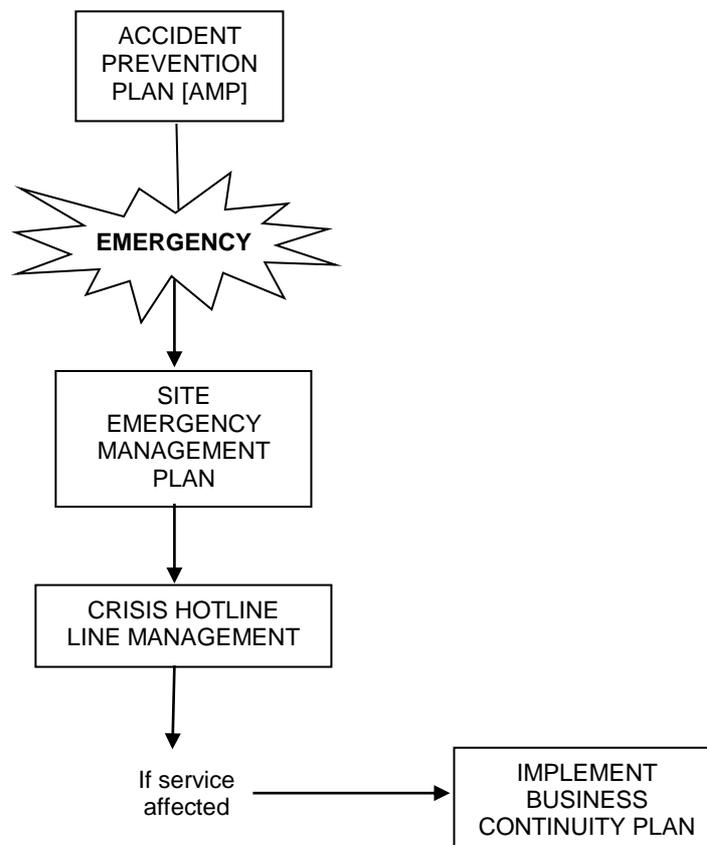
- Facilities are subject to the COMAH Regulations or those which are 'sub' COMAH but categorised as Tier 3 installations under the Environmental Permitting Regulations.
- The service is subject to more onerous operating conditions or a higher risk of loss/ disruption should an emergency incident occur and at the discretion of senior Management and or the Client.

Where Veolia provides an Industrial Site Service on a Client's premises (such as an oil refinery), the Veolia Emergency Plan must be developed to compliment any relevant Client plan.

# Emergency Management Plan

This procedure forms a vital part of the emergency management process and must be applied in sequence with the following procedures and as outlined in the flow chart.

- SYS/2/026 Accident Prevention Plan (Accident Management Plan)
- Emergency Management Plan Including First Aid and First Line Fire/Spill control.
- Crisis Hotline
- SYS/2/028 Business Continuity Plan



The Emergency Management Plan will be implemented should an emergency incident occur, the principle aim is to ensure the immediate safety and wellbeing of all personnel, secure the premises, call the appropriate emergency services and limit impact upon the environment. Once the appropriate Veolia personnel have been informed a decision will be made as to the necessity and the extent to which Business Continuity Plans are implemented.

# Emergency Management Plan

## 3.0 REFERENCES

- 3.1 HSG 191 Emergency Planning for Major Accidents (COMAH and Sub-COMAH only)
- 3.2 HS02.19 Accident and Incident Reporting and Communication with Enforcement Authorities
- 3.3 HS/2/004 Risk Assessment
- 3.4 HS/2/028 Fire Risk Assessment
- 3.5 ENV/2/003 Internal Reporting of Enforcement Authority communications and Environmental Incidents
- 3.6 Crisis Hotline
- 3.7 Crisis Management Communications Procedure (Senior Management Distribution)
- 3.8 SYS/2/028 Business Continuity Plan
- 3.9 For Ireland: Health & Safety Authority
- 3.10 For Ireland: Environmental Protection Agency

## 4.0 DEFINITIONS

An emergency for the purposes of this document is defined as an unforeseen or sudden occurrence which has the capability of posing an immediate threat of pollution, harm to human health, a significant disruption to the service and/or a loss or damage to property.

Incidents not falling within this definition must be dealt with in the usual way, and the following procedures give guidance: ENV/2/003, Internal Reporting of Enforcement Authority communications and Environmental Incidents and HS/2/019, Accident and Incident Reporting and Communication with Enforcement Authorities.

**The Manager:** Where used within this procedure refers to the manager with direct responsibility for the Site/Contract/Location/Department/Portfolio of sites regardless of actual job title.

## 5.0 PROCEDURE

- 5.1 All facilities must permanently display (or have a copy readily available) of an up to date site Emergency Management Plan. For facilities and contracts requiring a more detailed plan, this must be freely available and a summary plan displayed at key locations identifying key information and the location of the full Plan. The Plan should be posted in a position/s which can be easily retrievable in the event of an Emergency and in the same location as the identification of site First Aiders and Fire Wardens if applicable.

# Emergency Management Plan

All Emergency Management Plans will contain the following as a minimum:

## Site Name and Location

To include address, grid reference, facility type, operating hours and number of staff and facility manager's name and contact number. If the site holds an Environmental Permit, the reference number should also be stated.

## Emergency Coordinator and Management Team

Each site must appoint an Emergency Coordinator and deputy (larger sites may need greater cover dependent on work patterns), and also determine the Management Team that will be formed for overseeing major events.

## 5.2 Responsibility

Emergency events do not always require the same level of response. The response will be dictated by the severity of the event and as such not every emergency situation will require a site evacuation. The Emergency Coordinator shall be responsible for ensuring that the Emergency Management Plan is in place, is suitable and is reviewed at least annually. Further reviews will take place to the Emergency Plan should the nature of the operation or site infrastructure change.

The plan must include an Emergency Contact List that identifies the members of the Management Team who must be notified as soon as possible, complete with contact numbers, roles and responsibilities. The list will include senior Management, Directors and the respective QHS Manager.

If the Emergency Coordinator is uncertain whether an emergency evacuation of the site is required then the Crisis Hotline or appropriate member of the management team should be consulted.

The Emergency Contact List must also include the direct dial number for the Emergency Services including a prefix number should it be required. Other key contacts such as Regulators (e.g. Environment Agency/**Environmental Protection Agency** and Health and Safety Executive/**Authority**) will also need to be included.

In the instance where water is used to extinguish or control a fire, every attempt should be made to prevent the contaminated water entering the surface water drainage system.

Each Business Region (Industrial, Hazardous, North, Midlands, East, London, South and Water) shall produce and maintain a Regional Emergency Plan (Document SYS/2/027/002 is a Typical Example). This document shall be produced and maintained on behalf of the Region by the relevant **regional QHS** Manager.

# Emergency Management Plan

## Environmental Protection

The plan must identify the type of drainage on site and consider both foul water and surface water drainage systems. For surface water discharge the name and location of the receiving watercourse must be identified where possible. If available information giving the status of an underlying aquifer should be included, this information can be found in Groundwater Vulnerability maps produced by the Environment Agency/**Environmental Protection Agency**.

### 5.3 Alerting and Warning

Under all circumstances the priority is to protect human life and prevent injury, secondly to preserve property and equipment and to minimise environmental impact. As such if there is any likelihood that an incident will compromise the health and safety of personnel and visitors the site should be evacuated and the emergency services called. Contact with Veolia management via the Crisis Hotline should then be made who will assist in assessing the situation and implementing the Business Continuity Plan should it be necessary.

In the case of a serious personal injury, fatality or fire/explosion occurring, the following must be done immediately:

- Call the emergency services providing nature of accident/injuries and location
- Secure the area and if applicable, close the facility
- Call the crisis hotline/ general/area manager and **QHS** Manager or Director
- Industrial Services “ONLY” liaise with Client Senior manager / Health & Safety Manager
- Await instruction from senior personnel

In all other cases, the Emergency Coordinator will assess what action is required and raise the alarm as necessary. The Emergency Plan should set out this process clearly. As a severe event may affect telecommunications, this must be considered when planning.

The plan must also identify what should be done when hearing the alarm to include details of the evacuation procedure, roll call and accounting for site visitors and members of the public where relevant.

An Emergency Situation may occur when the facility is closed. Any member of staff receiving information regarding an emergency at the site when the site is unattended must, in the first instance, contact the **Manager** or Area/**General** Manager and the Crisis Hotline.

Where there are members of staff who work remotely from a central depot, such as street cleansing crews, it will be necessary to develop a plan for accounting for these individuals and communicating with them.

# Emergency Management Plan

For High Priority Sites it may in some instances be necessary to retain a staff presence even though the site has been subject to evacuation. If such a situation is foreseeable the Plan must include a Procedure to be followed by employees who remain to operate critical plant and equipment prior to their evacuation.

## 5.4 Site Plan and Site Information

The Site Plan must identify materials and information likely to be relevant to the emergency situation and emergency services and have either potential for the emergency incident to escalate or to assist in dealing with the incident. The Site Plan must also include information which is critical to the potential environmental impact of the incident. These will include but not be limited to:

- Access and Exit Points
- Hazardous materials – type, quantity and location e.g. batteries
- Quantity and type of waste (potential)
- Explosive items/ substances, e.g. fuel, oils, gas bottles
- First aid box
- Power/ Gas/Water Isolation point
- Muster point and evacuation routes
- Potential cumulative emergency effects, for example, a fire which could affect neighbouring property which may have severe consequences (e.g. Fuel Depot/Station)
- Site Drainage System including type (foul/surface) gullies, interceptors and discharge points.
- Sensitive boundaries, and neighbours should they exist, for example schools which may be affected by a major incident
- Environmental receptors and natural habitats including receiving watercourses
- Location and type of fire fighting and spill control equipment
- Location of fire panels
- Areas covered by fixed fire fighting equipment (sprinklers, deluge systems)
- Fire brigade connection points (hydrants, water tank connections)
- Fire break walls

The Site Plan must be held with the Emergency Management Plan. This information must also be made available to emergency services when attending the site. Where possible an additional set should be held in any gatehouse or security hut, for this purpose.

All locations which handle hazardous or dangerous waste must consider the security implications of an emergency event. Should particular procedures be required, this must be identified in the Emergency Plan.

# Emergency Management Plan

When the Emergency Plan is provided to third parties such as the Environment Agency/**Environmental Protection Agency** and or Fire and Rescue service a location map must also be attached to the Emergency Plan. This map must clearly identify the site boundary entrance and important receptors adjacent to the site.

## 5.5 Event/Incident Log

The Emergency Coordinator, when appropriate to do so, should make a record of events including actions and communications. This information will be vital in any investigation and will be recorded on RIVO once the initial emergency situation has passed.

The majority of emergency situations will be attended by the Emergency Services and possibly by officers of the Health and Safety Executive/**Authority** and the Environment Agency/**Environmental Protection Agency** dependent upon the nature of the emergency.

It must be borne in mind that where the Emergency Services are in attendance it is almost inevitable that the media as well as the previously mentioned Enforcement Agencies will be alerted.

All contact by the media must be forwarded to the Marketing & Communications Director/ Department. Under no circumstances should interviews or press statements be given without approval by the Marketing & Communications Director, who in consultation with other senior executives will decide on statements and, if appropriate, person for media interview.

Where the Health and Safety Executive/**Authority** or the Environment Agency/**Environmental Protection Agency** is involved, discuss only the facts relating to the incident and do not offer conjecture, personal interpretations or proffer reasons for the incident occurring. Although you may be told that evidence given without a caution cannot be used against an individual, bear in mind that it can be used against the Company. In any interview it is wise to be legally represented, and in the case of interview under caution this instruction is mandatory.

## 5.6 Emergency Drill

All facilities shall conduct emergency response drills at least six monthly for fire evacuation as specified in the BMS procedure, Fire Risk Assessment, and at least annually an exercise must be conducted to simulate an environmental incident such as a significant oil spill. If improvements are required this must be recorded on RIVO as a task and any necessary improvements made to the Emergency Plan.

All new staff will be made aware of the Emergency Plan and have their role explained to them. All visitors to the facility will be made aware of the evacuation protocol should an incident occur.

# Emergency Management Plan

## 6.0 DOCUMENTATION

Document Ref:	Title:	Minimum Retention Period:
SYS/2/027/001	Emergency Plan Template	Keep for life of Contract
SYS/2/027/002	Regional Emergency Plan	Current Version
SYS/2/027/003	Emergency Drill Record Template	Keep for life of Contract

### AMENDMENT RECORD

Date	Page No	Section No	Details of amendment
08/14	All	All	Re-branded; all references to VES replaced with Veolia
	4	5.2	Inserted text explaining each Business Region (Industrial, Hazardous, North, Midlands, East, London, South and Water) shall produce and maintain a Regional Emergency Plan
	5	5.3	Addition of 'general' to third bullet point Insertion of 4 <sup>th</sup> bullet point
	8	6	SYS/2/027/002 New Document Emergency Drill Record Template now renumbered as SYS/2/027/003
12/15	3	3.0	Added Ireland Health and Safety Authority and Environmental Protection Agency references and used throughout procedure.
		4.0	Added standard definition of The Manager and used throughout procedure.
		5.1	EMP to be displayed or readily available
	4	5.2	QHSE Manager changed to QHS Manager throughout procedure
	8	6.0	Updated SYS/2/027/001 Emergency Management Plan Template which includes Ireland Crisis Line number.