

P272 : Emergency Planning & Response

This DOCUMENT and any linked FORMS have been created to provide specific requirements under the Amalgamated Operating System. For additional information and guidance, please refer to the associated HELP pages

Aim/Justification

In an emergency the safety of all personnel and the public is of priority.

This procedure outlines the basic requirements in the event of spills, fire and incidents involving first aid.

Notification procedures are dealt with in the incident reporting procedure.

Scope

The policy/procedure applies to all workplaces in the APC Group including branch offices, home offices and Client sites.

Links

Procedures, forms, help pages and other documents relevant to this procedure are:

- P008 Request for Action
- P264 Safe Work Method Statements
- P770 Corporate Issues Management

Distribution

This procedure is intended to be used by:

- Field Technicians
- Regional Managers
- Regional Supervisors
- Technical Team
- Other APC personnel involved in field operations or handling/storing/distributing chemicals from time to time – including external subcontractors

Emergency Response

1.0 Responsibilities

Senior Management

- Maintain this policy and related procedures
- Ensure (via Regional Managers) that all APC Worksites develop, implement and maintain a suitable emergency response plan

Regional Managers and Supervisors

- Must ensure that branch managers develop, implement and maintain emergency response plans for all their APC Worksites.
- Audits and review of plans and training must be conducted on an annual basis or as the need arises.

Branch Managers

- Must develop, implement and maintain emergency response plans for all their APC Worksites.
- Induct and train new staff in applicable emergency response plans
- Must develop, implement and maintain emergency response plans for all key Client Sites as required.

All Staff & External Subcontractors

- Must be actively participate in emergency response training as required by branch management.
- Fulfil any assigned responsibilities as required by the emergency response plan.

2.0 Planning

Branch Offices / Home Offices / APC Worksites

All workplaces must develop an Emergency Plan that provides for the following:

- Emergency Procedures, including:
 - an effective response to an emergency
 - evacuation procedures
 - notifying emergency service organisations at the earliest opportunity
 - medical treatment and assistance
 - spill response (when chemicals are stored onsite)
 - effective communication to coordinate the emergency response and all persons at the workplace
- Testing of the emergency procedures, including the frequency of testing;
- Information, training and instruction to relevant workers in relation to implementing the emergency procedures.

The Emergency Plan must take into account:

- the nature of the work being carried out at the workplace; and
- the nature of the hazards at the workplace; and
- the size and location of the workplace; and
- the number and composition of the workers and other persons at the workplace.

Client Sites

It is essential that emergency planning be involved in the risk assessment process prior to commencement of work on a client site.

3.0 Equipment & Signage

Sufficient emergency equipment and relevant signage should be either available at the work site or as part of the technician's equipment based on the anticipated emergencies identified in the risk assessment before work commences.

4.0 Training

- All personnel in the workplace must trained in all relevant aspects of the site Emergency Plan. This applies to office personnel and field personnel.
- Training should be conducted on an annual basis.
- Training should include:
 - response to likely emergencies (e.g. fire evacuation / chemical spill)
 - evacuation procedures (where applicable)

- other emergency response procedures (e.g. clean up of chemical spill)
- use of emergency equipment (including: location, identification and operation of emergency equipment such as fire alarms, extinguishers)
- emergency service contact procedures (location of numbers, who should call)
- medical treatment and assistance (where applicable)
- who takes charge at the workplace (first response)
- who is qualified in first aid
- A record of this training must be maintained.

5.0 Testing

- Emergency Plans must be tested on a regular basis – the frequency should be outlined in the plan. This should include annual emergency evacuations (fire drills).
- A record of this training must be maintained (e.g. Evacuation Training Records)
- The effectiveness of the tests should be analysed by management to determine what improvement measures can be implemented.

6.0 Communications

In the event of an emergency, the communications must be carefully controlled.

- In the case of on-site work, the client must always be informed, and depending on the emergency may need to be notified as part of the immediate emergency response plan (e.g. spill, fire, explosion etc)
- Communications to the media and other public relations must follow the procedure P770 Corporate Issues Management.
- In the event that the next of kin of the technician must be notified, contact details are found on the F501-9 Personnel Information Form on file at the local branch of Amalgamated Pest Control.

7.0 Review

In the case of each emergency incident:

- It must be raised as an RFA using procedure P008
- The cause must be reviewed by appropriate management to determine if such an incident can be avoided or minimized in the future

Specific Emergencies

S1.0 Spills

S1.1 Control the Spill

A two stage procedure is required:

S1.1.1 Isolate the Spill

Protect people and animals in the immediate spill area.

- Evacuate non-essential persons from the immediate area of the spillage, keep bystanders away (e.g. rope off the area). Make sure all bystanders remain up-wind of the spill.
- Wear PPE and work up-wind of the spill
- Ensure that the spill site is not left unattended
- Notify relevant supervisors and/or authorities (e.g. police/fire brigade if spill is on a public road)
- Keep flames away from spill area

S1.1.2 Control the Spill at its Source

- Close valves and turn off pumps and delivery systems
- Manage leaking containers by either positioning the container to minimize further spillage or decant leaking containers into suitable temporary containers with emergency labeling.

S1.2 Contain the Spill

Minimise the spread of the spill to avoid further environmental contamination.

S1.2.1 Priority must be given to stopping spills entering waterways.

- Block drains with plastic bags, sand dykes or similar material.
- Use a shovel or other equipment to dig a temporary containment trench (if this is possible).

S1.2.2 Stop the spill from spreading elsewhere

- Use absorbent material or soil to stop further flow away from spill site

S1.3 Clean Up the Spill

S1.3.1 Remove the spilled product from the site

- In the case of liquids, use absorbent material to soak up excess spillage
- In the case of dry chemicals, minimize dust drift by slightly wetting (if appropriate) or covering with plastic sheeting
- Shovel contaminated material into drums or heavy duty plastic bag (whichever is appropriate – consider the effect of solvents)
- Dispose contaminated materials at an approved site. Disposal must comply with label instructions, and all applicable State and Federal laws.

S1.3.2 Decontaminate the site

- If soil is contaminated it may be necessary to remove soil. In some cases it may be appropriate to dilute traces of concentrate (if permitted by product label)
- Use appropriate neutralizing agents
- Decontaminate cleanup equipment.

- Absorbent materials such as rags and mops should be disposed of in the same manner as the spillage material.
- Decontaminate PPE and any persons involved in the cleanup.

S1.4 Report the Spill

S1.4.1 Client Reporting

- Depending on the site, the client may require certain procedures or reports/paperwork to be completed. Notify your site contact in the event of any spill to ensure that you conduct the procedure and cleanup in accordance with any specific requirements that they may have.

S1.4.2 Internal Reporting

- In the event of ANY spill that requires the use of a spill kit for clean up or any spill that was reported to a site supervisor (as per 1.4.1 above), the spill must be reported using the Request for Action system (Online RFA System) – Refer to P008 for more detail.
- The RFA Category is **WHS/Environmental**.

S2.0 First Aid Treatment

S2.1 In the case of chemical / poisoning emergencies:

A casualty may have been contaminated in a number of different ways – consider all of these ways when dealing with a poisoning emergency:

S2.1.1 General Procedure

- Remove casualty from the source of exposure
- Contact the Poisons Information Centre (13 11 26) for specific advice. If 13 11 26 cannot be reached, there may be need to contact Emergency 000 or 112 for mobile services.
- Consult instructions on product labels for additional advice.
- Remove contaminated clothing and wash skin with soap and water – DO NOT SCRUB the skin.
- If the casualty is unconscious do not administer anything by mouth or attempt to induce vomiting
- Do not administer anything to the casualty unless instructed by a doctor or the Poisons Information Centre.

S2.1.2 Chemical Splash on Skin

- Drench skin and clothing with water
- Remove contaminated clothing
- Wash skin with soap and water
- Do NOT SCRUB skin or apply any ointments, lotions, powders or other products

S2.1.3 Chemical Splash in Eyes

- Hold Eyelid open
- Wash immediately with a gentle stream of clean, running water
- Do not add anything to the water
- Continue to wash for at least 15 minutes
- Always seek medical assistance after providing first aid

S2.1.4 Chemical Inhalation

- Make sure you are properly protected (PPE)
- Remove the casualty to fresh air
- Apply general procedure (3.1.1)

S2.2 In the case of general emergencies seek medical help immediately.

S3.0 Fire

S3.1 Control the site of the fire

S3.1.1 Keep all bystanders up-wind and away of the area and do not enter the fire area unless suitably protected.

S3.1.2 Do not remain in the fire area unless adequately protected.

Hazards include:

- Heat/Burns
- Asphyxiation (lack of oxygen)
- Smoke inhalation
- Toxic fumes
- Physical injury from fire or building debris

S3.1.3 Consideration must always be given to allowing the fire to burn and limiting its spread to other buildings or equipment.

S3.2 Attempt to safely control the fire – if possible. This only applies if the fire is 'minor' and can be controlled by fire-fighting equipment on hand.

S3.2.1 Only use approved and appropriate fire fighting equipment. This means using the correct type of fire extinguisher or fire blanket.

S3.3 Call fire fighting authorities if fire cannot be immediately controlled by fire-fighting equipment on hand.

S3.3.1 Be prepared to have a pesticide manifest available to give to fire fighting authorities. In the case of a vehicle fire – the appropriate Material Safety Data Sheets for all chemicals on board the vehicle should be made available.

End of Procedure