

IMS Document MP-22	Revision 3
EMERGENCY RESPONSE PLAN	



# Emergency Response Plan

**Project:** Provision of services on the Site Investigation related to removal of both Technical and Economic Barriers for Initiating the Clean-up activities for Ipha-Hexachloro-cyclohexane, (Alpha-HCH), Beta-Hexachloro-cyclohexane, (Beta-HCH) and Lindane Contaminated Sites at the Organic Chemical Industry of Skopje AD (OHIS)

**(ERP)**

Issued	Checked	Approved
<i>Panagiotis Manolopoulos</i> Waste Operation Manager  Signature  Date 20/04/2016	<i>Charalampos Nikolaou</i> HSSQ Manager  Signature  Date 20/04/2016	<i>Athanasios Polychronopoulos</i> Executive Chairman  Signature  Date 20/04/2016

## **GENERIC CLAUSES**

### **1. Scope**

This Plan and the associated checklists included herein, outline the actions to be done in an emergency and should be used as a guide to assist in the management and appropriate response and minimize the effects of an emergency incident.

This plan can be used as a standalone document or in conjunction with the Polyecogroup Business Continuity Plan (BCP) as appropriate.

Checklists referenced herein are available only in conjunction with this document

### **2. Implementation & Responsibilities**

This Plan is implemented through all activities of Polyecogroup under the responsibility of the Line Management and all personnel involved respectively

HSSEQ Manager is responsible for the issuance, distribution and control of this plan

### **3. QHSSE Objectives**

- Maintain core business functions during an incident, whilst minimising the impact to clients and staff
- Immediate reporting on any incident
- Provide guidance for the effective management of information throughout an incident

### **4. KPIs**

- As per relevant KPIs register

### **5. Forms & Attachments**

#### **Response Actions Plans & Checklists**

1. [Fires / Explosions](#)
2. [Spills / Releases \(Oil – Chemicals\)](#)
3. [Injury / Casualty](#)
4. [Fatality Checklist](#)
5. [Transportation Accident \(Road, Marine, Air\)](#)
6. [Natural Disasters](#)
7. [Bombs / Explosives Threat \(3 pages\)](#)
8. [Hijacking](#)
9. [Critical Equipment Failures](#)
10. [Electric shock \(electrocution\)](#)
11. [Evacuation](#)
12. [Hazardous Waste Clean-up Procedure](#)
13. [ANNEX A](#)

## 6. Plan

### 6.1. General Guidelines

Any incident which relates to the operations of Polyecogroup or the operations of their clients shall receive an appropriate response led by a senior manager.

Where necessary an incident management team will be mobilized. The size and makeup of the team will depend on the type of emergency.

Priorities in the following order are:

- a) Personnel Safety
- b) Environmental Protection
- c) Damage Mitigation

#### **Definition of Emergency**

An “emergency” exists when an incident occurs or is reported that has or may result in a serious risk to:

- The safety of personnel
- The environment
- Property

And will continue to exist until:

- A. The report is proved to be false; or
- B. The problem or problems are resolved.

**NOTE:** Hoax calls are not uncommon. If in doubt about the caller’s identity/status, source of information etc. the call may need to be checked.

#### **How Received**

The most probable way to receive an emergency report is via the telephone, either directly or indirectly from those impacted. Alternatively the emergency may happen on site at a Polyecogroup facility.

#### **Receipt of Emergency Call**

Depending on the nature of the emergency the initial call may be very brief with more information coming in later calls. It is important that as much detail as possible should be taken at the earliest opportunity in order that full support can be given.

The receiver of the call will note details of caller (name, gender, contact number etc.) and then transfer the caller to the appropriate Manager who will decide the actions that should be taken.

#### **Security Threat**

A Security threat must be taken seriously and reported immediately to Top Management. The Police should always be advised of any security threat.

#### **Level of Response**

Top Management will decide what level of response is required and who is to assist with the response. He should ensure that sufficient resources are mobilized as needed for the proper management of the incident.

In calling out personnel to form the Incident Management Team account should be taken of the potential development of the incident in order to ensure that adequate resources are available and that, if the response is to be protracted, periods of rest will be required for the Team.

## 6.2. Response Action Plans & Checklists

Basic Response Action plans have been created for use with type of emergencies that Polyecogroup can be expected to be involved in.

1. [Fires / Explosions](#)
2. [Spills / Releases \(Oil – Chemicals\)](#)
3. [Injury / Casualty](#)
4. [Fatality Checklist](#)
5. [Transportation Accident \(Road, Marine, Air\)](#)
6. [Natural Disasters](#)
7. [Bombs / Explosives Threat \(3 pages\)](#)
8. [Hijacking](#)
9. [Critical Equipment Failures](#)
10. [Electric shock \(electrocution\)](#)
11. [Evacuation](#)
12. [Hazardous Waste Clean-up Procedure](#)
13. [ANNEX A, Evacuation Plans](#)

## 6.3. Dealing with the Media

In the event of an incident involving Polyecogroup there is an ever-increasing possibility that the media will be involved. It is important that they are dealt with in a professional manner to ensure they portray the Company as well-organized and as caring by having an Emergency Response Plan in place.

The President is the only person authorized to deal directly with the media.

### **Preparation of Press Release**

(a) An initial holding statement or press release should be prepared and issued as **quickly as possible** following an incident. This should be followed up with another statement as soon as possible, ideally within one hour, giving some basic information. After this statements should be issued as soon as information becomes available but do not be rushed into making premature release, particularly concerning casualties. The key thing is to keep your promise, if you say your will issue another statement in one hour make sure you do so.

(b) The content of all release will be agreed by the President and Polyecogroup Legal department if required, the agreement of our insurers and legal adviser will be sought. In approving press release care should be taken to ensure where necessary/ required that client's approval is also given.

(c) In preparing press release care should be taken to ensure that information given is factual and will stand up if checked. Avoid speculation and subjective interpretation. Do not make optimistic claims when an emergency has still to run its course.

### **Guidelines for Writing Press Release**

- ✓ Sift the raw material for the release (e.g. fax/notes from telephone conversation). Clearly mark good news/ bad news. Do not mark information which is sensitive or unconfirmed.
- ✓ Only use marked information for the release. Lead with the worst of the bad news (human casualties), balanced with the best of the good news (e.g. people safe/injured evacuated or rescued). Then build the next paragraph in a similar manner, possibly dealing with environmental damage (if relevant).
- ✓ Include the Company's priorities and plan of action (but details concerning people **ALWAYS** come first).

- ✓ Make sure each release can stand alone (e.g. do not talk about “accident” without being more specific).
- ✓ Decide whether the release will be used only in a reactive manner (i.e. a Response Statement) or whether it is to be used proactively (distributed to the media via fax, together with use on the telephone).
- ✓ Avoid technical terms. If this is not possible, explain the technical term.
- ✓ Beware of including information on cause (it may be necessary, but exercise extreme caution).

### **Press Release Checkpoints**

- Have three key facts been included?
- Does the release answer the following points:
  - What happened?
  - Where?
  - To whom?
  - Casualties?
  - Actions being taken?
  - Company comment (attributed)?
  - Expression of regret?
- *Is the text free of technical terms* and made up of simple, short sentences?
- Ensure the release makes no comment on possible cause and no attempt to apportion blame.
- Is the release:
  - Timed?
  - Dated?
  - Numbered?
- Does the release contain media response contact number?
- Has the release been approved by? ☐ President ☐ Legal Department

### **Press Briefings**

In preparing for press briefings, the following points should be remembered:

- Is it in the Company’s interest to hold a press briefing at this time?
- Is there fresh news to be communicated?
- Identify key points to be communicated.
- Identify and rehearse potentially difficult questions.
- Prepare press release.
- Identify personnel giving briefing.
- Identify topics/responsibilities of individual members of the briefing team, e.g. technical questions, etc.
- Spokesman to carry out initial introduction, including details of purpose / length of briefing.
- Spokesman to read prepared press release, which will include statement of regret.
- Ensure stated duration of briefing maintained.
- Wind up briefing by clearly stating only 2 more questions will be taken.
- Briefing team to leave on the answer to the second of these questions.

## 6.4. Interviews

### Preparation for Interviews

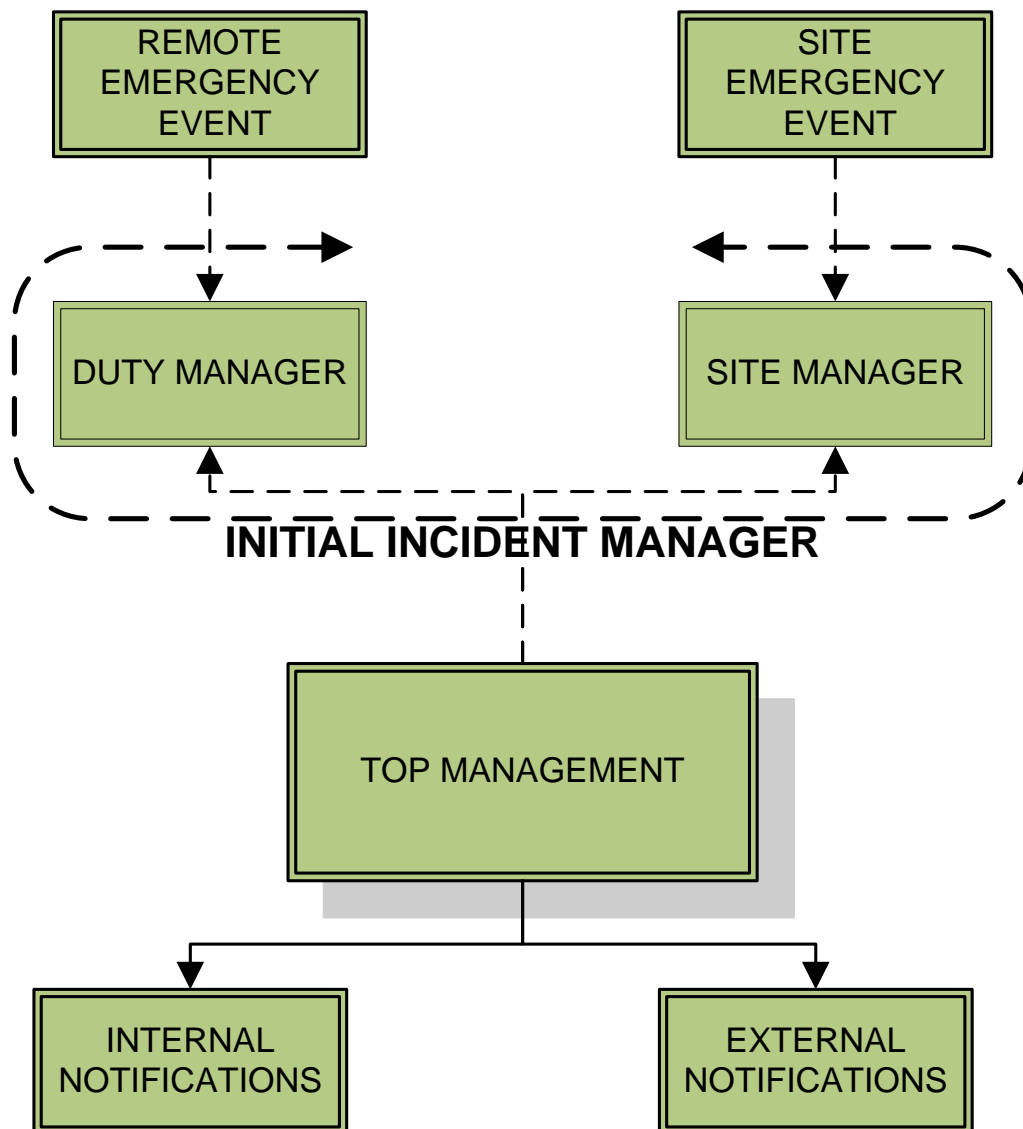
In preparing for interviews the following points should be remembered:

- ✓ Identify two or three key points.
- ✓ These points should put people first, the environment second and everything else third. Try to get key points across twice in each interview.
- ✓ You must get across the operational priorities and Company's plan of action.
- ✓ Do not talk about money / cost in the early phase of an accident situation involving casualties.
- ✓ Always rehearse the difficult questions / sensitive issues before press briefings / interviews etc.
- ✓ Be prepared: expect to be challenged on past events!
- ✓ Do not attempt to defend Company by attacking / criticizing other parties.
- ✓ Be firm and precise. Avoid coming across as indecisive / uncertain. Do not use phrases such as 'I hope' / 'I think' / 'I believe' / 'I assume'.
- ✓ Be sure everyone is "singing the same song". Talk to your colleagues and key third parties before the interview/briefing.
- ✓ Never comment on the alleged comments of third parties.
- ✓ Beware of the 'Why?' question. Exercise extreme caution on issues relating to cause.
- ✓ Bridge from sensitive issues to areas more positive to the Company's interests.
- ✓ Avoid being drawn into / allowing interviewer to ask multiple questions. Interrupt if necessary to ensure individual questions are being answered.
- ✓ Do not hesitate to correct errors made during interviews/briefings.
- ✓ Be prepared to give reasons if key information is not available.

In addition to above, prior to agreeing / confirming any interview / press briefing the following points should also be addressed:

- Is it in your interests to grant an interview at this time?
- Which publication/program wants the interview?
- Live or recorded?
- What is known about publication/program style?
- Is the interview one-to-one or a panel format?
- If panel, who else to appear?
- Identify the most potentially difficult questions.
- Have three key points to be communicated been identified?
- Has an opening reply to the first question been prepared?

### 6.5. Internal Communication Flowchart



### 6.6. Training/ Exercise Requirements

No	Type of Training	Description	Frequency
ERP1	ERP Initial and Refresher training	ERP Initial and Refresher training	On ERP introduction and when major changes made
ERP2	Table Top Exercise (TTX)	Test the plan as a functional document and staff understanding (Will act as a Desk Check exercise)	Annually
ERP3	Full ERP exercise	May also include cooperation with relevant authorities (This will fulfil the requirements of the annual TTX)	Annually

**NOTE:** All training, exercise / drills should be recorded, including the success of meeting the objectives and the lessons learned.

**7. References****7.1. Internal***None***7.2. External***None***8. Definitions***None***9. Abbreviations***None*



## Response Action Plan & Checklist for the project

In case of emergency the following services must be contacted immediately:

Emergency telephone numbers	
Ambulance	...
Fire & rescue	...
Police	...

In any event of emergency **PERSONNEL SAFETY** is always the first priority.

## 1. Fires / Explosions

DONE	ACTIONS/STEPS		RESPONSIBILITY
	1	Assess magnitude of current situation (identify # of injuries, casualties, # of individuals missing, exposures).	Incident Manager
	2	Implement firefighting activities if possible according to instruction given on page 10 and according to Polyeco's training to all personnel involved on site activities.	Incident Manager
	3	Evacuate all personnel from building or site.	Incident Manager
	4	Notify emergency services (Fire – Medical) and client representatives.	Incident Manager
	5	Establish Incident Management Team (as appropriate).	Incident Manager
	5	Notify Polyecogroup Senior Management.	Incident Manager
	6	Notify Polyecogroup Risk Management.	Incident Manager
	7	Make transportation arrangements as appropriate.	Logistics Chief
	8	Take steps to protect, recover company property as safe to do so.	Incident Manager
	9	Implement next of kin procedures.	HR Officer
	10	Implement Business continuity plan.	Incident Manager
	11	Make external notifications. Develop press release, if needed.	Incident Manager
	12	Establish Communications From/ to Scene: Radios, Telephones.	Logistics Chief
	13	Facilitate Investigation initiation.	Incident Manager

### Project Based Control Measures

1. In case of fire use dry powder extinguishers accordingly. (see picture below)
2. All Polyeco personnel (On site managers and foremen) that are going to be present during repacking and drainage works are well trained on firefighting activities. A firefighting training will be provided to client representatives and to all workers/ subcontractors involved during the works.
3. Polyeco will keep on site all appropriate fire extinguishers according to the equipment list of the work plan.
4. See the emergency evacuation plans for every work site in ANNEX A.

## Fire control / correct extinction with fire extinguisher

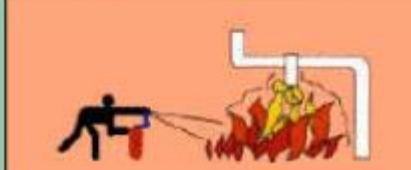
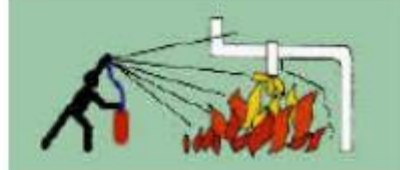
**Approach fire in  
wind direction!**



**Surface fire start  
extinguish from  
the front!**



**Fire spread by  
flowing or  
dripping  
material  
extinguish from  
top to bottom!**



**Fire on walls  
extinguish from  
the bottom up!**



**Use sufficient fire  
extinguishers  
simultaneously  
not one after  
another!**



**Regard  
reignition!**



**Do not put the  
extinguisher back  
into the mounting  
after use. Ensure  
refill!**



## Response Action Plan & Checklist

### 2. Spills / Releases (Oil – Chemicals)

DONE	ACTIONS/STEPS		RESPONSIBILITY
	1	Assess magnitude of current situation. Identify material and quantity released. Control source, if safe to do with available resources.	Incident Manager
	2	Establish situation status: quantity spilled/recovered, direction of travel, forecasted conditions.	Incident Manager
	3	Establish immediate tactical priorities and initiate (e.g. source control, containment, etc.). 1. People 2. Environment 3. Property	Incident Manager
	4	Establish Incident Management Team (as appropriate).	Incident Manager
	5	Notify Polyecogroup Senior Management and client representatives.	Incident Manager
	5A	Notify Polyecogroup Risk Management.	Incident Manager
	6	Make external notifications. Develop press release, if needed.	Incident Manager
	7	Identify additional resources required.	Incident Manager
	8	Make transportation arrangements: To/From scene.	Logistics Chief
	9	Establish Communications to Scene: Radios, Telephones.	Logistics Chief
	10	Facilitate Incident Investigation initiation.	Incident Manager

Any spillages, including near-miss incidents, which may give rise to an environmental pollution incident, shall be contained and removed immediately. Such cases should be encountered with the mobilization of emergency response equipment, including chemical spill kits, which should be placed at prominent places on site.

#### Project Based Control Measures

##### SPILL RESPONSE EQUIPMENT

- **Shovels/Brooms/Rakes**, in case of ground contamination to remove contaminated portion

All above items are going to be present on site.

## Response Action Plan & Checklist

### 3. Injury / Casualty

DONE	ACTIONS/STEPS		RESPONSIBILITY
	1	Notify on site personnel/ On site managers/ Foremen	
	2	Assess magnitude of current situation. (Identify # of injuries, casualties, # of individuals missing).	Incident Manager
	3	Assess potential for emergency to escalate; additional injuries, etc.	Incident Manager
	4	Establish immediate tactical priorities (e.g. first aid saving life techniques)* In case of first aid follow instructions as per page 13.	Incident Manager
	5	Provide on-scene medical support, as appropriate.	Logistics Chief
	6	Notify client representatives.	Incident Manager
	7	Determine Emergency Transportation Needs: Air/Water/Land.	Incident Manager
	8	Establish Incident Management Team (as appropriate).	Incident Manager
	9	Notify Polyecogroup Senior Management.	Incident Manager
	10	Notify Polyecogroup Risk Management.	Incident Manager
	11	Make external notifications. Develop press release, if needed.	Incident Manager
	12	Identify additional resources required.	Incident Manager
	13	Implement next of kin procedures.	HR Officer
	14	Establish Communications to/from scene.	Logistics Chief
	15	Facilitate Accident Investigation initiation.	Incident Manager

#### Project Based Control Measures

##### \*First aid training

All Polyeco personnel (On site managers and foremen) that are going to be present during repacking and drainage works are well trained on providing first aid to any injured person. Apart from that, Polyeco will keep on site a first aid kit.

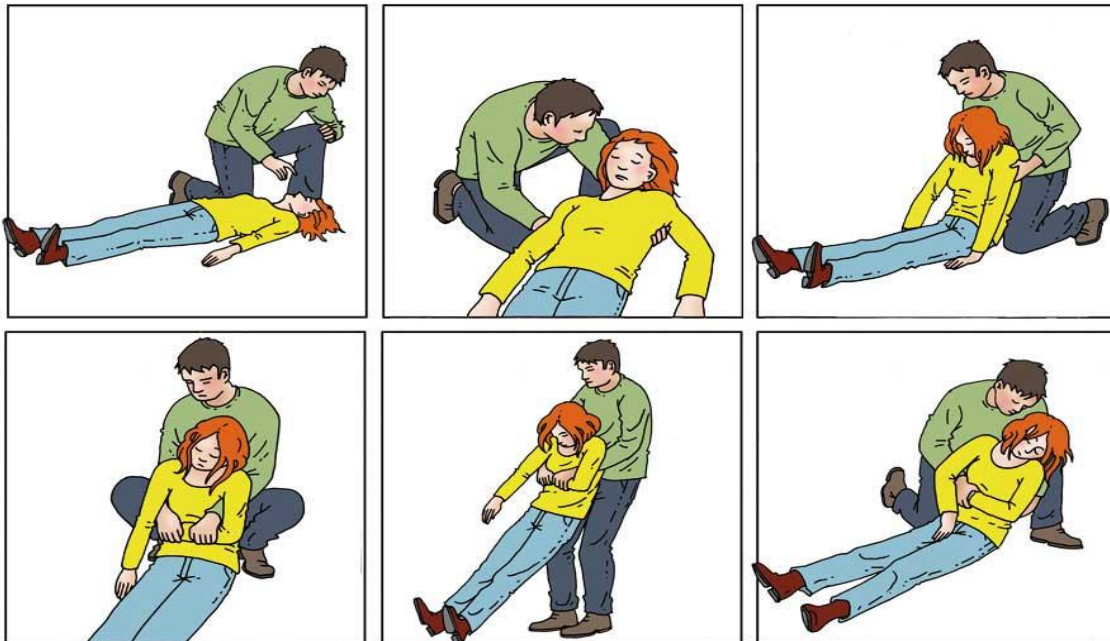
In the next three pages are described three basic first aid techniques that may save life.

### RAUTEK Rescue technique

The specific technique describes how to carry out a victim of an entrapped situation (car crash, etc.)

The steps of the technique which are depicted in the pictures below are:

- Your safety comes first. ALWAYS check the surrounding before going near to the victim for potential hazards.
- Place your head near the victim's head and check if the victim is breathing by "seeing – listening - feeling" that is, see if the victim's chest is moving, listen if the victim is breathing, feel his breath to your cheek.
- If not, slightly move the victim's head backwards to straighten and clear the breathing vent.
- After ensuring the victim is breathing, gently lift the victim's back by his armpits while head must be stable
- Using your knee, press against the victim's back to release your hands. Be cautious not to press against the victim's spine
- Put the victim's arm under his chest, and place your hands firmly around it. Your thumbs should be on the outside to facilitate movement.
- USING YOUR LEGS and not your back lift or drag the victim outside the entrapped situation.



- Using the same technique gently put the victim down to the recovery position following the next six steps.



1. Put the victim on the floor in a straight configuration while removing any victim's objects that may harm him.
2. Lift his left knee and grab his left hand.
3. Place his left hand on his right cheek.
4. Pull his knee towards yourself and turn the victim to the side.
5. Let him rest in the recovery position and
6. Press his chin to help him breathe easier.



### Cardiopulmonary Resuscitation technique (CPR)

Cardiopulmonary resuscitation (CPR) is a lifesaving technique useful in many emergencies, including heart attack or near drowning, in which someone's breathing or heartbeat has stopped. This technique is described on the steps below:



1. Check for **danger** to you and to others. First priority is to ensure your safety.
2. **See, listen and feel.** See if the victim's chest is moving, listen if the victim is breathing, feel his breath to your cheek.



3. **Call** for specialized help. Make an emergency call to **112** and describe the situation with details and composure. NEVER end the call before the line operator finishes with all necessary questions.
4. Open airway of the victim. Head tilt and chin lift. (Check breathing. If not breathing or breathing abnormally commence CPR.)
5. **30 chest compressions:** Place your hands on a locked position to the center of the chest and compress to a depth of 5-6 cm.





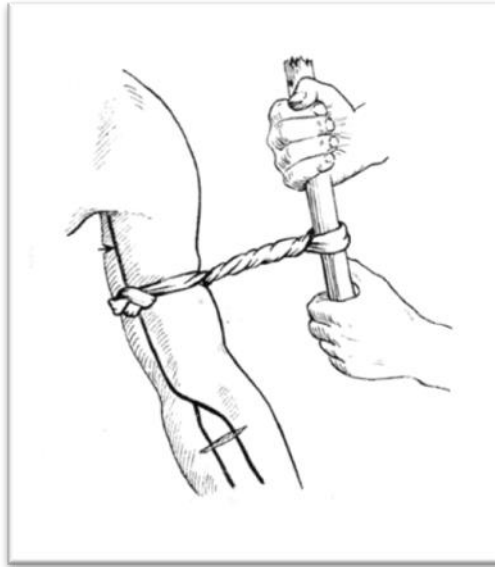
6. **Two breaths:** Place your lips on victim's lips to create a seal, hold his/her nose and blow air.



7. If unwilling or unable to do breaths consider doing chest compressions only. Continue CPR until specialized help arrives or to the point that you feel your safety is in danger.

### Tourniquet technique

A tourniquet is a constricting or compressing device, usually a bandage and a straight strong and pliable object, used to control blood circulation for a period of time.



Tourniquet application:

1. **Discover where the blood is coming from.**
2. **Apply direct pressure to the wound with a clean absorptive.**
3. **Select the appropriate material.** If you have a well-designed medical tourniquet at your disposal then that's great.
4. **In most emergency situations you'll have to improvise.** Choose something that is strong and pliable, but long enough to tie around the injured limb. Good choices would be a necktie, bandana, leather belt, straps from knapsack or handbag, cotton shirt or long socking.
  - 4a. **Apply the tourniquet between the heart and injury.**
  - 4b. **Use a stick or rod for tightening.**
5. **Don't leave the tourniquet on too long.** As a general guideline, two hours is considered the length of time a tourniquet can be tied before neuromuscular injury begins (loss of normal function).

## Response Action Plan & Checklist

### 4. Fatality Checklist

VICTIMS NAME		COMPANY	
DATE REPORTED		TIME REPORTED	
PERSON REPORTING FATALITY Contact No			
LOCATION OF INCIDENT			
DESCRIPTION OF INCIDENT			
OTHER PERSONS INVOLVED/ WITNESS			
SCENE OF INCIDENT PRESERVED BY			
MEDICAL PROCEDURES SUPPLIED BY			
TIME POLICE NOTIFIED & NAME OF CONTACT			
INCIDENT RESPONSE ACTIVITIES ON SITE			
TIME RESPONSE INITIATED			
PRESS STATEMENT PREPARED			
NEXT OF KIN NOTIFIED AND FAMILY SUPPORT INITIATED (AS APPROPRIATE)			
ARRANGEMENTS FOR TRANSPORTATION OF BODY			
INCIDENT INVESTIGATION COMMENCED			
INVESTIGATION TEAM NAMES	Team Leader		
	Support		
	Support		
TRAUMA COUNSELLING PROVIDED	Responders		
	Colleagues		
	Person finding body		
WORK RELATED INCIDENT	Interviews		
	Photographic Evidence		
	Drug & Alcohol test		

## Response Action Plan & Checklist

### 5. Transportation Accident (Road, Marine, Air)

DONE	ACTIONS/STEPS		RESPONSIBILITY
	1	Establish situation status: # of people injured, missing etc. Obtain names, detailed information.	Incident Manager
	2	Assess potential for emergency to escalate; additional injuries, etc.	Incident Manager
	3	Establish immediate tactical priorities and initiate. (E.g. stabilize scene, rescue, first aid, decontamination, etc.) <ul style="list-style-type: none"> <li>Notify local authorities and client representatives.</li> <li>Dispatch personnel to site if appropriate. In case of spillage use all appropriate PPE before commencing cleaning activities.</li> <li>Contact Coastguard (Marine)</li> <li>Contact Police</li> </ul>	Incident Manager
	4	Arrange medical support as appropriate.	Incident Manager
	5	Establish Incident Management Team (as appropriate).	Incident Manager
	6	Notify Polyecogroup Senior Management.	Incident Manager
	6A	Notify Polyecogroup Risk Management.	Incident Manager
	7	Make external notifications. Develop press release, if needed.	Incident Manager
	8	Determine Emergency Transportation Needs: Air/Water/Land.	Incident Manager
	9	Identify additional resources required.	Incident Manager
	10	Implement next of kin procedures.	HR Officer
	11	Establish Communications to/from scene.	Incident Manager
	12	Facilitate Accident Investigation initiation.	Incident Manager

#### Project Based Control Measures

- This section does not apply to the project; however Polyeco will take all appropriate measures for the safe transportation of the samples to the German lab. The cooling boxes will be sealed and bubble wrap will be placed between the jars inside the cooling box.

## Response Action Plan & Checklist

### 6. Natural Disasters

DONE	ACTIONS/STEPS		RESPONSIBILITY
	1	Assess magnitude of current situation potential danger to personnel, plant and equipment.	Incident Manager
	2	Assess potential for escalation.	Incident Manager
	3	Determine possible escape strategies.	Incident Manager
	4	Establish Incident Management Team (as appropriate).	Incident Manager
	5	Assign responsibility to the Incident Management Team.	Incident Manager
	6	Notify Polyecogroup Senior Management and client representatives	Incident Manager
	6A	Notify Polyecogroup Risk Management.	Incident Manager
	7	Make external notifications. Develop press release, if needed.	Incident Manager
	8	Implement Spill Response activities if needed.	Incident Manager
	9	Implement Business Continuity plan if needed.	Incident Manager
	10	Implement next of kin procedures.	HR Officer
	11	Continue assess situation recommend strategies to reduce impact on people and equipment.	Incident Manager
	12	Establish communications between –IMT and Site Response Teams.	Incident Manager

#### Principal Causes of Disasters

- Rain and wind storms
- Floods
- Biological agents (micro-organisms, insect or vermin infestation)
- Earthquakes
- Volcanic eruptions

## Response Action Plan & Checklist

### 7. Bombs / Explosives Threat (3 pages)

**NOTE:** The person receiving the call must endeavor to note down the actual words of everything the caller says and extend the conversation to obtain as much of the information on this Checklist as possible.

DONE	ACTIONS/STEPS		RESPONSIBILITY
	1	Analyze the threat and estimate the need for response. "Is the threat credible?"	Incident Manager (or threat recipient)
	2	Consider: time, day, mode (telephone, letter), specificity of threat (place, time of explosion), identity of caller, possibility of access to allow planting the device.	Incident Manager
	3	Consider evacuation of the staff to a safe location.	Incident Manager
	4	Follow instructions of Bomb search procedure ( <b>Refer to Bomb Threat Checklist below</b> ).	Incident Manager
	5	Notify Polyecogroup Senior Management and client representatives.	Incident Manager
	5A	Notify Polyecogroup Risk Management.	Incident Manager
	6	Make external notifications. Develop press release, if needed.	Incident Manager
	7	Make decision on what response to make: Ignore, Limited or General search, Limited or General evacuation, Continue or Shutdown the operations.	Incident Manager
	8	Conduct search of the area according to the Bomb/Threat Search Procedure.	Incident Manager
	9	Notify Authorities .	Incident Manager
	10	If a suspect device is located under no conditions should the suspicious object or identified explosive be moved or handled.	Incident Manager

#### Comments / Remarks

.....
.....
.....
.....
.....
.....
.....

## **BOMB / EXPLOSION THREAT CHECKLIST**

### **QUESTIONS TO ASK:**

1. When is the bomb going to explode? \_\_\_\_\_
2. Where is it right now (location)? \_\_\_\_\_
3. What does it look like? \_\_\_\_\_
4. What kind of bomb is it? \_\_\_\_\_
5. What will cause it to explode? \_\_\_\_\_
6. How do you know so much about the bomb? \_\_\_\_\_
7. Did you place the bomb? \_\_\_\_\_
8. Why? \_\_\_\_\_
9. Where are you now? \_\_\_\_\_
10. What is your name? \_\_\_\_\_
11. What is your address? \_\_\_\_\_

### **INFORMATION TO RECORD:**

1. Time call was received: \_\_\_\_\_ *24hr Clock.*
2. Phone number where call was received \_\_\_\_\_
3. Exact words of caller:: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Language used by the caller:

☐ English  
☐ Spanish

☐ Arabic  
☐ Other \_\_\_\_\_

☐ Russian

### **CALLERS VOICE**

A. **Male** or **Female** (*circle one*)

Calm

Angry

Exited

Slow

Rapid

Soft

Loud

Laughter

Crying

Normal

Distinct

Slurred

Nasal

Stutter

Lisp

Raspy

Deep

Ragged

Clearing throat

Deep Breathing

Crackling Voice

Disguised

Accent

Familiar

## **BOMB / EXPLOSION THREAT CHECKLIST**

A. Was the voice familiar **YES or NO** (*circle one*)

B. How did it sound like? \_\_\_\_\_

C. Probable nationality of caller: \_\_\_\_\_

D. Approximate age of caller: \_\_\_\_\_

**Comments:** \_\_\_\_\_

---



---



---



---

### **BACKGROUND SOUNDS**

Street Noise

Factory Machines

Crockery

Animal Noise

Voices

Clear

PA system

Static

Music

Local

House Noise

Long Distances

Motor

Phone Box

Office Machinery

Other \_\_\_\_\_

### **THREAT LANGUAGE**

Well spoken (educated)

Polite

Foul

Incoherent

Irrational

Taped

**Message Taken by:** \_\_\_\_\_

**Advised to:** \_\_\_\_\_

**Action Taken:** \_\_\_\_\_

---



---



---



---



## Response Action Plan & Checklist

### 8. Hijacking

**Guidelines:** In the case of a hijacking seek to establish the hijacker's demands and what deadlines have been set for meeting them. Always assume that the incident will be prolonged. The longer the incidents last, the more likely they are to end without injury to the hostages. Be aware that, at some stage in the incident, confrontation between the terrorists and outside authorities may occur. Encourage the establishment of a secure, direct negotiation channel with the authorities. Where possible avoid personnel becoming directly involved in negotiations.

**The following information about the hijackers should be obtained where possible:**

- Their number .....
- Descriptions .....
- Sex .....
- How they are armed .....
- How they deploy themselves .....
- How they communicate with each other .....
- Their cause .....
- Nationality, Language(s) spoken and understood .....
- Their standard of competence .....
- Their level of vigilance .....
- Whether they have separately identified any of the hostages with regard to nationality, religion, occupation; for example ex-military .....

DONE	ACTIONS/STEPS		RESPONSIBILITY
	1	Analyze the threat and estimate the need for response. "Is the threat credible?"	Incident Manager (threat recipient)
	2	Identify personnel involved, location. Determine if other personnel are at risk and take appropriate action.	Incident Manager
	3	Follow hijack instruction in this document .	Incident Manager
	4	Establish Incident Management Team (as appropriate).	Incident Manager
	5	Assign responsibility to the Incident Management Team.	Incident Manager
	6	Notify Polyecogroup Senior Management and client representatives	Incident Manager
	6A	Notify Polyecogroup Risk Management.	Incident Manager
	7	Make external notifications. Develop press release, if needed.	Incident Manager
	8	Make decision on what response to make to the emergency. Dispatch personnel if appropriate to support those hijacked.	Incident Manager
	9	Notify Police.	Incident Manager
	10	Implement next of kin procedures.	HR Officer
	11	Establish communications between –IMT and Response Teams.	Incident Manager

#### Comments / Remarks

.....

.....

.....

.....

## Response Action Plan & Checklist

### 9. Critical Equipment Failures

**NOTE:** Response Checklist for Spills/ Release or injury may be used in conjunction with this checklist as necessary

DONE	ACTIONS/STEPS		RESPONSIBILITY
	1	Analyze the Incident and estimate the level and type of response required "?"	Incident Manager (or call recipient)
	2	Stop any operations that are compromised unless a back-up system is immediately available.	Incident Manager
	3	Notify Polyecogroup Senior Management and client representatives	Incident Manager
	3A	Notify Polyecogroup Risk Management.	Incident Manager
	4	Make external notifications. Develop press release, if needed.	Incident Manager
	5	Identify any additional resources required.	Incident Manager
	6	Establish Communications to/from scene.	Incident Manager
	7	Facilitate Accident Investigation initiation.	Incident Manager

#### Project Based Control Measures

Take full account of the following concerning the electric pump:

- the manufacturer's recommendations
- the intensity of use
- operating environment (eg the effect of temperature, corrosion, weathering)
- user knowledge and experience
- the risk to health and safety from any foreseeable failure or malfunction

## Response Action Plan & Checklist

### 10. Electric shock (electrocution)

DONE	ACTIONS/STEPS		RESPONSIBILITY
	1	Notify on site personnel/ On site managers/ Foremen	Any person
	2	Immediately notify electrician in order to shut down the relative power line. Do NOT touch any person still trapped in the circuit.	Site Manager/ Foreman / Any person
	3	If the casualty is moved from danger, check for person's response and pulse. Start mouth to mouth and compressions technique if there is no pulse. Call for ambulance.	Site Manager/ Foreman
	4	Notify client representatives and any local authority required to be present.	Site Manager/ Incident Manager
	5	Assess magnitude of current situation. (Identify # of injuries, casualties, number of individuals missing).	Incident Manager
	6	Assess potential for emergency to escalate; additional injuries, etc.	Incident Manager
	7	Establish immediate tactical priorities (e.g. stabilize scene, first aid, etc.). In case of first aid follow instructions as per page 13.	Incident Manager
	8	Determine Emergency Transportation Needs: Air/Water/Land.	Incident Manager
	9	Establish Incident Management Team (as appropriate).	Incident Manager
	10	Notify Polyecogroup Senior Management and Risk Management.	Incident Manager
	11	Make external notifications. Develop press release, if needed.	Incident Manager
	12	Identify additional resources required.	Incident Manager
	13	Implement next of kin procedures.	HR Officer
	14	Establish Communications to/from scene.	Site Manager
	15	Facilitate Accident Investigation initiation.	Incident Manager
<b>Project Based Control Measures</b>			
<ul style="list-style-type: none"> <li>Liaison with client representatives to agree diversions or safe clearance distances and any other steps needed.</li> <li>Do not work alone. Do not walk around site premises without prior approval.</li> <li>When in doubt, always call an electrician.</li> <li>All personnel will be briefed during the training session concerning the potential electrical hazards.</li> </ul>			

## Response Action Plan & Checklist

### 11. Evacuation

DONE	ACTIONS/STEPS		RESPONSIBILITY
	1	Analyze the Incident and estimate the level and type of response required. "?"	Incident Manager
	2	Maintain open communications with Onsite contract manager or respective nominee.	Incident Manager
	3	Obtain full personnel list of involved Personnel.	HR Officer
	4	Arrange reception support at evacuation destination.	HR Officer
	5	Notify Polyecogroup Senior Management and client representatives	Incident Manager
	5A	Notify Polyecogroup Risk Management.	Incident Manager
	6	Make external notifications. Develop press release, if needed.	Incident Manager
	7	Identify any additional resources required.	Incident Manager
	4	Establish Incident Management Team (as appropriate).	Incident Manager
	5	Assign responsibility to the Incident Management Team.	Incident Manager
	8	Make decision on what response to make to the emergency. Dispatch personnel if appropriate to support those Evacuated (Away team).	Incident Manager
	10	Implement next of kin procedures.	HR Officer
	11	Establish communications between –IMT and Away Teams.	Incident Manager

#### Comments / Remarks

See evacuation plans in ANNEX A

## Response Action Plan & Checklist

### 12. Hazardous Waste Clean-up Procedure

The hazardous Waste clean-up procedure will be activated in the event of a spill which may rise from any accident or any of the above cases. The following actions / steps will be followed.

DONE	ACTIONS/STEPS		RESPONSIBILITY
	1	Site manager will make sure that the site is safe to work. (Either on site or off site).	Site Manager
	2	Analyze the Incident and estimate the level and type of clean-up response required.	Site Manager/ Foreman
	3a	Case 1. On site clean-up. Make sure that there are available all necessary spill response equipment as they are described in page 12, "Spills / Releases (Oil – Chemicals)".	Site Manager/ Foreman/ Any trained person
	3b	Case 2. Off site clean-up. (Road accident most probably). Make sure that there are available all necessary spill response equipment as they are described in Page 19, "Transportation Accident (Road, Marine, Air)". In case of road accident the Site Manager along with traffic police will isolate the accident area in order to create a site safe to work.	Site Manager/ Foreman/ Any trained person
	4	Wear all appropriate PPE: i.e. Half face mask with combination filters for organic vapors, helmet, coverall type 5, safety rubber boots, and nitrile or neoprene gloves.	Site Manager/ Foreman/ Any trained person
	5a	<b>In case of solid contamination:</b> <ul style="list-style-type: none"> <li>✓ Place tarpaulin on the ground away from the spill-spot. Place a pallet on top of that and an empty UN approved FIBC.</li> <li>✓ Shovel the contaminated soil and place it directly into the new packaging media.</li> <li>✓ When the biggest quantity has been removed there will be left only a thin layer of contamination on the ground.</li> <li>✓ Add solvent on the remaining contamination and wipe the area.</li> <li>✓ Dispose the contaminated materials with the waste generated from the spill clean-up.</li> <li>✓ Seal the packaging media and place it in a safe place.</li> </ul>	Site Manager/ Foreman

	5b	<p><b>In case of liquid contamination:</b></p> <ul style="list-style-type: none"> <li>✓ Spread the absorbent agent over the spill starting with the edges first. This will help to confine the spill to a smaller area.</li> <li>✓ Spread enough absorbent agent over the spill to completely cover the liquid. There should be no free liquid. Use a spade to ensure that the liquid was completely absorbed by absorbent agent.</li> <li>✓ Place tarpaulin on the ground away from the spill-spot. Place a pallet on top of that which will carry four UN approved open head steel drums. Place plastic bags into the drums and open/ place them properly.</li> <li>✓ Shovel the contaminated absorbent agent and place in the polyethylene bag of the drum.</li> <li>✓ When the biggest quantity has been removed there will be left only a thin layer of contamination.</li> <li>✓ Add appropriate solvent on the remaining contamination and wipe the area.</li> <li>✓ Dispose properly into the packaging media all contaminated materials with the waste generated from the spill clean-up.</li> <li>✓ Seal polyethylene bag with gripper tool and place the lid and the ring on the top of the drum. Place the drums in a safe place.</li> </ul>	Site Manager/ Foreman
	6	All tools used in the clean-up need to be decontaminated with appropriate solvent.	Foreman
	7	All PPE will be considered as contaminated and will be disposed properly in UN approved drums or UN approved FIBCs (big bags).	Foreman

## 1. ANNEX A

### EMERGENCY EVACUATION PLANS

#### 1. OHIS SITE