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*Succeed with Quality*

## **Emergency Response Procedure**

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## **2 INTRODUCTION**

This Emergency Response Procedure (EAP) establishes guidelines for all reasonably foreseeable workplace emergencies. Because each emergency situation involves unique circumstances, the guidelines provide general guidance only. Thoughtful actions based on situation assessment are always required when responding to an emergency. It is also important to note that emergency guidelines do not necessarily represent sequential series of steps.

## **3 SCOPE**

An emergency is defined as any serious, sudden, urgent or unexpected situation that may cause injury, loss of life or damage to property and which therefore requires immediate attention and remedial action to ensure the safety health and safety of all QACA employees on the premises.

QACA is committed to the best practices and continual improvement of its Emergency Response Procedure and guidelines. The basic Emergency Response Procedures at QACA are provided to protect lives and property.

These procedures apply to all employees, staff, and visitors of QACA. Since emergencies and disasters are not predictable, the guidelines outlined in this manual may require immediate modification. This plan was developed under the authority of QACA. And has been reviewed and approved by the top management of the company.

## **4 PURPOSE**

The purpose of the QACA Emergency Response Procedure is to provide guidance and instructions for responding to workplace emergencies, with the primary goal of ensuring employee and visitor safety and protecting property. This Emergency Response Procedure applies to all QACA employees, volunteers, visitors and contractors.

**5 MANAGEMENT.** The management of QACA is committed to the safety of its employees, visitors and contractors. Management supports the efforts of the program administrator by pledging financial and leadership support. Management will regularly communicate with

employees about the program.

**PROGRAM ADMINISTRATOR.** The Program Administrator reports directly to upper management and is responsible for this plan. All evaluations, controls and training are coordinated under the direction of the Program Administrator in collaboration with management and employees. The Program Administrator will also:

- Identify emergency situations that may affect our organization and determine the appropriate course of action before, during and after those emergencies
- Ensure each department or functional area has a copy of the plan
- Schedule employee training and ensure new hires are properly trained on the plan
- Schedule drills and tabletop exercises
- Activate appropriate emergency procedures when necessary
- Notify and coordinate response actions with local emergency responders
- Periodically review the plan and update as needed
- Direct the shutdown of utilities or specific plant processes as necessary.

**AREA/FLOOR COORDINATORS.** QACA area/floor coordinators are employees who have volunteered to assist in communicating the Emergency Response Procedure to other employees in their immediate area. Additionally, these employees will communicate the evacuation status of their area to the Program Administrator during drills and actual incidents. Area coordinators will also:

- Attend Emergency Response Procedure training
- Assist employees in their area in the safe and orderly evacuation of the building
- Assist employees in their area to the proper shelter-in-place locations
- Understand the alarm systems and emergency equipment
- Review emergency procedures with new employees in their area
- Communicate to the Program Administrator where employees in need of assistance are located
- Know primary and secondary exit routes
- Know the location of hazardous items in their area, such as flammables, radioactive materials, etc.

**MANAGERS AND SUPERVISORS.** Managers and supervisors of QACA will:

- Attend Emergency Response Procedure training
- Ensure employees in their area have received training on the Emergency Response Procedure
- Maintain an updated list of employees noting those with special assistance needs.

**EMPLOYEES.** Every QACA employee is responsible for conducting himself/herself in accordance with this plan.

All employees will:

- Attend Emergency Response Procedure training
- Follow all procedures in the plan and all alarms or verbal instructions given during an emergency
- Become familiar with evacuation routes, assembly areas and shelter locations  
Respond to all emergencies in an orderly manner.

## **6 ALARMS**

QACA uses audible horns, strobes and voice announcements to communicate emergencies to employees.

## **7 EMPLOYEE CONTACT INFORMATION**

Employee emergency contact information is maintained by Human Resources and can be accessed by any HR or senior management officer. This information is confidential and will not be shared with the general employee population or public.

## **8 GENERAL INSTRUCTIONS FOR REPORTING EMERGENCIES**

Summon emergency assistance by **CALLING 100**

Be prepared to provide the following information:

- Your name and location.
- Phone number from where the call is being made.
- Location of the emergency, including facility name, Bldg #, suite #, full address.
- Type of emergency:
  - Medical
  - Fire
  - Confined Space Rescue
  - Hazardous Material
  - Criminal Act
  - Bomb Threat
- Other important Information:
  - Number and condition of victims.
  - Location and extent of situation, hazard, fire, etc.
  - Involvement of Hazardous Materials (as available, give product name and/or describe any markings, labels or placards).

Survey the scene; evaluate personal safety issues.

## **9 MEDICAL EMERGENCIES**

Survey the scene; evaluate personal safety issues.

Request assistance (SHOUT FOR HELP)

**Call 112**

Provide the following information:

- Number and location of victim(s)
- Nature of injury or illness
- Hazards involved
- Nearest entrance (emergency access point)

Alert trained employees to respond to the victim’s location and bring a first aid kit or Automated External Defibrillator (AED).

**10 PROCEDURES**

- Only trained responders should provide first aid assistance.
- Do not move the victim unless the victim’s location is unsafe.
- Take “universal precautions” to prevent contact with body fluids and exposure to bloodborne pathogens.
- Meet the ambulance at the nearest entrance or emergency access point; direct them to Victim.

**11 FIRES**

If a fire is reported, pull the fire alarm, (if available and not already activated) to warn occupants to evacuate. Then Dial 101 to alert Fire Department. Provide the following information:

- Business name and street address
- Nature of fire
- Fire location (building and floor)
- Type of fire alarm (detector, pull station, sprinkler waterflow)
- Location of fire alarm (building and floor)
- Name of person reporting fire
- Telephone number for return call

*\*\*\*Emergency Coordinator and Floor Captains to direct evacuation of personnel\*\*\**

**Evacuation Procedures**

- Evacuate building or site along evacuation routes to primary assembly areas outside.
- Redirect building occupants to stairs and exits away from the fire.
- Prohibit use of elevators.
- Evacuation team to account for all employees and visitors at the Assembly Area

**12 ACTIVE SHOOTER AND WORKPLACE VIOLENCE**

1. Evacuate	2. Hide Out	3. Take Action
<ul style="list-style-type: none"> <li>• Have an escape route and plan in mind</li> <li>• Leave your belongings</li> </ul>	<ul style="list-style-type: none"> <li>• Hide in an area out of the active shooters view</li> <li>• Block entry to your hiding</li> </ul>	<ul style="list-style-type: none"> <li>• As a last resort and only when your life is in imminent danger.</li> </ul>

behind <ul style="list-style-type: none"> <li>Keep your hands visible</li> </ul>	place and lock doors.	<ul style="list-style-type: none"> <li>Attempt to incapacitate the active shooter.</li> <li>Act with physical aggression and throw items at the active shooter</li> </ul>
*****CALL 100 WHEN IT IS SAFE TO DO SO*****		

**HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES ON THE SCENE**

How you should react when Law Enforcement Arrives	
<ul style="list-style-type: none"> <li>Remain calm and follow officers' instructions</li> <li>Immediately raise hands and spread fingers</li> <li>Avoid making quick movements towards officers such as attempting to hold on to them for safety</li> </ul>	<ul style="list-style-type: none"> <li>Avoid pointing, screaming, and/or yelling</li> <li>Do not stop to ask officers for help or directions when evacuating. Just proceed in the direction from which the officers entered the premises</li> </ul>

Information you should provide to Law Enforcement	
<ul style="list-style-type: none"> <li>Location of active shooter</li> <li>Number of shooters, if more than one</li> <li>Physical description of shooter(s)</li> </ul>	<ul style="list-style-type: none"> <li>Number and type of weapon(s)</li> <li>Number of potential victims at the location</li> </ul>

**13 SEVERE WEATHER AND NATURAL DISASTERS**

**Tornado:**

- When a warning is issued by sirens or other means, seek shelter inside. The following are recommended locations for shelter:
  - Small interior rooms on the lowest floor and without windows,
  - Hallways on the lowest floor away from doors and windows, and
  - Rooms constructed with reinforced concrete, brick, or block with no windows.
  - When a warning is issued by sirens or other means, seek shelter inside.
- Stay away from outside walls and windows.
- Use arms to protect head and neck.
- Remain sheltered until the tornado threat is announced to be over.

**Earthquake:**

- Stay calm and await instructions from the Emergency Coordinator.
- Keep away from overhead fixtures, windows, filing cabinets, and electrical power.
- Assist people with disabilities in finding a safe place.
- Evacuate as instructed by the Emergency Coordinator or the designated official.

**Flood:**

- Be ready to evacuate as directed by the Emergency Coordinator.
- Follow the recommended primary or secondary evacuation routes.
- Climb to high ground and stay there.
- Avoid walking or driving through flood water.
- If car stalls, abandon it immediately and climb to a higher ground.

**Blizzard:**

- Stay calm and await instructions from the Emergency Coordinator.
- Stay indoors!
- If there is no heat:
  - o Close off unneeded rooms or areas.
  - o Stuff towels or rags in cracks under doors.
  - o Cover windows at night.
- Eat and drink. Food provides the body with energy and heat, fluids prevent dehydration.

**14 EXTENDED POWER LOSS**

In the event of extended power loss to a facility certain precautionary measures should be taken depending on the geographical location and environment of the facility:

- Unnecessary electrical equipment and appliances should be turned off in the event that power restoration would surge causing damage to electronics and effecting sensitive equipment.
- Facilities with freezing temperatures should turn off and drain the following lines in the event of a long-term power loss.
  - o Fire sprinkler system
  - o Standpipes
  - o Potable water lines
  - o Toilets
- Equipment that contain fluids that may freeze due to long term exposure to freezing temperatures should be moved to heated areas, drained of liquids, or provided with auxiliary heat sources.
- Electronic equipment should be brought up to ambient temperatures before energizing to prevent condensation from forming on circuitry.
- Fire and potable water piping should be checked for leaks from freeze damage after the heat has been restored to the facility and water turned back on.

**15 IDENTIFICATION OF EMERGENCY SENARIOS**

QACA has developed the following list of credible potential emergency scenarios and will assess the consequence of each and then decide how to best address them in the planning process.

- FIRE
- EXPLOSION
- CRIMINAL ACTS/ACTIVE SHOOTER AND WORKPLACE VIOLENCE



- FLAMMABLE MATERIALS RELEASE
- TOXIC VAPOR RELEASE (E.G., H<sub>2</sub>S)
- VEHICLE AND EQUIPMENTS INCIDENTS
- NATURE DISASTER (HEAVY RAINS & WIND)
- BUSINESS INTERRUPTION
- POWER FAILURE/ EXTENDED POWER LOSS
- FATALITIES / MULTIPLE INJURY / ILLNESS / HOSPITALIZATIONS

## **16 PROCEDURES**

- All emergencies shall be reported immediately (e.g., to Shift In-Charge/Executive engineer or the nearest Security Main Gate or Security Control Center [SCC]).
- Signs with emergency telephone numbers and reporting instructions shall be posted at the work site.
- Reporting emergencies within concern authority shall be:
  - By telephone.
- Reporting emergencies from outside concern authority shall be:
  - By cellular phone. Dial the following number depending upon the area:
- When transmitting a message by telephone, radio, or messenger, ensure the following information is provided:
  - Exact location (e.g., plant, building or house number).
  - Nature of the emergency (e.g., fire, explosion, or gas release).
  - Type of service required.
  - Number of injured personnel.
  - Telephone number you are calling from, if available.
  - Caller's name and badge number.

**Note:** Stay on the telephone or radio until told to hang up. *Repeat the message if asked to do so.* If possible, post a lookout to direct the ambulance, fire truck, helicopter, or other response vehicle to the right location.

## **17 ACTIONS TO BE TAKEN DURING EMERGENCIES**

This section lists primary actions for personnel not involved with emergency response. Whether a responder or not, all personnel shall know the minimum requirements specific to each operating facility/area during an emergency.

The actions that shall be performed by personnel not involved with emergency response that are common across all Main client facilities/sites are as follows:

- Upon hearing an emergency alarm, personnel shall:
  - Stop all work immediately.
  - Safely shut down all equipment.
  - Evacuate to the predetermined assembly point.
- Supervisors shall:
  - Stop all work immediately and cancel work permits.
  - Safely shut down all equipment.
  - Evacuate all personnel to a predetermined assembly point or shelter area.
  - Conduct a head count to account for every person. In the event a person is missing, his name and last known location shall be communicated to the Incident Commander immediately.
  - Prevent personnel from returning to work until notification has been received from the main client.
  - Revalidate all work permits prior to commencing work.

**18 EMERGENCY CONTACT NUMBERS**

<b>QACA STAFF</b>	<b>DESIGNATION</b>	<b>MOBILE NUMBER</b>
H.N.TIVARI	HSE HEAD	9999243835
TAPAN SINGH RANA	ADMIN HEAD	9650204672
SANDEEP DUBEY	OPERATIONAL HEAD	9319425544
NAVNEET SINGH	HR HEAD	8448084075

**Emergency Numbers –**

<b>Emergency Helpline</b>	<b>Contact Details</b>
National Emergency Number	112
Police	100
Fire	101
Ambulance	102
Disaster Management Services	108
Women Helpline	1091
Women Helpline(Domestic Abuse)	181
Aids Helpline	1097
Anti-Poison (New Delhi)	1066
LPG Leak Helpline	1906
Railway Accident Emergency Services	1072
Road Accident Emergency Services	1073
Senior Citizen Helpline	1,09,11,291
Relief Commissioner For Natural Calamities	1070
Earthquake/Flood/Disaster	011-24363260
Tourist Helpline	1363
Electricity Complaint	155333
Water Supply	155313
Railway Enquiry	131/135
Railway Reservation	139
Free Service Ambulance	102
Crime Stopper	1090
Traffic Help	1073