

## **QPEA GT MENENGAI LIMITED**

### **FINAL EMERGENCY PREPAREDNESS AND RESPONSE PLAN**

REVIEWED BY: HSE & CSR MANAGER		APPROVED BY: BUSINESS MANAGER	
SIGN	DATE	SIGN	DATE

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# EMERGENCY PREPAREDNESS AND RESPONSE PLAN

## 1 About the emergency preparedness and response plan

- 1.1. This plan includes an incident control function that provides an emergency response to a physical crisis at the QPEA GT Menengai Limited premises which is causing, or threatening to cause, a disaster, e.g., a fire, flood, spillage of hydrocarbons/flammable substances, etc. The priority is securing health and safety of all employees involved, minimizing any impact on the environment and minimizing any impact on property and assets. It ensures preservation of life and protection of the environment by:
  - 1.1.1. Preventing injury
  - 1.1.2. Providing shelter
  - 1.1.3. Evacuating the premises, if necessary
  - 1.1.4. Preventing the incident from escalating into a disastrous event
  - 1.1.5. Reducing and controlling the effects of the incident
  - 1.1.6. Making sure salvage and repairs are started at the earliest opportunity.

## 2 Implementation of the plan

- 2.1 It is the responsibility of employees to report emergency situation to the immediate supervisor or the HSE & CSR manager.
- 2.2 Types of emergencies to be reported by employees are:
  - 2.1.1 Medical emergency
  - 2.1.2 H<sub>2</sub>S Incident
  - 2.1.3 Fire
  - 2.1.4 Hydrocarbon/Chemical spill
  - 2.1.5 Severe weather/flood
  - 2.1.6 Bomb threat
  - 2.1.7 Extended power loss
  - 2.1.8 Traffic incident
  - 2.1.9 Other (specify) \_\_\_\_\_ (e.g., terrorist attack/hostage taking)
- 2.3 It is the responsibility of the Business Manager, HSE & CSR manager or shift supervisor to activate the Emergency Preparedness and Response Plan.
- 2.4 In the event that total evacuation is necessary, the appointed Security Officer in liaison with the HSE & CSR Manager will assume the responsibility for the evacuation. Each employee will be rated as to the type of transportation necessary:
  - 2.4.1 Ambulatory
  - 2.4.2 Ambulatory with assistance
  - 2.4.3 Wheelchair
- 2.5 If an internal emergency disables the organization's essential utility services, the Security Officer in liaison with the HSE & CSR Manager will determine whether a contracted service will be used so that reserve utility provisions such as emergency power can be provided. Emergency power will be limited to providing temporary lighting so staff can perform essential functions, such as securing the emergency exit doors, backing up computer data, and obtaining urgent client data, where applicable.

### **3 Communications**

- 3.1 All communication, both within and outside the organization, will be coordinated through a control room on site manned by a designated person in conjunction with the HSE & CSR manager and the Business Manager (BM).
- 3.2 Communications shall follow the emergency communication flow presented in the attachment

#### **Reference**

HSE/WI/001: Work Instructions for Accidents and Near Miss Reporting

### **4 Medical emergency**

- 4.1 Call medical emergency phone number (paramedics/ambulance/fire department etc.) provided in the emergency contact list. Provide the following information:
  - 4.1.1 Nature of medical emergency;
  - 4.1.2 Location of the emergency (address, building, room number); and
  - 4.1.3 Your name and phone number from which you are calling.
- 4.2 Do not move victim unless absolutely necessary.
- 4.3 Call a trained in First Aider to provide the required assistance prior to the arrival of the professional medical help
- 4.4 If personnel trained in First Aid are not immediately available, as a minimum, attempt to provide the following assistance:
  - 4.4.1 Stop the bleeding with firm pressure on the wounds (note: avoid contact with blood or other bodily fluids).
  - 4.4.2 Clear the air passages using the Heimlich maneuver in case of choking.
- 4.5 In case of rendering assistance to personnel exposed to hazardous materials, consult the Material Safety Data Sheet (MSDS) and wear the appropriate PPE. Attempt first aid **ONLY** if trained and qualified.

#### **Reference**

HSE/WI/015: Work Instructions for First Aid Provision

### **5 Fire emergency**

- 5.1 When fire is discovered:
  - 5.1.1 Activate the nearest fire alarm
  - 5.1.2 Notify the Fire Department by calling the number in the emergency contact list
- 5.2 Fight the fire **ONLY** if:
  - 5.2.1 The Fire Department has been notified.
  - 5.2.2 The fire is small and is not spreading to other areas.
  - 5.2.3 Escaping the area is possible by backing up to the nearest exit.
  - 5.2.4 The fire extinguisher is in working condition and personnel are trained to use it.
- 5.3 Upon being notified about the fire emergency, occupants must:
  - 5.3.1 Leave the building using the designated escape routes.
  - 5.3.2 Assemble at the designated emergency/fire assembly point
  - 5.3.3 Remain outside until the competent authority (Designated Official or designee) announces that it is safe to reenter.

- 5.4 HSE & CSR manager, Fire Marshall or supervisors must:
  - 5.4.1 Disconnect utilities and equipment unless doing so jeopardizes his/her safety.
  - 5.4.2 Coordinate an orderly evacuation of personnel.
  - 5.4.3 Perform an accurate head count of personnel reported to the designated area.
  - 5.4.4 Determine a rescue method to locate missing personnel.
  - 5.4.5 Provide the Fire Department personnel with the necessary information about the facility.
  - 5.4.6 Perform assessment and coordinate weather forecast office emergency closing procedures
  - 5.4.7 Ensure that all employees have evacuated the area.
  - 5.4.8 Assist all physically challenged employees in emergency evacuation.
  - 5.4.9 Report any problems to the Emergency Coordinator at the assembly area.

#### **Reference**

HSE/WI/002: Work Instructions for Fire Prevention and Handling

## **6 Hydrocarbon, Radioactive or chemical isolation and decontamination**

- 6.1 If an occurrence involves hydrocarbon, radioactive materials or hazardous chemical spills or flammable substances spills requiring outside assistance, the HSE & CSR Manager will contact the pre-selected licensed and certified hazardous waste handlers.
- 6.2 When a Large Chemical Spill has occurred:
  - 6.2.1 Immediately notify the shift supervisor and HSE & CSR manager and refer to MSDS where available.
  - 6.2.2 Contain the spill with available equipment (e.g., pads, booms, absorbent powder, etc.).
  - 6.2.3 Secure the area and alert other site personnel.
  - 6.2.4 Do not attempt to clean the spill unless trained to do so.
  - 6.2.5 Attend to injured personnel and call the medical emergency number, if required.
  - 6.2.6 Call a spill cleanup company or the Fire Department (if arrangement has been made) to perform a large chemical/hydrocarbon spill cleanup.
  - 6.2.7 Evacuate facility as necessary
- 6.3 When a Small Chemical Spill has occurred:
  - 6.3.1 Notify the HSE & CSR manager and/or shift supervisor.
  - 6.3.2 If toxic fumes are present, secure the area (with caution tapes or cones) to prevent other personnel from entering.
  - 6.3.3 Deal with the spill in accordance with the instructions described in the MSDS.
  - 6.3.4 Small spills must be handled in a safe manner, while wearing the proper PPE.
  - 6.3.5 Review the general spill cleanup procedures.

#### **Reference**

Hydrocarbons and chemicals management plan

## **7 Severe weather/Flood**

- 7.1 If indoors:
  - 7.1.1 Be ready to evacuate as directed by the HSE & CSR manager or Emergency Coordinator and/or the shift supervisor.
  - 7.1.2 Follow the recommended primary or secondary evacuation routes.
- 7.2 If outdoors:
  - 7.2.1 Climb to high ground and stay there.
  - 7.2.2 Avoid walking or driving through flood water.
  - 7.2.3 If car stalls, abandon it immediately and climb to a higher ground.

## **8 Disruption of services and management of space, supplies, communications, and security**

- 8.1 If a portion of QPEA GT Menengai Limited is incapable of providing the needed services and total evacuation is not required, the following procedures will be followed:
  - 8.1.1 Employees, contractors, visitors and clients will be served in unaffected areas of the company that are able to safely provide services.
  - 8.1.2 The HSE & CSR Manager will be immediately notified by the O&M Manager or functional managers of any situation that necessitates an increased level of supply items. The existing supply areas will be automatically used to provide supplies to the extent possible.
  - 8.1.3 Both the fixed phone system and cell phones will be used to provide communications between QPEA GT Menengai Limited and outside agencies. If a total phone loss occurs, a messenger will be assigned to carry messages back and forth within QPEA GT Menengai Limited until other arrangements could be made.
  - 8.1.4 Needs that might exceed the capability of QPEA GT Menengai Limited will be relayed to the local police or contracted security/emergency service providers.

## **9 Disaster procedures for staff members**

- 9.1 In the event of either internal or external disaster, the BM, his/her appointed person(s), or the Security Officer, or the HSE & CSR Manager can initiate the Disaster Call List
- 9.2 On arrival at QPEA GT Menengai Limited, staff members will report to their respective supervisors to log in and be assigned to whatever tasks are required:
  - 9.2.1 Direct service provision
  - 9.2.2 Preparing for evacuation
  - 9.2.3 Any other assignment

- 9.3 If a regular work shift ends during the declared emergency period, all staff members will stay at their respective assignments until officially relieved by order of the appointed person(s).
- 9.4 All staff members will report changes of address and telephone numbers, as well as their response time to QPEA GT Menengai Limited, to the Human Resources Officer as soon as a change becomes effective. The Human Resources Officer will continually update the Disaster Call List and provide it to the BM, HSE & CSR manager, Security Officer and other appointed person(s).
- 9.5 The officer in charge or appointed person(s) will verify that personnel are assigned to call the staff members listed on the Disaster Call List expediently.
- 9.6 These assignments will be conducted by identified staff members available for this task until the arrival of the Human Resources manager.

## **10 Management of visitors in disaster situations**

- 10.1 If a disaster or an emergency involves a visitor, contractor or staff members, all less-than-essential services will be temporarily modified or discontinued until the situation allows for resumption of full program ability.
- 10.2 The BM or O&M manager will determine whether these less-than-essential services are to be effected and, if so, when.
- 10.3 Staff members will make themselves available for other duties. These duties may include helping move the injured/suddenly-taken-ill from the affected area to an unaffected section. These staff members will also be responsible for providing any needed transportation devices, such as wheelchairs, carts, and so forth, to facilitate the movement or evacuation of injured/suddenly-taken-ill.
- 10.4 Facilitation of the injured/suddenly-taken-ill movements, including admissions, transfers and control of their information, will be directed by the individual assigned by the BM or appointed person(s). Information concerning the injured/suddenly-taken-ill will be released only at the direction of the BM and/or the Human Resources manager.
- 10.5 All staff members will be made familiar with the overall QPEA GT Menengai Limited Emergency Preparedness and Response Plan.

## **11 Addressing the needs of employees and visitors**

- 11.1 QPEA GT Menengai Limited maintains a control room on site with 24-hour telephone answering capacity and also a list of visitors and staff on duty.

## **12 Training of staff in emergency preparedness and response procedures**

- 12.1 All QPEA GT Menengai Limited personnel are made familiar with the disaster, fire, and emergency plans during the orientation process.

### **13 Emergency preparedness drills**

- 13.1 Semi-annual drills will be conducted for all QPEA GT Menengai Limited premises. These drills will be held no less than 4 months and no more than 8 months apart. Staff members will participate as necessary to fulfill the requirements for compliance. The drills may involve simulated volunteer visitors.
- 13.2 Feedback concerning any type of drill conducted will be reviewed by the management for necessary actions. For each drill, preparedness and visitors management will receive specific attention to evaluate the effectiveness of the safety and health policy and implementation of policy by staff members.
- 13.3 The HSE & CSR Manager will be responsible for communication to employees of any information or recommendations about proposed changes in the emergency preparedness and response plan. The HSE & CSR Manager will see that proposed changes are implemented as specified.
- 13.4 The HSE & CSR Manager will, on a random basis, quiz staff members concerning the Emergency Preparedness and Response Plan and their roles in any drill. This process serves as a source of feedback, which the HSE & CSR Manager can use for evaluation of the overall effectiveness of the program.

### **14 Alternative Site**

- 14.1 QPEA GT Menengai Limited shall develop a plan specifying how services will be provided if one of the sites is incapacitated. This plan may also be called the Business Continuity Plan.

### **15 Internal disaster procedures**

- 15.1 If there is an occurrence (explosion, bomb threat, fire, H<sub>2</sub>S Incident, accident etc. ) in which the number of staff and visitors requiring attention exceeds the immediate resources:
- 15.2 The BM, or HSE & CSR Manager if directed by the BM, will evaluate the area or modality needs, including staff.
- 15.3 The O&M Manager will send all available staff to the BM or the HSE & CSR Manager for assignment as need be.
- 15.4 Staff members will await further instructions from the BM or, if he/she is given authority, the HSE & CSR manager.
- 15.5 Staff members will activate the modality or service callback list, obtain approximate response times of employees, and have employees report to the staffing pool to be assigned as needed.
- 15.6 The modality or service will maintain operation as normally as possible.
- 15.7 If additional staff members are necessary, the BM will evaluate contacting outside support.
- 15.8 Disaster alert status and function will be maintained until "Emergency all clear" is announced or indicated by the HSE & CSR Manager.
- 15.9 If a bomb threat is received, the control room and BM will be notified immediately.
- 15.10 Staff members will maintain a calm environment.
- 15.11 All personnel will passively search for items that look out of place but will not move items to search. The bomb squad will do this. Employees will make note of any unusual looking item but will not touch or disturb it in any manner.
- 15.12 The HSE & CSR Manager will prepare an evacuation plan to be initiated on order of the bomb squad or BM or his/her appointed person(s).



## **16 External disaster procedures**

- 16.1 If there is an occurrence in a location other than the head office in which the number of people requiring attention exceeds the immediate resources:
- 16.2 QPEA GT Menengai Ltd. will create a fixed location as the receptionist desk with mobile sites located at a freestanding site near the affected site.
- 16.3 The BM, his/her appointed person(s), or the HSE & CSR manager, will be the person in charge with the following duties:
- 16.4 Approving the implementation of the Emergency Preparedness and Response Plan and evacuations;
- 16.5 Maintaining information flow throughout the worksite;
- 16.6 Determining the extent of call-back;
- 16.7 Identifying new designated areas, if needed and communicating this information to the staffing pool (at the receptionist desk) or rescue service providers, if any;
- 16.8 Ensuring that all able staff moves to the emergency assembly points and roll calls carried out by the Human Resources manager or respective line managers.
- 16.9 The BM or his/her appointed person(s) will be in charge with the following duties:
  - 16.9.1 Maintaining a log of resources reporting to the staffing pool;
  - 16.9.2 Maintaining a record of assignments made from the staffing pool (who, where, when returned);
  - 16.9.3 Maintaining a quiet, calm atmosphere;
  - 16.9.4 Communicating needs for personnel to the BM (his/her appointed person(s));
  - 16.9.5 Communicating availability of services status to the command hospital or clinic;
  - 16.9.6 Making modality assignments and relaying information to the Human Resources Officer.
  - 16.9.7 An information center will be located at the receptionist desk.
  - 16.9.8 The BM or his/her appointed person(s) will be in charge with the following duties:
  - 16.9.9 Maintaining approved information flow to the public;
  - 16.9.10 Maintaining approved information flow to families of people involved in the disaster;
  - 16.9.11 Maintaining the waiting area for employees and visitors;
  - 16.9.12 Maintaining and distributing a log for the Red Cross, if appropriate.

## **17 Evacuation Procedure**

- 17.1 Immediate Evacuation
  - 17.1.1 First move staff and visitors who are closest to the danger to a safe location.
  - 17.1.2 Separate an emergency area from people by a fire door, if provided.
  - 17.1.3 In event of fire, do not use elevators.
  - 17.1.4 Lead ambulatory staff and visitors to exit using the appropriate equipment provided or carry them to the emergency assembly point(s).
  - 17.1.5 Lead non-ambulatory staff and visitors through the evacuation route to the emergency assembly point(s)
  - 17.1.6 Notify the telephone operator of the nature of the emergency.
- 17.2 Planned Evacuation
  - 17.2.1 Planned evacuation will be initiated by the HSE & CSR Manager only.

- 17.2.2 The telephone operator or a runner will notify the modalities or services of need, extent, and time frame of the evacuation to the fire marshals, first aiders and others who provide emergency services.

### 17.3 Evacuation Areas

- 17.3.1 The fire/emergency assembly point will be the designated evacuation area for the head office
- 17.3.2 In case of inclement weather, or if need be, the HSE & CSR Manager will indicate a secondary evacuation area.

## 18 Staffing disaster/emergency plan

- 18.1 All personnel will remain within the workplace at the assembly point(s) until advised otherwise
- 18.2 Appointed staff will assist the assigned staff members in callbacks of employees at the direction of the HSE & CSR Manager
- 18.3 On completion of callbacks, appointed staff will report to the staffing pool and will be prepared to take over the leadership role of the staffing pool if needed.
- 18.4 At the "all clear" announcement, staff members will return to their normal service operations.

## 19 Staff and staff family support activities

- 19.1 This plan acknowledges that the staffs of QPEA GT Menengai Limited are its greatest asset. If staff or staff family members are directly impacted by an emergency or disaster, the management will be sensitive to this and take the necessary actions to ameliorate this. Support of impacted staff and families may include referrals to disaster relief organizations and referrals for incident stress debriefing.
- 19.2 The BM or the Human Resources manager or his/her appointed person(s) will be available to discuss any staff or family needs based on staff family impact or emergency or disaster.

## 20 Performance standards

- 20.1 Performance standards for this plan will include:
  - 20.1.1 Three minutes time to move to the assembly point(s)
  - 20.1.2 Emergency preparedness knowledge and skill for staff
  - 20.1.3 Completion of two emergency preparedness drills per year
  - 20.1.4 The level of staff participation in emergency preparedness and response management
  - 20.1.5 Monitoring and inspection activities
  - 20.1.6 Emergency and incident reporting procedures that specify when and to whom reports are communicated
  - 20.1.7 Inspection, preventive maintenance, and testing of applicable equipment
  - 20.1.8 Use of space
  - 20.1.9 Replenishment of supplies
  - 20.1.10 Commitment of management of staff
- 20.2 At least one specific performance standard in this plan will be identified for measurement at any given time.

## 21 Annual evaluation

- 21.1 An annual evaluation of the effectiveness of the Emergency Preparedness and Response Plan undertaken at the organization will include:
- 21.1.1 Performance measures, using the previous year's reports, which include:
- (a) Implementation of procedures in response to disasters;
  - (b) Roles of employees in emergency preparedness efforts;
  - (c) Speed of notifying external authorities;
  - (d) Assigning personnel;
  - (e) Managing space, supplies, and security, evacuation, if needed
  - (f) Alternate sites for service provision;
  - (g) Managing client services/needs;
  - (h) Operating the backup communication system;
  - (i) Orientation and education of staff;
- 21.1.2 Recommendations from the management;
- 21.1.3 Input from staff and other relevant sources of safety outcome sources;
- 21.1.4 Effectiveness of the plan in preparing the company for internal and external disasters.
- 21.2 This evaluation will include statistical trends. The reports will be presented to the HSE Committee during their meetings. The management will prioritize opportunities for improvement in this function.
- 21.3 The HSE & CSR Manager will facilitate an interdisciplinary team of safety experts in evaluating the effectiveness of this plan during the past year. This team will use quantitative and qualitative data to support its conclusions. The report should be completed within 30 days of the beginning of the year. It should be submitted within 45 days of the beginning of the year to the BM or his/her appointed person(s) for approval and onward transmission to the HSE & CSR Manager for implementation of recommendations.
- 21.4 The evaluation should list types of emergency preparedness trainings that occurred, number and percentage of staff who received training, specific outcome scores of post-testing and supervision observations after training.
- 21.5 The evaluation should also determine how successful QPEA GT Menengai Limited was in meeting its emergency preparedness related performance standards for the year and the most significant safety accomplishment of the plan last year. It should also include reports done by outside agencies, including insurance companies, safety advisors, fire safety advisors, Directorate of Occupational Safety and Health Services, interested parties, etc.
- 21.6 It should include the most important recommended areas of emergency preparedness and response for the plan and company to address during the next year. Any financial resources asked for or committed to any of these recommendations should form part of the conclusions.

**Attachments**

**List of trained fire marshals (TO BE POSTED ON SITE)**

#	NAME	DEPT	LOCATION	TELEPHONE	PHYSICAL ADDRESS
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

**List of trained first aiders (TO BE POSTED ON SITE)**

#	NAME	DEPT	LOCATION	TELEPHONE	PHYSICAL ADDRESS
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

**Disaster call list**

#	NAME	DEPT	LOCATION	TELEPHONE	PHYSICAL ADDRESS
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

## Emergency equipment maintained on site

1. Automatic Fire detectors and alarm system
2. Fire extinguishers (H<sub>2</sub>O, CO<sub>2</sub>, DP, foam)
3. First Aid Kits
4. Fire hydrants
5. Fire beaters
6. Delivery hoses
7. Hose reels
8. Sirens
9. Sand buckets
10. Fire blankets
11. Spill kits (e.g., pads, booms, absorbent powder, etc.)

## Emergency Services Contact

The following emergency contacts will be contacted as appropriate **(TO BE POSTED ON SITE)**

Service provider	Location	Contact
Police	Country wide	999 or 911
	Nakuru	
Fire Brigade	Country wide	999 or 911
	Nakuru county	xxxxx- To be populated
Red cross	Country wide	xxxxxxx
	Nakuru	xxxxxxx
Ambulance Service (contracted vendor)	Country wide	xxxxxxx
	Nakuru	xxxxxxx
(Add name of) Contracted Hospital	Country wide	xxxxxxxxx
	Nakuru	xxxxxxxxx
KFS	Country wide	020-2689883 , 020-2689865
	Nakuru	xxxxxxx
KWS	Headquarters	+254 (20) 2379407 +254 (20) 2379408 +254 (20) 2379409
	Nakuru	0728355267, 0728355207,

		0728355401
NEMA	Country wide hotline	0786-101100, 0704 846019
	Nakuru	0202510406
KETRACO		+254 20 4956021 +254 719 018021, +254 732 128021
GDC		+254 719 036 000 +254 719 037 000
Kenya Power	National contact centre	95551 or 0703070707/ 0732170170
IPPs/Sosion/Orpower 22		

Last Updated on dd/mm/yyyy by HSE Manager Signed \_\_\_\_\_

NB. The contact list shall be updated at least quarterly and signed off

## EMERGENCY COMMUNICATION CHANNEL (TO BE POSTED ON SITE)

