

AB

SITE EMERGENCY PLAN

WORCESTER

Document Title: Emergency Plan
Site Name - Gasfit (PTY) LTD
Site Address - 22 Samuel Walter Street,
Worcester

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Owner / Director

REVISION HISTORY

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DISTRIBUTION LIST

Owner / Director
Human Resources
Transport and Operations Manager
Branch Employees
External
Fire Brigade
Immediate Neighbours (As per list)

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This plan provides guidelines for the initial response and control of an emergency situation on and off site.

This emergency plan also forms the basis for identifying on and off site hazards and environmental factors that could trigger an emergency.

1. Control or limit any effect that an emergency or potential emergency may have on an Afrox site, neighbouring sites and the surrounding community.
2. Facilitate emergency response and provide assistance on the site as may be appropriate to the occasion.
3. To ensure communication of all vital information to appropriate internal and external parties as soon as possible.
4. To facilitate reorganisation activities so that operations can be resumed.
5. To provide for training so that an appropriate level of preparedness can be continually maintained.
6. To provide for a basis for updating and reviewing emergency procedures.

2.	DEFINITIONS
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2.1 Definition of an Emergency Situation

An emergency situation is defined as an event where there is either a major operational problem, for example, fire or a serious incident, or where there is loss of life or considerable environmental damage, and there is the possibility of media coverage.

2.2 Definitions of Terminology

Emergency controller:

The person who controls and co-ordinates the site during the incident and keeps a log of all activities.

Assistant emergency controller:

The person who assists the emergency co-ordinator and/or stands in for the co-ordinator if not available.

Emergency control centre:

The area from where the emergency is dealt with by the emergency co-ordinator, which will be the supervisor office on site or if not possible the secondary location will be the security office.

Emergency team:

The team responsible for controlling the reaction to emergencies on site.

The emergency team consists of the following members:

Fire fighting co-ordinator:

The person who co-ordinates the fire team and fire fighting strategy. Due to the size of the branch the emergency controller and fire fighting co-ordinator will be the same person.

First Aider: The person who administers first aid.

Fire team: The team who will assist with controlling onsite fires.

Environmental/Toxic Gas Leak co-ordinator:

The person who will co-ordinate reaction to toxic gas leaks on site e.g. SO₂, Ammonia and environmental incidents e.g. oil spills, burst water pipes etc. Due to the size of the branch this will be the same person as the Emergency controller.

3.	ADMINISTRATION
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3.1 Emergency Telephone Numbers

	CONTACT NAME	TELEPHONE NUMBER
Owner/Director	Willem van Rooyen	083 398 6368
Transport and Operations Manager	Elmo Munnik	083 564 2673
Operations Assistant	Jeandre Truter	078 861 6210
Human Resources	Rita de Kok	079 497 7504
Emergency control centre	Office in main building	

3.2 External Emergency Services Telephone Numbers

Police	10111
Fire Brigade	023 3422430 / 107
Ambulance	083911
Poisons Information Centre	021-931-6129
Electricity Supply Authority	023 3488000
Water Supply Authority	023 3488000

3.3 Next Door Neighbours Telephone Numbers

The following is a list of neighbours within the Low Hazard Range (474 m) of the site.

Site Neighbour	Contact Details
Company Name	Sandblast and Crane Hire
Address	20 Samuel Walter Street
Site No. on Site Location Map	
Telephone	083 2358161
Contact:	Wynand
Company Name	Tony's Engin Rebuilders
Address	5 Car Road
Site No. on Site Location Map	
Telephone	023 3422205 (Bernard)
Company Name	CEM Forklifts
Address	39 Samuel Walter street
Site No. on Site Location Map	
Contact:	Edwin
Telephone	082 8257047/023 3475752
Company Name	Silverado Meat Market
Address	46 Samuel Walter Street
Site No. on Site Location Map	
Contact:	
Telephone	023 3475063
Company Name	Wikkelnick Property's
Address	Samual Walter Street
Site No. on Site Location Map	
Contact:	Nick White
Telephone	083 2616285

3.4 After Hours Call-Out Personnel Contact Details

		After hours contact numbers
Owner / Director	Willem van Rooyen	083 398 6368
Transport and Operations Manager	Elmo Munnik	083 5642673
Operations Assistant	Jeandre Truter	078 861 6210
Emergency Team	Same as Above	

3.5 On-Site Personnel Details

Average numbers of personnel likely to be present at a given time are shown by area below.

This list includes employees and subcontractors (e.g. cleaners and security personnel)

Day/Time	07h00 – 18h00	18h00 – 00h00	00h00 - 07h00
Weekday	14	0	0
Saturday	8	0	0
Sunday	0	0	0

3.6 Hazardous Substances Manifest

The following list contains hazardous substances stored or used on site.

Class	Quantity (max.)	UN	Substance
2	35 000kg	1075	LPG
2	360kg	1075	Acetylene
7	680kg	1005	Ammonia
6/7	780kg	1079	Sulphur dioxide
	34kg	1075	Ethylene

Material Safety Data sheets for Hazardous Substances indicated above are available on site.

3.7 Emergency Communications

a) Emergency Communication Equipment

Cellphones
Site alarm system

b) External Communications

External communication during an emergency will include the need to communicate with the media. The communications strategy of Afrox stipulates that only senior management will communicate with the media where applicable in concert with Corporate Communications, Selby.

Corporate communications telephone no. 011-4900466
After hours: Simon Miller at 082-8915149

No media representative such as photographers, cameramen and reporters must be invited or allowed onto any Afrox site without the approval of a member of the Afrox Corporate Relations team at Head Office.

In a crisis situation the following personnel may issue statements or answer questions posed by the media:

- Nominated members of the Corporate Relations team
- Company personnel or external consultants authorised by the Corporate Relations team to speak on the Company's behalf in specific circumstances

However, it is recognised that in the real world it may sometimes be against Afrox interest for the senior manager at the scene to remain totally silent.

- In this case, the manager or authorised deputy may give an immediate but limited response to questions from the news media and other groups or individuals with an official interest in the crisis.
- Be prepared for the presence of photographers and cameramen. It is in the Company's best interest to encourage correct standards of behaviour, dress and corporate identification of Afrox personnel.

As an emergency unfolds, communications procedures must be adapted in relation to the:

- size and activities of the business unit
- number and location of the operating unit
- type and likely reactions of public authorities
- impact and reaction of local media

Specific timescales are impossible to predict as this depends entirely on the particular emergency.

3.8 EMERGENCY ALARM TESTS

The site alarms need to be tested on a regular at least monthly basis to ensure effectiveness.

Emergency alarms include building security alarm, panic buttons, fire alarms.

The tests shall be conducted at the specified times given below to ensure all personnel on site are familiar with the emergency warning system and to ensure that the alarms are in working order.

Test time: Every second week on Fridays

Please inform the employees that the alarm will be tested.

Activate the alarms

The test is to be recorded on the appropriate documents.

If any deviations is found it should be attended to as a matter of urgency.

3.9 EMERGENCY & FIRE DRILLS

Emergency and fire drills need to be conducted on a monthly basis as per the attached site drill schedule. This is to ensure that all possible emergencies in the emergency plan are communicated to employees on site.

Drills should be conducted at varying times to test the adequacy of the emergency procedures and to ensure that all employees can attend the drills.

The local emergency services should be included in at least one emergency drill per annum.

If a drill takes place, the emergency controller will complete the following documentation:

- Roll call register
- Corrective action report

The emergency controller will set up a meeting directly after the drill at which a debriefing will take place with all employees to discuss corrective actions and response times.

All corrective actions need to be put in place as a matter of urgency.

4.

GENERAL SITE EMERGENCY PROCEDURES

ACTION BY ALL STAFF

1. ON HEARING SOUND OF THE ALARM:

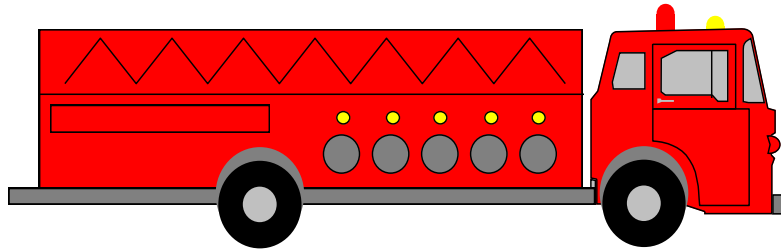
- Do not run!
- Shut down your Air Conditioner and Computer if possible.
- Cease any telephone conversation.
- Secure important documents and personal effects.
- Close office door behind you.
- Move to the assembly point and await further instructions from your Emergency Controller.

2. LOCATION OF ASSEMBLY POINT:

All staff to assemble at the entry/exit gate on site.

3. AWAIT FURTHER INSTRUCTIONS FROM THE EMERGENCY CONTROLLER.

4.2 RESPONSIBILITIES DURING AN EMERGENCY



Fire and Evacuation Procedure:

1. On hearing the fire alarm the Emergency Controller will verify if there is a fire and where it is on site.
2. If there is a fire on site, he will immediately contact the fire brigade.
3. Instruct Security to man the gate and not allow any vehicles in or out except for the Emergency Services.
4. If there is a fire, the emergency co-ordinator should attempt to secure the surrounding area while waiting for the Fire Brigade to arrive. This is only to be done if it is safe to do so.
5. Wait for contact from the Fire Department. Brief and provide plans, MSDS's and any other useful information to the Emergency Services upon their arrival.
6. The Emergency controller will log all details, with timings, until the emergency is over.
7. A debriefing meeting should be held after the emergency is over to ensure all actions were taken.

Bomb Threat

1. In the event of a Bomb threat during normal and after hours, complete the BOMB checklist.
2. Inform the SAPD who will take control of the situation.
3. On given instruction to evacuate, sound the fire alarm.
4. Direct SAPD when arriving on site.
5. Log all details, with timings, until the emergency is over.
6. A debriefing meeting should be held after the emergency is over to ensure all action were taken.

Medical Incident

1. Once notified by the employee or first aider of an incident, assess the injury.
2. If injury is not too serious, proceed to take employee to the nearest doctor and/or hospital for treatment.
3. If the injury is serious, summon the Ambulance.
4. Keep the route open for the ambulance and direct the ambulance to the scene of the injury.
5. Any medical incident will be reported to senior management.
6. An investigation and incident report will be compiled.

Civil Disturbance:

1. The Emergency controller need to ensure that Security close and lock the gate.
2. The Emergency controller need to ensure that the sales centre front door is closed and locked immediately.
3. Inform the employees on site to await further instruction and decide whether to inform the Police.
4. Security need to start internal patrol of the boundary (if and when applicable).
5. Keep senior management informed of the situation.

First Aiders

On hearing the fire alarm, proceed to the assembly area with the first aid kit. Wait for instructions from the emergency co-ordinator and/or assist where necessary.

Emergency controller

1. The emergency controller will take full control of all emergencies on site and he will liaise with the emergency team.
2. The emergency controller will decide if the site must be evacuated after assessing the situation.
3. The emergency controller can authorise and gives the all clear signal to terminate and emergency status.
4. The emergency controller will co-ordinate the crisis and will decide if it is necessary to inform the neighbours.

Security

On hearing the fire alarm

1. Close gate to incoming traffic and report to emergency controller immediately.
2. Ensure all entrances are kept clear to allow easy access for Fire Brigade if required.
3. Assist in escorting visitors and staff to the assembly area at gate.
4. Await further instructions from the Emergency Controller.
5. Once Emergency vehicles have arrived, direct them to the fire.

In case of a civil disturbance, Security is to ensure that he:

1. Close and lock the gate
2. Inform the emergency co-ordinator immediately and await further instructions.
3. The emergency co-ordinator will decide if necessary to contact the police.
4. Start internal patrol of the plant boundary and gate area where applicable.

5.	BOMB THREAT
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5.1 Telephone Threat

1. Remain calm
2. Ask questions of caller to help complete Bomb Threat Check List
3. DO NOT hang up, even after the call is finished
4. Report to supervisor immediately

5.2 Written Threat

1. Retain the envelope or container
2. Place the message and / or container in a plastic sleeve or envelope avoiding unnecessary handling of the message / container.
3. Contact the supervisor or most senior manager on site
4. Await further instructions

5.3 Suspect Object (Including Envelope or Delivery)

1. DO NOT TOUCH OR HANDLE THE OBJECT
2. Contact the supervisor or most senior manager on site
3. Await further instructions.

5.4 Complete the attached “Bomb Threat Checklist”.

6.

HOLD-UP

1. SURVIVAL IS THE GOLDEN RULE
2. PROTECT YOURSELF, NOT MONEY OR GOODS
3. DON'T TRY TO BE A HERO
4. Stand still.
5. Keep your hands where they can be seen
6. Do not make any quick or sudden moves
7. Obey the robber's instructions. Do exactly as you are told
8. Allow the robber to leave. The sooner they leave, the safer.
9. Remain calm and quiet. Speak only when spoken to.
10. Observe if you can. Note details about the robber's appearance and get-away car.
11. Stay out of the danger area. The robber is in control - DO NOT try to outsmart them.
12. Stay where you are. DO NOT chase the robber
13. Observe the direction of departure of the get-away car only if safe to do so.
14. After the robber has left, call the police (Dial 10111) and press panic button to summon armed response unit
15. Seal off the hold-up area. Evidence must be left undisturbed.
16. Ask witnesses to remain until the police arrive.
17. Note down any description of the robber and crime using the HOLD UP Checklist. Do this before discussing the hold-up with other people.

HAZARDOUS GASES EMERGENCY PROCEDURES

Hazards

1. Asphyxiation
2. Entrained particles in the escaping gas may cause personal injury or ignition of the gas.
3. Fire or Explosion if escaped gas comes into contact with an ignition source.

Required Action For Emergency Team

- Wear the following PPE:
 - Safety glasses or chemical goggles
 - Gloves or PVC gauntlets
 - Full cover work clothes
 - Leather Protective footwear

On instruction from the Emergency Controller, evacuate personnel from the area to a location 250 m upwind and barricade to prevent vehicle access

Contact the Emergency Services if the leak could result in an ignition or off-site risk

Emergency Co-ordinator to see to isolating of all sources of ignition in the area

Stop the leak by isolating it at the source

Close the isolating valve

Close all cylinder valves on manifold

If leak catches fire, do not attempt to extinguish the flame, except where the leak is isolated

Hazards

High Pressure
 Fire or Explosion
 Asphyxiation
 Gases may be heavier than air and collect in low-lying areas
 Cold burns due to the adiabatic cooling of the expanding gas

Required Action For Emergency Team

1. Wear the following PPE:
 - Gloves
 - Full cover work clothes
 - Leather Protective footwear
2. On instruction from the Emergency Controller, evacuate personnel from the area to a location 100 m upwind and barricade to prevent vehicle access
3. Isolate all sources of ignition in the area:
 - Electrical power
 - Electronic devices such as phones, pagers, watches, cameras.
 - Sources of static electricity (synthetic clothing).
 - Vehicles
4. If the cylinder catches fire, do not attempt to extinguish the flame. Contact the Fire Brigade.

LEAK SOURCE	ACTION
Liquid outlet	Minimise leak rate by reorienting the cylinder to ensure a vapour leak Tighten valve Fit cap or plug
Valve Gland	Tighten valve gland
Shell or Weld	Fit pad and clamp (low pressure cylinders only)
If the leak cannot be stopped by any of the above actions, the cylinder should be allowed to blow down in a safe, well-ventilated area.	

Hazards

Fire

Explosion of overheated or unstable cylinders

Toxic products of combustion

Jet of flame issuing from cylinder safety device

Explosion of acetylene cylinder due to shock impact on the unstable gas

Explosion of the acetylene cylinder due to attempts to blow it down

Required Action

It is the responsibility of the emergency services to fight fires and to cool down hot cylinders until they are safe to handle.

Afrox is required to assist and advise the emergency services with specialist information about the cylinders if required.

Evacuation

In a fire/hot cylinder incident, all personnel should be evacuated to a safe distance which should be minimum of 200 metres from direct line of sight of the cylinder to avoid shrapnel in the event of an explosion.

Safe locations may be nearer if there is the protection of a solid structure, which may stop shrapnel. This requires the assessment of the actual location by the incident controller and emergency services.

Handling a Hot Cylinder on Site or a Customer Site

Hot acetylene cylinders are extremely dangerous.

Never approach or move the hot cylinder.

Do not attempt to blowdown the cylinder as this could allow more acetylene to fuel the combustion and cause an explosion.

The cylinder should be cooled under the control of the emergency services from a safe location.

The emergency services will extinguish the fire, if applicable using the guideline of general fire fighting.

After the fire has been extinguished, the cylinder will be cooled down by applying water to it for one hour or longer if required.

Hazards

The Joule Thomson effect has to do with the temperature change (cooling down) when gas or liquid is forced through a valve or porous plug. The gas/liquid expands and then cools down.

Hydrogen and Helium has a negative Joule Thomson effect and will not cool down but rather heat up during expansion to a lower pressure.

This could cause Hydrogen gas to ignite when released from a valve.

Hydrogen requires only one tenth of the energy for ignition than that required by other common fuels. Venting or leaking hydrogen ignites very easily.

Hydrogen burns at higher temperatures but gives off less radiant heat than hydrocarbons. The flames are pale blue, almost invisible and are very difficult to detect in daylight.

Required Action

Attempt to stop the leakage immediately by closing cylinder valve.
Use fog-water or fine spray of water to extinguish fire.
Beware of auto-ignition if leak rate is high.

Evacuate area and post warning to prevent persons from approaching with lit cigarettes or open flames

Using water, keep all cylinders in the vicinity of the the fire cool.
If possible remove all cylinders from the vicinity of the leaking cylinder or fire.

Hazards

Inhalation and bodily contact

Bodily contact causes severe irritation to eyes and skin and can cause blistering and burns.

Inhalation causes severe irritation to nose, throat and lungs

Liquid can cause caustic burns to the skin

Personal safety must be considered before attempting to administer first aid to a casualty exposed to ammonia. Personnel must not enter an area where hazardous concentrations of ammonia may be present if not trained in the use of, and properly equipped with, personal protective equipment.

Required Action for the Emergency team

Wear the following PPE:

- Respiratory protection: self contained breathing apparatus
- Skin protection including gloves
- Impermeable skin protection is required if liquid splashes may occur

Casualty Removal

If a casualty can walk they must be lead out of the affected area and into an uncontaminated area for decontamination.

If he is unable to walk, he may be removed on a stretcher or carefully carried to safety.

Basic Decontamination

Rapid skin and eye decontamination is critically important.

Remove contaminated clothes and flush exposed areas of skin with water for at least 15 minutes under the emergency shower.

Double bag contaminated clothes and personal belongings for disposal.

Do not apply any salves or ointments to skin burns.

Eye Contact

Ammonia is potentially very toxic to the eye and can cause a range of eye problems from simple irritation to blindness.

Speed is essential: immediately begin irrigation of the eyes with copious amounts of tap water while holding the eyelids apart.

Continue irrigation for at least 30 minutes.

All cases of ammonia exposure to the eyes which require irrigation should subsequently be sent to an emergency treatment centre.

Inhalation

Ammonia can cause both acute and chronic damage to the respiratory system.

If there is any difficulty in breathing, administer oxygen if available.

Immediately transfer the casualty to an emergency care facility.

8.	FIRE FIGHTING MEASURES
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8.1	FLAMMABLE GAS CYLINDER FIRES
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Hazards

Fire
Explosion of overheated cylinders
Toxic products of combustion

Required Action

1. Contact the fire brigade
2. Wear the following PPE:
Heat resistant gloves
Face shield
Full cover work clothes
Leather Protective footwear
3. Evacuate personnel from the area to a location 100-m upwind and barricade to prevent access.
4. Do not approach suspected hot cylinders
5. If safe to do so, remove other cylinders from the area surrounding the fire.
6. Keep cylinders cool using water (shell stays wet and steam is not produced) OR
7. Place cylinder in a water bath to cool
8. Condemn the cylinder.

8.2**ACTIONS TO BE TAKEN WITH CYLINDERS IN A FIRE**

Sound the alarm.

Evacuate the danger area.

Call the fire brigade/ emergency services.

Cylinders which are not directly involved and therefore, unheated should be moved away as quickly as possible to a safer place - provided this can be done without due risk.

Always ensure that cylinder valves are closed and cylinders are isolated from any process.

Keep well clear of cylinders which are directly involved in the fire until emergency services arrive.

Immediately inform the fire brigade/ emergency services of the type and number of cylinders involved. Advise them of the location and type of other gas cylinders on the premises.

Cool the cylinders with a spray of water from a protected position.

The cylinders can be handled when their temperature has been brought down below the level at which there is a risk of bursting. When the temperature has been lowered, any fallen cylinders can be raised.

Note: Extreme caution should be taken after the fire has been extinguished due to the possible danger of exploding cylinders.

At all facilities holding LPG cylinder stocks, there should be an adequate and readily available water supply for fire protection.

This is also essential for use by the fire brigade/ emergency services who attend in the event of a major fire outbreak.

9.	ENVIRONMENTAL EMERGENCIES
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9.1	WATER EMERGENCY – PIPE LEAK OR BURST
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Hazards

Flooding of premises

Waste of natural resources

Electrical hazards

Pollution of the storm water drains

Action Required

Immediately report the incident to the supervisor.

Locate the source from where the water is coming in order to find the reason for the water spill.

Attempt to close the shut off valve of the water supply to the site if required.

In the case of a burst water pipe in the inside of the building, remove all items that should not be in contact with the water/solvents.

Switch off the electricity to that specific part of the building as contact of water with electricity can cause electrical shocks.

Wipe or sweep area clean and allow to dry thoroughly before using area again.

In the case of a burst water pipe on the outside of the building, ensure free flow of water to the storm water drainage system in order not to have big pools of water in a specific area.

Clear the area of any loose standing items to avoid damage to such items.

Ensure that no badly contaminated water gets into the storm water drainage system, e.g. oil or chemical contaminated water.

The site manager will contact a plumber to establish the cause of the burst and to fix it as soon as possible in order to enable the site to operate as normal. Incident to be reported and followed up with incident investigation.

9.2	OIL AND DIESEL/PETROL SPILLS FROM VEHICLES OR MACHINERY
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Hazards

Possible combustion

Ground and water contamination

Action Required

PVC or rubber gloves should be worn by persons cleaning up spillage and safety glasses or full face shield if splashes are likely to occur.

Minimise all forms of skin contact.

Spillage must be dealt with promptly and all employees should report this to the supervisor immediately.

Oils, diesel fuel and paint/solvent spillages have the potential to cause major safety as well as environmental hazards.

Use the spillage kit on site and the spillsorb provided with the kit to clear up small spillages immediately.

All spillages will be treated as special waste and need to be disposed of by an approved hazardous waste contractor who will issue the necessary disposal paperwork to the branch on removal of spillage. (within 90 days of spill)

In the event of a major oil or diesel spill, measures should be taken to prevent the spill from spreading or entering into drains on site by using sand, earth or other appropriate barriers. Inform local authorities if this cannot be prevented.

An approved hazardous waste contractor will need to be contacted to clean up large spillage that cannot be done with the spillage kit on site.

9.3	NATURAL DISASTERS E.G. FLOODS, STORMS, EARTHQUAKES
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Guidelines for floods and storms

Due to erratic nature, preparation for storms or flooding is difficult.

Employees are expected to use care, caution and common sense whenever these conditions exist.

General guidelines:

Shut down all non-critical operations especially concerning electricity and gas, and if time permits, secure all valves, cylinders, containers etc where possible.

Shut all doors, windows, gates and secure the facility.

Gather all employees at the designated safe area, account for all employees and determine if there is time or reason to send the employees safely home.

Once the emergency has passed and the all clear has been sounded, proceed cautiously to check all equipment for possible damage while wearing the proper PPE before beginning start-up procedures.

Guidelines for Earthquake

Employees are expected to use care, caution and common sense whenever these conditions exist.

General guidelines:

Seek cover under heavy furniture like tables etc. These will serve as shock absorbers from fall walls, floors, slabs, debris and many more.

Do not try to get out of the building. You may not have enough time to do so.

After the initial shock, slowly get out of the place where you sought cover if you can and proceed to the evacuation area.

Emergency shutdown the plant, shut-off electrical and gas supplies.

Calmly get out of the building and go to the open space where you can keep a distance of about half the height of the tallest building in the area.

Do not try to go back to the building and secure personal belongings.

9.4**ASBESTOS EXPOSURE**

The following precautions need to be taken while removing asbestos roof sheets.

The people removing this must be wearing the following PPE:

- Gloves
- Safety glasses
- Masks (masks that can contain more then dust)

If a roof sheet falls down and break by accident, the air will be filled with small asbestos fibres which enters the lungs. In the event of broken sheets, the masks must be worn until such time that the dust and broken pieces are stabilised. This also include other people working outside on site.

Keep the fire hose ready at all times while the sheets are being removed.

In the event of a sheet falling and breaking,

the sheet and pieces of asbestos must be sprayed with water immediately, as well as the surrounding areas to contain and disable the asbestos fibre from getting airborne.

An approved hazardous waste contractor will need to be contacted for an emergency clean-up. The asbestos and surrounds must be kept wet at all times until the contractor arrives to clean-up.

10.	DISTRIBUTION EMERGENCIES
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10.1	EMERGENCY RESPONSE
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Taking Emergency Response Calls

The Supervisor should ensure that a current Emergency Contact List is maintained in the emergency plan and a copy made available to each distribution vehicle working from site.

The person taking the initial telephone call from the distribution vehicle must take ownership unless they can positively transfer the call to a more appropriate person e.g. the supervisor.

The person taking the initial call should complete the attached Checklist for Person Receiving Emergency Telephone Call.

The required action arising from the completion of the checklist must be initiated as soon as possible.

Response Co-ordination

Product incidents:

If the incident is of a product related nature e.g. damaged or leaking cylinder, the nearest company representative e.g. supervisor should be called out to assist to attend to the incident.

Depending on the reported nature of the problem, it may be required to send another vehicle to the scene

Mechanical Incidents:

If the information received indicates that the problem are of a mechanical nature e.g. body work or mechanical failure, it will be necessary to call out the distribution maintenance vendor for assistance.

Fighting fires

Most products carried by an Afrox vehicle are designated as Dangerous Goods. As such, any fires which involve vehicles being loaded with, carrying or unloading product must be considered as being extremely serious.

Safely extinguishing most of these fires will be beyond the capability of the vehicle driver.

It may be possible to extinguish minor fires, e.g. fire in cab or electrical using the on-board vehicle fire extinguisher.

In any event, the emergency services should be contacted to assist immediately.

Fires En Route

Drivers and driver assistants must follow the advice given on their Emergency Response Information for the product carried with their vehicle.

They must at all times carefully consider their actions and proposed actions taking into account the following priority list:

- Safeguard "life and limb"
- Avoid escalation of the incident
- Minimise any environmental damage
- Minimise the cost of the incident

Vehicle Tyre Fires

Tyre fires can be extremely dangerous. This often look comparatively minor while in reality the fire may be burning internally.

Drivers should not stand directly in front of the tyre which is on fire but to the side – ideally in a position where they are protected by other equipment so the impact of an exploding tyre would not be in their direction.

Evacuate any other persons in the vicinity and contact supervisor and emergency services if required.

Drivers must:

- Avoid regular routes/stops for newspapers, cigarettes and so on as recognisable patterns make easier targets
- Not carry unauthorised passengers
- Not undertake unauthorised journeys
- Understand and utilise security equipment, ensuring it functions correctly
- Secure/protect/hide personal and company property

During transit:

- Cab near-side doors must be locked to prevent entry of unauthorised persons
- If stopped for a 'routine check', drivers must examine the identity of officials.
- If there is any doubt, the authorities must be contacted to verify identities. Until verification, drivers must not leave their vehicle's cab.

Ten Point Plan for avoiding Road Rage:

- Forget work or home worries when behind the wheel. Concentrate on the driving task instead.
- Plan the journey, it helps reduce anxiety and stress
- In cab entertainment e.g. radio, can also help reduce stress
- Try to adopt a positive mental attitude
- Do not try to change other people's attitude to driving – it cannot be done, but you can change your own
- Be courteous and stay calm if provoked by another driver
- In the event of a road rage incident, the driver must lock the doors and remain in the cab
- Resist any temptation to get out of the vehicle and remain calm.
- Do not retaliate by flashing headlights, sounding the horn or making rude gestures as this will only make a volatile situation worse.
- If you are the victim of aggression, note the perpetrator's registration number and report the incident to the police and Supervisor as soon as possible.

Product Leaks

If the driver discovers a cylinder leaking on the vehicle, every attempt must be made to contain the leak.

If not possible, driver needs to contact the emergency services for assistance.

Do not proceed until leak has been contained.

Fluid Leaks

If fluid leaks, the driver must make every attempt to contain and/or minimise the spill.

Examples of possible fluid leaks that could harm the environment include:

- antifreeze
- engine oil
- power steering fluid
- transmission fluids
- hydraulic fluid/oils

If the leak is small, make every attempt to control the leak with absorbent material and attempt to clean up any oil that has spilled.

If the leak is large and cannot be controlled, shut down the delivery process and contact the supervisor for guidance and assistance.

Any large oil leak must be reported as an Incident and the appropriate investigation conducted.

The driver needs to follow the guidelines:

- During normal business hours, the responsibility to arrange for road service in the event of a breakdown is the Driver's Supervisor or dispatcher if supervisor is not available.
-
- After normal business hours, the designated responsible person at the site will handle the arrangements and communicate with the supervisor.

When the road service agent arrives, the driver must inform them about what repairs are needed and try to ensure that the work is being done correctly and as efficient as possible. (Always test the vehicle before agent leaves)

Only repairs deemed necessary to return the vehicle to a safe and roadworthy condition should be made on the roadside.

Safety Guidelines for Driver:

Reflective triangles must be promptly placed in the proper positions as soon as practical after parking the vehicle.

Use the following guidelines if the vehicle is on the side of the road and unable to move:

- If the driver stops on a road and the vehicle is not visible at any time for at least 200 metres in all directions from the vehicle, the driver must use at least 2 portable warning triangles.
- The driver must position the warning triangles so:
 - 1 triangle is at least 45 metres in front of the vehicle or fallen load and
 - 1 triangle is at least 45 metres behind the vehicle or fallen load and
- The triangles must be positioned approximately the same distance from the edge of the roadway as the centre of the vehicle

11.

EMERGENCY PROCEDURE FOR NEIGHBOURS

All neighbours within radius of 500 meters of the site should be included in the emergency contact list. A letter of precautionary actions should be issued to each of these companies.

The following detail plus attachment should be printed on an Afrox letterhead and issued to the neighbours on the emergency contact list.

Obtain sign off and file for future reference. When ownership change, this needs to be re-issued.

Precautionary actions for neighbouring businesses:

Afrox is one of the country's leading Gases manufacturers supplying gas to the Industrial, Medical, Scientific, Beverage, Chemical, Mining and Foreign markets.

Afrox forms part of the worldwide Linde Group, which has businesses in more than 60 countries.

As a neighbouring business to an Afrox site, we wish you to be assured that Afrox has an excellent safety record and regards its safety procedures equal to the best in the world.

However, we cannot discount the possibility that a safety incident involving products stored at our site may not happen. We therefore believe that you should be aware of actions to take if you are contacted in relation to an incident on our site.

Please feel free to discuss this advice and our safety procedures with the site manager at any time.

PROCEDURE FOR NEIGHBOURS IN THE CASE OF AN EMERGENCY

INCIDENT ALERT

If alerted to an incident by the Afrox Site Manager or Fire Brigade, please:

- Stay indoors
- Close any external windows and doors
- Turn off air conditioning systems
- Cease all telephone conversations and ensure telephone lines remain free
- Await further instructions from the Fire Brigade

EVACUATION

If evacuation is advised by the Afrox Site Manager or the Fire Brigade, please:

- Secure your premises
- Once clear of premises, do not re-enter until the relevant emergency body gives an “all clear” signal.
- Proceed in an orderly fashion at least 250 m upwind of your premises, away from the Afrox site.
- Account for all personnel from your site
- Await further instructions from the Protective Services commander.

• FURTHER INFORMATION

For more information Contact

Elmo Munnik
Operations and Transport Manager

Tel: 023 3422474

QUESTIONS TO ASK

- 1. When is the Bomb going to explode?
.....
- 2. Where did you put the Bomb?
.....
- 3. When did you put it there?
.....
- 4. What does the Bomb look like?
.....
- 5. What kind of Bomb is it?
.....
- 6. What will make the Bomb explode?
.....
- 7. Did you place the Bomb?
.....
- 8. Why did you place the Bomb?
.....
- 9. What is your name?
.....

10. Where are you?

11. What is your address?
.....

EXACT WORDING OF THREAT

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

ACTION

Report call immediately to Area Warden.

CALLER'S VOICE

Accent (specify)
 Any impediment (specify).....
 Voice (loud, soft, etc.)
 Speech (fast, slow, etc.).....
 Diction (clear, muffled)
 Manner (calm, emotional, etc.).....
 Did you recognise the voice?
 If so, who do you think it was?
 Was the caller familiar with the area?

THREAT LANGUAGE

Well spoken:
 Incoherent:
 Irrational:
 Tape :
 Message read by caller:
 Abusive:.....
 Other:

BACKGROUND NOISES

Street noises:..... House noises:
 Aircraft:
 Voices: Local call:
 Music: Long distance :
 Machinery: STD:
 Other:

OTHER

Sex of caller: Estimated age:

CALL TAKEN

Date:/...../..... Time :
 Duration of call:
 Number called:

RECIPIENT

Name (Print):
 Telephone Number:
 Signature :

HOLD-UP CHECKLIST

Fill out this form to assist the police with their investigation.
First impressions are important.
Fill out this form alone.
DO NOT discuss the offence with anyone else first.

(Include every detail of the offence from start to finish)

WITNESS DETAILS

Surname:

Date: Time:

Given Names:

Details:

Address:

Postcode

Telephone: Work Home

BUSINESS DETAILS

Company Name: BOC Gases Australia Ltd

Branch/Location:

Address:

Postcode

Telephone:

DETAILS OF OFFENCE

DESCRIPTION OF OFFENDER

Physical

Height:

Age:

Weight:

Hair:

Eyes:

Race:

Skin:

Scars/Tattoos:

Speech:

Clothing

Upper Body:

Lower Body:

Shoes:

Glasses:

Weapon:

Other:

VEHICLE DESCRIPTION

Make:

Licence No.:

Year:

Colour:

Direction of Travel:

Check List For Person Receiving Emergency Telephone Call

Caller Name:.....

Telephone Number:.....

Date:.....

Time of call:.....

Is the Caller: Driver/ Policeman/ Fireman/ Ambulance Person/ Member Public

If Caller is not Policeman or Ambulance Person - Have Police been informed? Yes/No

Has the Fire Brigade been informed? Yes/No

Nature of Emergency:

What happened?:

When did incident occur?:

Where did incident occur?:

Road:

Town:

County:

If motorway/ highway - Nearest exit:

Marker number:

Is the Driver injured?: Yes/No

Injuries:

Are others injured?: Yes/No

Injuries:

Number Injured?:

Which type of vehicle is involved?: Tanker/ Tube Trailer/ Cylinder Vehicle/ Drums

Which type of product is involved?:

Is product leaking or spilled?: Yes/No

If Yes, why? (i.e. valves broken, cylinders damaged etc)

Fleet number of vehicle and trailer:

Is road closed?: Yes/No

Any other vehicles or product involved in emergency?: Yes/No

If Yes, what are they?:

If relevant, request the caller to stay by telephone to await a call from an Emergency Co-ordinator.

Signature. Date

Note: On completion, this report must be handed to your immediate Supervisor as soon as possible

Key Actions for Dealing with Acetylene Cylinders in Fires

